



# International Student Handbook

AURORA INSTITUTE OF AUSTRALIA  
RTO CODE 46212  
CRICOS CODE 04256K

Welcome to

# **Aurora Institute of Australia**

For any enquiries, you can contact our reception on:



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## 1. Introduction

### 1.1 Code of Practice

The Manager of Aurora Institute is responsible for compliant training and assessment. The Managing Director and Senior Management will ensure operations, staff and students of Aurora Institute comply with the requirements of the [Standards for Registered Training Organisations](#) and the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) and the 11 standards under this code.

Aurora Institute will ensure compliance across all its operations within the registered training organisation's scope of registration as listed on the National Register (<http://www.training.gov.au>).

Aurora Institute has policies and procedures to ensure compliance, distributed to Staff and Students as part of their induction process and ongoing via the website and internal intranet.

### 1.2 Continuous Improvement Strategy

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients, our students, the industry we support and the community to whom we provide training.

This Continuous Improvement Strategy involves collecting relevant information (or data), analysing that data and then applying corrective actions to improve the practices of the RTO. Collecting relevant information through actively engaging with key stakeholders before, during and after training and assessment.

### 1.3 Living in Australia

Refer to the Student Prospectus for information about Living in Australia.

### 1.4 Welcome

The team at Aurora Institute provides advice, support, and assistance to students with issues with their program. Aurora Institute provides the following in support of training:

- Continuous access to trainers and assessors
- Detailed course information
- Additional resource information
- Access and family assistance

You are undertaking a competency-based program leading to a nationally recognised certificate.

This booklet provides information about Aurora Institute, the program structure and your role and responsibilities during the program.

Trainers are happy to provide you with more information at any time during the program to ensure your success.

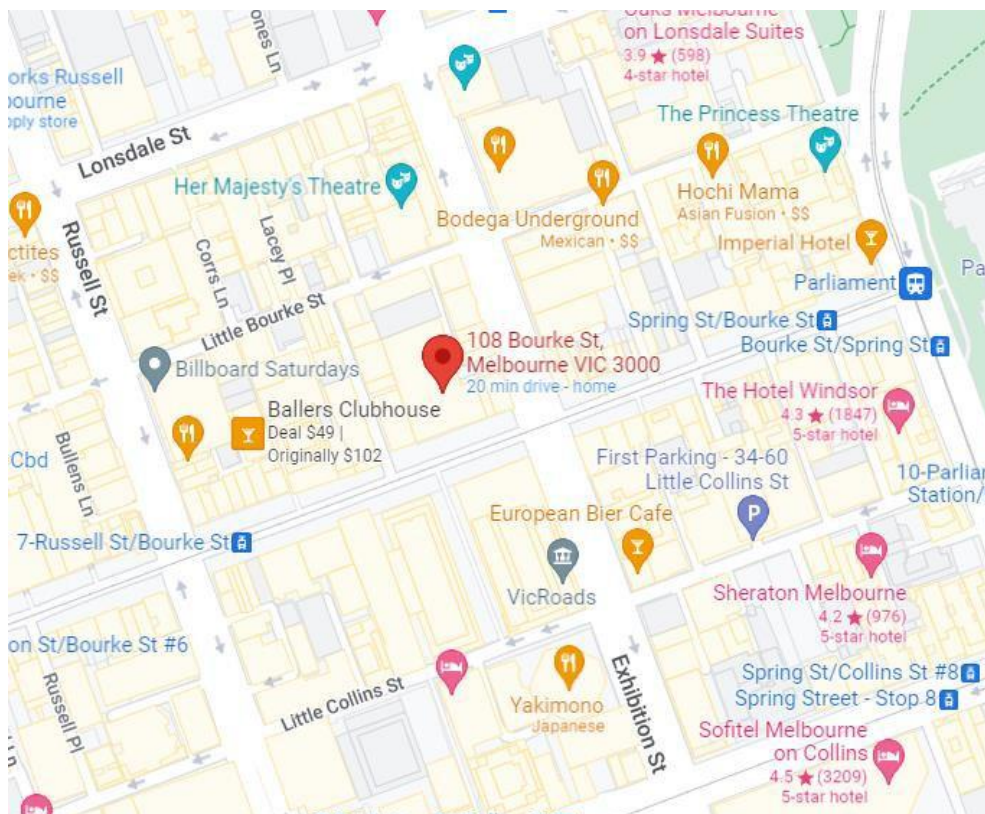
We look forward to working with you and wish you every success.



## 1.5 Campus

Aurora Institute is located at:

Shop 13 & 14 Upper Bourke Street Level, The Paramount Centre, 108 Bourke Street, Melbourne, 3000, VIC.



Building on Melbourne's excellent multiculturalism, you will study in a genuinely inclusive and friendly environment when you undertake your program with us.

[Melbourne CBD](#) is the home of our school. Melbourne CBD is the business district and dining hub with many clubs, bars and chic eateries on its streets and laneways. Shoppers flock to the elaborate 19th-century arcades and Queen Victoria Market, known for its gourmet food halls. Close by at Federation Square, access Australian art at the Ian Potter Centre and art-house films and movies at the Australian Centre for the Moving Image.

Transport to Aurora Institute:

Train	Tram	Bicycle
Flinders St Station	Trams: No 86 & 96 trams along Bourke Street, Stop 7	<a href="#">Storage and parking spots are available on Bourke Street</a>



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## Facilities

Facilities at our city Bourke St campus include but are not limited to:

- Modern classroom – Fully equipped with multimedia technology, projector, white board, tables and chairs.
- Wireless Campus – Free Wi-Fi access.
- Colour printers & photocopy machines – available on a user-pay basis.
- Library / Study Area – The library includes course-related books/resources and study areas.
- Student kitchen area with microwave and coffee machine.
- Lounge – Student lounge available for collaboration and relaxation during breaks.
- LMS Access – Learner Management System allows all students to access course materials and extra online course-related resources.
- Restrooms.

### 1.6 Trainer/Assessor

Your Trainer/s can advise on any aspect of the course content, resources or assessment activities.

Your trainer holds a training and assessment qualification and has experience in the qualification/s they deliver. Trainers engage in a rigorous professional development program to maintain currency in the specific industry.

### 1.7 Support Staff

The Student Support Officer's primary role is to be the point of contact for all international students. They support and guide students and ensure they are aware of their responsibilities concerning course progress. You may also refer to the Student Support Officer for any issues or concerns that are not directly related to training and assessment.

Your Student Support Officer is currently: Xi Chen

Name of Support Officer and contact details: 0401 396 515

### 1.8 Change of personal details

You must inform Aurora Institute of any changes to your address or contact details within seven days of the change.

You must also inform Aurora Institute of any other change relevant to your training program. If your name changes at any time during your training, provide a certified copy of the proof of name change (i.e., marriage certificate, name change certificate).

### 1.9 National Unique Student Identifier (USI)

Students are to provide a Unique Student Identifier (USI) on enrolment.





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To access a USI, log into [Unique Student Identifier](#) and follow the prompts. Please ensure you have one Form of ID from the list below.

Examples of acceptable forms of ID:

- Driver's Licence
- Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) \*, please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card

Contact the office or your trainer if you cannot access a USI.



## 2. Pre-Arrival Information

### 2.1 Important information and contacts

Name: Iris Chen

Emergency Contact: 0488666376

Website: [www.aurorainstitute.edu.au](http://www.aurorainstitute.edu.au)

Email: [info@aurorainstitute.edu.au](mailto:info@aurorainstitute.edu.au)

Address:

Shop 13 & 14 Upper Bourke Street Level, The Paramount Centre, 108 Bourke Street, Melbourne, 3000, VIC

International Student Support Officer Details:

Name: Iris Chen

Phone: 0488666376

Email: [info@aurorainstitute.edu.au](mailto:info@aurorainstitute.edu.au)

In case of an emergency

Dial 000 from a landline or phone box or 112 from a mobile phone for Police, Fire or Ambulance.

### 2.2 Medical Centres/Hospitals

CBD Doctors Melbourne	Bourke Street Clinic	Royal Melbourne Hospital
10/53 Queen Street	563 Bourke Street	300 Grattan St
Melbourne	Melbourne	Parkville
Phone: (03) 9077 9912	Phone: (03) 9944 6222	Phone: (03) 9342 7000



## 2.3 Arranging Travel

Students need to make their travel arrangements to Australia. We recommend arriving two weeks before the scheduled orientation to allow enough time to settle in, adjust to the climate and overcome jet lag.

## 2.4 Things to do before leaving home

Tick	Action Item
	Apply for a passport
	Arrange student visa
	Make contact with Aurora Institute
	Complete the required forms with Aurora Institute
	Make payments to Aurora Institute
	Apply for a student visa with Australia's Department of Home Affairs – Visit Study Australia for a <a href="#">Step-by-step guide to visa and entry requirements</a>
	Arrange for immunisations and medications from a doctor
	Apply for a credit card or arrange sufficient fund
	Confirm overseas access to your funds with your bank
	Make travel arrangement
	Arrange travel insurance
	Advise Aurora Institute of travel details
	Arrange accommodation
	Arrange transport from the airport to the accommodation
	<p>Pack bags be sure to include the following:</p> <ul style="list-style-type: none"> <li>• Name and contact details of Aurora Institute representative</li> <li>• Enough currency for taxis, buses, phone calls etc</li> <li>• Laptop to work on in class time</li> <li>• Important documents:                             <ul style="list-style-type: none"> <li>○ This Handbook</li> <li>○ Passport</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>○ Letter of Offer</li> <li>○ Confirmation of Enrolment</li> <li>○ Certified copies of qualifications and certificates</li> <li>○ Travel insurance policy</li> <li>○ ID Cards, driver's licence, birth certificate (or copy)</li> <li>○ Medical records and prescriptions</li> </ul>
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## What to bring

Australian Customs Services and quarantine are quite strict. If you doubt whether your goods are prohibited, declare it anyway on the Incoming Passenger Card you will receive on the plane. Students have received on-the-spot fines for not declaring items. For further information, visit the [Australian Border Force](#)

Check with your airline for information on how much luggage you can bring.

## Arriving in Melbourne

On arrival in Melbourne, you can catch a cab, or the Sky Bus will bring you directly into the city, depending on the location of your accommodation.

Tick	Action Item
	Call home
	Settle into accommodation
	Make contact with Aurora Institute
	Purchase household items and food
	Enrol children in school (if applicable)
	Attend Student Orientation
	Advise Aurora Institute of your address, phone and email
	Obtain a student identification (ID) card
	Advise the health insurance company of the address and obtain the Insurance Card
	Open a bank account
	Start classes
	Apply for tax file number if seeking work



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Get involved in student life and associations
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## Orientation

Aurora Institute will conduct an orientation and induction program for all new international students before course commencement. Aurora Institute will advise the time of the orientation and induction program a week before the commencement of studies.

The orientation and induction program will cover most of what students need to know about their course and adjusting to life in Australia. As a minimum, the program must cover the following:

- the student support services available assist students in the transition to life and study in a new environment
- English language and study assistance programs
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and
- information on visa conditions relating to course attendance and progress
- services available to assist with general and personal circumstances that are adversely affecting their education
- services students can access for information on their employment rights and conditions and how to resolve workplace issues.
- how to seek assistance for and report an incident that significantly impacts their wellbeing, including critical incidents
- general information on safety and awareness relevant to life in Australia

The Training Manager runs orientation and induction programs. Students **MUST** go through, tick, sign and return their International Student Orientation Checklist at the end of the session.

The Training Manager **MUST** collect all the completed forms, checking them to ensure they are correct.

All forms **MUST** be filed in the student's file.

## Dealing with late arrivals/starters

If a student commences their course late, has a credit or misses the Induction, the principal or designated senior staff member will undertake an orientation program with that student before the commencement of classes.

## Non- commencement policy

**When a student is granted their study visa**, Aurora Institute will report the student in PRISMS as non-commencement within 14 days after the expected commencement date if the student did not



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attend orientation and the student, education agent, and Aurora Institute has not agreed on a revised start date the Confirmation of Enrolment (CoE) status will change to 'Cancelled' the Department of Home Affairs is sent the reason code applied. Please note: If Aurora Institute is notified of a revised start date and agrees that the delay will not impact the end date of the CoE, no action is required from Aurora Institute as long as the student commences on the new expected date.

**Students awaiting their visa grant.** If the student, education agent and Aurora Institute have not agreed on a revised start date, the student's CoE will remain in PRISMS for three months. After three months, the CoE will expire. Aurora Institute will amend the CoE in PRISMS if there is an agreed revised start date.



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## 3. Training

We deliver training using a variety of flexible approaches, including group-based classroom-style learning and online delivery in the classroom and access to your trainer as you move through the material.

### 3.1 Competency-based education

Competency-based assessment is evidence-based; you provide evidence of your competence to your Trainer/Assessor. Evidence may be gathered by:

- Observation
- Demonstration
- Case studies
- Written assignments
- Role Plays
- Questioning
- Projects
- Reflections
- Presentations

### 3.2 Training and Assessment Standards

Aurora Institute is committed to high-quality training and assessment consistent with industry standards. Aurora Institute will:

- Provide orientation to all students
- Conduct regular reviews of training and assessment and consult with industry
- Consult with regulatory groups, staff, and students to assess the quality of training and assessment
- Always seek to improve training and assessment strategies
- Provide all the necessary resources to implement these processes

Aurora Institute has a quality assurance system for managing and monitoring education and training operations. This system consists of mechanisms for monitoring and evaluating curricula, monitoring assessment procedures, and stakeholder involvement in decision and policy-making.

Aurora Institute will collect and review feedback from industry sources and representatives regularly. We record and review the outcome of Industry consultation to improve training and assessment.

Aurora Institute will measure the course quality and effectiveness in regular strategy reviews. Any industry feedback indicating practices by the RTO or representatives contrary to legislation, standards or codes of practice are acted upon immediately



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The courses at Aurora Institute are delivered based on competency standards set by the industry. All units or modules are assessed by qualified staff using strict assessment criteria.

We issue the certificate when a student demonstrates competency for the required number of units specified in the training package for that qualification.

Where competency for units is less than the required number to gain a full qualification, we issue a Statement of Attainment for the units achieved.

### 3.3 Studying in Australia

For more information about studying in Australia, we recommend the following websites:

- [Study in Australia](#)
- [Life in Australia:](#)
- [Overseas Students Ombudsman](#)
- [Department of Home Affairs:](#)
- [Applying for a student visa](#) – a step-by-step guide





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## 4. Rights and Responsibilities

State and Federal legislation govern students studying in our training programs.

### 4.1 Student rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment free from harassment, discrimination, and victimisation
- Learn in a healthy and safe environment where risks to personal health and safety are managed and minimised
- According to our Records Management Policy, personal details and records are kept private and secure.
- Have access to the information Aurora Institute holds about you.
- Have your complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your individual needs.
- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Access the support needed to participate effectively in their training program
- Provide feedback to Aurora Institute on the client services, training, assessment and support services they receive.

### 4.2 Student Responsibilities

All students must:

- Treat all people with fairness and respect
- Do not do anything to offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others' property with respect.
- Respect the opinions and backgrounds of others
- Speak English during class time and within Aurora Institute venues
- Turn off Mobile phones before entry and while in the classroom.
- Look after your possessions. Aurora Institute accepts no responsibility for lost or stolen property
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known



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- Do not bring any articles or items that may threaten the safety of self or others into the premises
  - Notify us if any of their personal or contact details change
  - Provide accurate and up-to-date information to Aurora Institute promptly
  - Approach the course with due personal commitment and integrity and do not disrupt others' ability to learn in class.
  - Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
  - Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
  - Prepare appropriately for all assessment tasks, visits and training sessions
  - Notify Aurora Institute if any difficulties arise as part of their involvement in the program
  - Attend all classes and notify Aurora Institute if they are unable to attend a training session for any reason at least twenty-four (24) hours before the commencement of the activity
  - Refrain from smoking and drinking alcohol on the premises of Aurora Institute.
  - Dress appropriately
  - Make payments for their training within agreed timeframes.

### 4.3 Student Behaviour

You must treat Aurora Institute staff members and fellow students respectfully and observe the conditions in the Student Handbook or raised during the course by Aurora Institute staff members.

Where your behaviour affects the learning process, the trainer may ask you to leave and give you a formal written warning. Students must negotiate re-entry to the training program with the Student Support Officer.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable regarding a person's culture, disability, gender, disability, sexuality, religion or age. Aurora Institute will not

- tolerate inappropriate language and actions.
- tolerate harassment and intimidation of staff or fellow students.

Treat facilities and equipment with due care and respect and arrive on time to start all sessions, including returning from lunch and coffee breaks.

Consumption or being under the influence of alcohol or illicit substances during training hours is unacceptable. You will be asked to leave the premises. Continued abuse of this nature may result in your removal from the training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. Behave in a manner that reflects workplace/classroom



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standards at all times. Students should be punctual to all training sessions. You may be marked as absent if you are late, affecting your overall result.

## 4.4 Dress and hygiene

Neat, comfortable clothing is considered appropriate for classroom-based sessions. Since you are working near others, care with personal hygiene (clothing, hair, deodorant, etc.) is required.

## 4.5 Access and Equity

Aurora Institute abides by access and equity principles and provides information, advice and support services to assist students in identifying and achieving their learning outcomes.

Aurora Institute is committed to providing an environment free from discrimination and harassment. Students must not discriminate against others based on certain attributes described by the *Equal Opportunity Act 2010*.

It is unlawful to discriminate based on the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person identified by reference to any of the above attributes.

Students should never feel they cannot complete their training for any reason. Access and Equity are the responsibility of all staff members at Aurora Institute. However, students who feel mistreated should contact the Administration Officer.

Aurora Institute's policy sets out the Access and Equity principles and processes to:

- Reflect fair and reasonable opportunity for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.

Aurora Institute intends all students to have an equal opportunity to successfully gain the skills, knowledge, and experience through the training and assessment services we provide.

## 4.6 Work Health and Safety

Aurora Institute recognises the importance of providing a safe and healthy environment for students, contractors, and visitors while participating in work and training activities with the organisation.

It is your responsibility to:



- Protect your health and safety and avoid adversely affecting any other person's health and safety.
- Not wilfully or recklessly interfere or misuse anything provided by Aurora Institute in the interests of health, safety or welfare.
- Co-operate with health and safety directives given by the staff of Aurora Institute
- Not be affected by drugs or alcohol as to endanger your health and safety or the health and safety of other people.

Aurora Institute strives for excellence in workplace health and safety. It is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

Compliance with Legislation, Aurora Institute meets the requirements of the [Occupational Health and Safety Act 2004](#) and related regulations that aim to keep Victorian workplaces safe. It complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

#### 4.7 Student Counselling Services and Support

To support students adjusting to life in Australia, Aurora Institute can provide access to support services and resources to enhance the outcomes for students facing a range of life issues, including:

english language education	legal services	library services
personal counselling	accommodation	medical services
financial counselling	overseas student health cover	childcare centres
employment support	airport pick up	further studies guidance
emergency services	health services	tutoring and study support

Assistance may be provided either internally or by referral to specialist services. We provide internal assistance at no cost to the student. Referral to specialist services is free of charge. However, students will be responsible for the costs of the specialist service.

We recommend students visit the Melbourne Student Centre as they offer a range of services to students. <https://www.studymelbourne.vic.gov.au>

Aurora Institute will, in the first instance, provide students with access to support to achieve the expected learning outcomes through discussion with the Student Support Officer and Trainer. Should the Trainer or Student Support Officer not provide sufficient support, they may refer the student to an external support service listed above.



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## Welfare & Guidance Services

If a student needs counselling or advice at any time and staff cannot help or are unqualified, the Student Support Officer will refer the student to a qualified counsellor. The following numbers are a guide to some of the help services available. Don't hesitate to contact the Student Support Officer if you would like guidance best suited to your circumstances.

Interpreting Services	131 450
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State-wide Sexual Assault Helpline	1800 806 292
Victorian Centres Against Sexual Assault	1800 806 292
Lifeline	13 11 14
Alcohol and other drug treatment services – Department of Health	1300 650172
MensLine Australia	1300 789 978
Family Relationship Advice Line	1800 050 321
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	1300 720 092

## Personal Issues

Please use these services if you're experiencing a personal crisis or have concerns with mental health, depression or anxiety.

### Lifeline:

131 114

[www.lifeline.org.au](http://www.lifeline.org.au)

### Beyondblue:

1300 224 636

[www.beyondblue.org.au](http://www.beyondblue.org.au)



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## Workplace Issues

For concerns with employment conditions & issues, these services are here for you.

### WorkSafe Victoria:

1800 136 089

[www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

### Fair Work Ombudsman:

13 13 94

[www.fairwork.gov.au](http://www.fairwork.gov.au)

## Legal Issues & Concerns

For legal problems or information on the Law, Victoria Legal Aid is there to help:

### Victorian Legal Aid:

1300 792 387

[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

## Domestic & Sexual Assault

These confidential services are here for you if you have or are currently experiencing sexual or domestic abuse.

### Sexual Assault Crisis Line:

1800 806 292

[www.sacl.com.au](http://www.sacl.com.au)

### Women's Domestic Violence Crisis Services:

1800 015 188

[www.wdvcs.org.au](http://www.wdvcs.org.au)

## International Students

For free, confidential support and welfare services for international students, contact

### International Student Care:

<https://www.isca.net.au/>

## Literacy and Numeracy

If you are having trouble with literacy or language, visit AMES Australia

### AMES Australia:

13 26 37

[www.ames.net.au](http://www.ames.net.au)



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## Consular Contacts

Students who want to contact people in Australia from their country of origin can visit the Department of Foreign Affairs and Trade [website directory](#) for a list of all consulates in Australia.

### 4.8 General requirements

Do not leave handbags or other valuables unattended. Although our training facilities are reasonably secure, you are ultimately responsible for your belongings. Aurora Institute accepts no responsibility for any stolen or missing belongings.

Smoking is not permitted within the building or entrance to the facilities.

If you have a personal health condition, please advise your trainer before commencing the course so we can provide support or treatment should an emergency arise. Aurora Institute treats all information in strict confidence.

If you are involved in any accident resulting in personal injury or damage to equipment or facilities, notify the trainer immediately.

Staff and students must follow our emergency procedures and exit plans. If you hear an alarm or a staff member advises of an emergency, you must leave the building. We cover emergency procedures and exit plans during orientation.

### 4.9 Personal safety and security

Your safety is of utmost importance to us at Aurora Institute. The Australian Government have provided the following tips to reduce the chance of an incident occurring. Visit [www.studyaustralia.gov.au](http://www.studyaustralia.gov.au) for more information.

#### Heading out

If you are out with friends or by yourself, here are some things to consider:

- Always plan your trip home, especially at night. You may want to pre-book a taxi or arrange transport with a friend. Make sure you have enough money to get home.
- Try to travel with a friend or in a group.
- Keep your bag and belongings close to your body and where you can always see them.
- Never hitchhike.
- If you don't have a mobile phone, make sure you have a phone card or money to make a phone call.
- Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.
- Leave valuables at home if you don't need to take them with you.
- Don't carry large amounts of money with you.



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- Call 000 in the event of an emergency. Remember, calls to 000 are free of charge.

## Public transport

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. The Victorian Government has security measures, including security officers and guards, help points, good lighting and security cameras to maximise the safety of public transport users. However, you should take care when travelling on public transport:

- Avoid isolated bus, rail and tram stops.
- Check transport timetables to avoid long waits, particularly at night.
- Train carriages nearest the driver are safest at night.
- If you find yourself left in a train carriage on your own or with only one other person, you may feel more comfortable moving to another carriage.

## Taxis and Uber

Here are some tips when using taxis or uber in Australia:

- Sit wherever you feel most comfortable – it is normal for passengers to sit in the car's front or rear.
- Always ensure you know the address of your destination before getting into the car.
- Tell the driver the route you would like to take to your destination, and don't be afraid to speak up if the driver takes you a different route, particularly one you are unfamiliar with.
- If you don't want the driver to know exactly where you live, get them to drop you off a short distance away.

## On campus

When you are at the campus during the day or night, here are some tips to help keep you safe:

- Make sure you know the security and emergency arrangements at campus and in your local area.
- If you drive to your campus, try to park close to your destination and use well-lit car parks.
- When leaving your campus at night, try to walk with a friend or group and take well-lit paths, ideally frequently used by other people.

## Using the internet

When using the internet, like anywhere in the world, you should protect yourself against spam, online scams like 'phishing', online bullying and identity theft. You can find more information about [protecting Yourself Online in Australia](#). Many Australian internet service providers offer guidance, so check their websites.

## **4.10 Disciplinary procedures**

Any misconduct will result in a formal meeting followed by a written warning.





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Any further incidents will result in termination from the course without a refund.

Serious misconduct will result in immediate termination from your course. No refunds are due in this instance.

## 4.11 Misconduct

Misconduct includes:

- Theft
- Fraud
- Violence assault
- Discrimination, harassment, intimidation or victimisation on all EEO and non-EEO grounds
- Serious negligence, including OH&S non-compliance
- Breaches of policy on staff/service user's relationships
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- Being so impaired by alcohol or drugs (both illegal and prescription), you are unfit to participate in activities.



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## 5. The Assessment Process

### 5.1 National Recognition – Credit Transfer

Aurora Institute recognises and acknowledges qualifications and statements of attainment issued by other RTOs based in any state of Australia.

If you have a qualification or Statement of Attainment issued by another training organisation, you can apply for a credit for an equivalent unit/s of competence listed in the training program. You are responsible for indicating your intention to apply for credit by supplying a certified copy of your original transcript of results.

If a credit occurs before your Visa is granted, Aurora Institute will indicate the actual course duration in the Confirmation of Enrolment issued for the student for that course.

When a credit is granted after a visa grant, Aurora Institute will report the change in course duration via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act.

Students are to Accept the Course Credit Outcome.

Students are to show they accept the course credit by either:

- a) Prior to enrolment – accepting and signing the CoE where the details of credit is noted in the letter of offer
- b) During enrolment – presenting the course credit information in writing and acknowledging receipt of this course credit confirmation may reduce the course load or fee.

If there is no equivalency with the units, you may apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can appeal. Refer to the appeals process.

### 5.2 Recognition of Prior Learning

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how they are acquired, for example, competencies gained through formal and informal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Students should indicate their decision to apply for recognition as soon as possible on enrolment or after the induction and orientation program.

Students seeking RPL receive a copy of an RPL application form. Aurora Institute will assist students in understanding the RPL evidence process. Applicants may appeal any decision through the appeals procedure.



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Successful students who meet the RPL requirements will obtain a Statement of Attainment for the units marked as competent. Where RPL is granted, we report a reduced duration via PRISMs.

## 5.3 Assessment

Before an assessment, Trainers will inform the student of the assessment process. The trainer is available to answer questions regarding the assessment. Some examples of assessment activities are:

- Workbooks – Students complete formative worksheets.
- Role Play – Students participate in a hypothetical situation to demonstrate their skills and knowledge.
- Projects – Students complete a project based on a simulated workplace.
- Observations – assessors observe students completing a practical task on-the-job.
- Class Presentation – Students present a small talk to others to illustrate a point.
- Group Project – Students work together to complete a project on a given topic within a timeframe.
- Self-assessment checklists – completed alone or with the trainer to allow the Student to measure their learning progress.
- Learning checks – Students complete these ongoing to help them continue understanding the program content.

You complete the assessment tasks throughout your training program. The assessor marks each task as S = Satisfactory or NS = Not Satisfactory. You need a Satisfactory result for all the assessment tasks to be deemed 'Competent' for a unit of competence.

There is no mark/grade given in the assessment. If you receive a 'Not Yet Competent' or 'Not Satisfactory' assessment, please talk to your trainer to arrange further training.

The grading in the competency assessment is either C = Competent' or NYC = Not Yet Competent.

## 5.4 Student Integrity and Honesty

Aurora Institute treats cheating, plagiarism, and collusion as unacceptable and serious.

**Plagiarism:** “the practice of taking someone else’s work or ideas and passing them off as your own”.

- Not acknowledging reference materials used (ask your trainer for more information about appropriate referencing)

Students must acknowledge all materials prepared for the assessment using Harvard-style citations.

**Cheating and Collusion:** secret or illegal cooperation or conspiracy to deceive others.

Some examples of collusion include:

- Collaborating on assignments where this is not a requirement of the assessment



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- Copying all or part of assessments from another student
  - Soliciting some assistance from any source
  - Submitting the same work for multiple courses
  - Submitting the work of others or a version of the work of others from previous courses
  - Stealing work from Trainer/Assessor, computer, other students, etc.

Aurora Institute has put in place mechanisms to reduce occurrences and the likelihood of plagiarism, cheating and collusion amongst students, including:

- Student declaration of the authenticity of work submitted
- Benchmark answers to provide clear assessment guidelines
- Multiple assessment methods for each unit

Aurora Institute staff members must source evidence to support the claim if cheating is suspected. This can involve:

- Review the previous work of the student
- Comparisons with other student's work where collusion is suspected
- Discussions with the students involved
- Review of previous incidences of cheating (if any) and the disciplinary action taken

If the claim is substantiated, the assessor will record the assessment result as Not Yet Competent and advise you of disciplinary procedures if required. If you are unhappy with the result, you can appeal following the procedure.



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## 6. Evaluations

At Aurora Institute we strive to improve our courses continuously. Therefore, we periodically ask you to provide feedback on all aspects of your training experience, including:

- Feedback on your experience with Education Agents
- Feedback on your Trainers/Assessors
- Course content
- Assessment Tools
- Facilities
- The Aurora Institute administration team

Feedback received forms part of the continuous improvement process to ensure Aurora Institute provides quality training and assessment.

You must complete the NCVET Student Engagement survey towards the end of your training program.

As an indication of our performance and a condition of registration, Aurora Institute provides a summary report on the feedback received to our registering body.



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## 7. Critical Incident Procedure

### 7.1 Procedure

In the event of any Critical Incident event, Aurora Institute's Management and staff will respond with the following procedures:

### 7.2 Roles and Responsibilities

Advise the Student Support Officer as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of enrolled students.

In the event of a Critical Incident Event the Student Support Officer (or Managing Director in their absence) shall:

- assess the level of risk and type of Critical Incident and the required resource implications
- apply the appropriate intervention measures to the level of risk and type of critical incident
- report any relevant resource implications directly to the Aurora Institute's Management or the Managing Director.

### 7.3 Interventions Measures

In identifying a Critical Incident Event, the Student Support Officer shall determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

### 7.4 Prevention Measure

Where it is possible to avoid a potential Critical Incident through risk identification, the Student Support Officer shall:

- identify the risk potential, including the verification of any potential source of danger or threat to student welfare
- establish the OHS, legal parameters and duty of care implications carried by the Aurora Institute
- identify students who may be at risk
- report any potential avoidance actions that Aurora Institute's Management may implement.

### 7.5 Critical Incident Response Measure

Where an actual Critical incident is about to occur or has occurred, the Aurora Institute's Management and Staff shall:

- Take avoidance action to ensure the safety and welfare of students when enrolled students may be at risk of physical harm, such as requesting the attendance of security staff or a building evacuation.
- Determine the need for any emergency service, and take immediate action to request the attendance of such service (police or ambulance services).
- Where a student has experienced a physical injury, the Aurora Institute staff shall:



- assess the level of injury
  - remove the student from immediate danger
  - evacuate other students from the accident site
  - in the case of low-level injury, request the assistance of the Aurora Institute staff with current First Aid qualifications (TBA) to apply First Aid, with the additional potential for the students' transport to (Local Medical Centre)
  - in the case of high-level injury, take immediate action to gain the attendance of an ambulance service and request the attendance of the Aurora Institute staff with current First Aid Qualifications.
- Make direct contact with the Student Support Officer (or, in their absence, the Managing Director) and advise the type of critical incident and actions taken so far in the critical incident event.
  - Provide affected students immediate care and support for any distressing or traumatic experience.
  - Where possible and appropriate, take immediate action to gain the presence of qualified counsellors who may assist in supporting distressed or traumatised students.

## 7.6 Post Incident measures

Where a Critical Incident has occurred, the Student Support Officer shall, within 2 days, take the following steps to complete a written report to the Aurora Institute's Management.

- Request a written report from staff directly involved in the incident or present when it occurred.
- Identify and interview students involved or present during the Critical incident to ensure they have appropriate care and access to counselling and determine their desired course of action concerning course progression
- Identify any emergency service contacts utilised during the critical incident.
- List pastoral or external support personnel involved during the critical incident.
- Provide a detailed summary of the Critical Incident to the Aurora Institute's Management.

## 7.7 A critical incident occurring outside Australia

As soon as Aurora Institute becomes aware of the incident, staff will endeavour to identify all students affected.

If necessary, students directly affected will be allowed to return home and studies deferred.

Aurora Institute staff will arrange counselling support for affected students onshore immediately.

Record all critical incidents fully (including outcomes, remedial actions taken and evidence as applicable), and keep copies of the incident on student files for at least two years after the student's enrolment has ceased.



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## 8. Course Fees, Payments and Refunds

### 8.1 Pre-course payment conditions

Aurora Institute accepts payment of course tuition fees for the term on enrolment. Further payments are made before the commencement of each term. You may pay full fees if you wish to. However, you are not required to pay more than 50 percent of the fees upfront.

### 8.2 Refund Policy

This refund policy is given to all students before they make any payment. The refund policy is contained in the Formal Student Agreement Contract. This refund policy applies to all prepaid fees paid to the Institute and includes any money remitted to the Institute and paid to an Education Agent. All fees must be paid directly to Aurora Institute. Any additional fees requested by an agent should first be queried directly with the Institute before payment.

Please note: Fees for additional services (not covered by the Letter of Offer and Acceptance) and conducted by and paid to Education Agents by students are not covered by this refund policy.

The Application for Enrolment fee, currently \$200, is a non-refundable administration fee. The Resource Fee, currently \$300, is non-refundable. Aurora Institute's policy is to ensure that all applications for refund of fees are considered.

A full refund of all unused tuition fees is made if Aurora Institute cancels a CRICOS course for any reason. In this instance, a refund will be made in 2 weeks.

An application for refund of course fees must be made in writing on the Application for Refund Form to Aurora Institute stating the reason for the request. Attach any relevant evidence for consideration.

Please note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling) following a written application to the CEO.

We will not issue refunds under other circumstances, including but not limited to the following:

- Changes occur in student work hours. Student changes/leaves work;
- It becomes inconvenient for a student to travel to class;
- A student moves to a different location;
- A student enrolment is cancelled for misbehaviour/breach of the Institute Code of Behaviour, legislation or visa conditions.

Refunds are considered pro-rata for students who fall ill or are injured to the extent that they can no longer undertake the course. Students must provide a supporting Medical Certificate to Aurora Institute with the Medical Certificate deemed by Aurora Institute as acceptable for the student's ability to complete their course/s. Aurora Institute will notify students of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence.





Refunds will be paid within four weeks after receipt of a written application for a refund unless stated otherwise in this policy.

Refunds will be paid directly to the person who entered into the contract with Aurora Institute unless we receive written direction to pay someone else from the applicant. Refunds are paid in Australian dollars (AUD).

- All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.
- Students are not permitted to transfer course fees to another student.
- Students must pay outstanding course fees and understand Aurora Institute will pursue outstanding fees under Australian Law.
- Aurora Institute will not issue a Letter of Release if fees are owed for the current study period.

The agreement, and the availability of complaints and appeals process, do not remove the right of a student to take action under Australia's consumer protection laws. Students must pay outstanding course fees and understand Aurora Institute will pursue outstanding fees under Australian Law.

The table below outlines the refunds Aurora Institute will pay on application from eligible students.

## Refund Table

Unsuccessful Visa application	100% refund of all unused prepaid fees - excluding the Enrolment Fee of \$300 and Resource Fee of \$300.
Cancellation of enrolment more than 20 days before the commencement date	50% refund of tuition fees paid. The Enrolment Fee (\$300) and Resource Fee (\$300) are not refunded. <b>Cancellation of enrolment under these circumstances will incur a \$300 administration fee</b>
Cancellation less than 20 days prior commencement date	0% refund of tuition fees paid. The Enrolment Fee (\$300) and Resource Fee (\$300) are not refunded. <b>Cancellation of enrolment under these circumstances will incur a \$300 administration fee</b>
Cancellation after the commencement date	No refund. The student will continue to pay their ongoing tuition fees until the Institute approves the cancellation. <b>Cancellation of enrolment under these circumstances will incur a \$500 administration fee</b>
Visa cancelled due to actions of the student	No refund
Course cancelled by Aurora Institute (provider default)	Full refund of unused tuition fees or offer for the alternate course (if agreed to by student)



## Aurora Institute (the provider) default cases

In the case where Aurora Institute is unable to deliver a course in full or has decided to cancel a course before it commences, Aurora Institute provides either one of the following guarantees so students can complete their training:

<p><b>A full refund of tuition fees and administration fees used to pay for another course</b></p>	<p>A refund will be issued to the student based on unexpended tuition fees.</p> <p>The refund will be paid to the student within 2 weeks of the day on which the course ceased.</p> <p>Any refund due to actions and default by Aurora Institute will involve Aurora Institute being proactive in contacting the student to arrange the refund in line with the Refund Policy.</p>
<p><b>Accept a place in another course</b></p>	<p>The student may be offered enrolment in an alternative course of the same value by Aurora Institute at no extra cost to the student. Alternatively, the student can accept a place in a course of greater value and pay the tuition fee difference. If the student chooses a placement in another course, the student must sign a document indicating acceptance of the placement.</p>

## What if I am no longer eligible for a refund?

If you are no longer eligible for a refund, you may like to consider the following options:

- Request a deferment credit for classroom modules.
- Request cancellation of remaining liabilities (payment plan students).

Please refer to the Aurora Institute Deferment, Cancellation and Extension Policy.

## 8.3 Cooling Off Period

Students can cancel their enrolment by writing a formal notice of cancellation to Aurora Institute Manager (a letter or email is acceptable) within 10 business days, without attracting a cancellation fee, unless the student has already commenced the training.



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## 8.4 Consumer Guarantee

Aurora Institute guarantees that the services provided by Aurora Institute will be:

- Provided with due care and skill
- Fit for any specified purpose (express or implied)
- Provided within a reasonable time (when no timeframe is set out for the training).

The Letter of Offer and Acceptance states the commencement and completion dates. If the Letter of Offer and Acceptance does not include the dates, i.e. for RPL, Aurora Institute guarantees to deliver the training within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors, such as the students' ability to complete the training and assessment.

## 8.5 What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to Aurora Institute identifying where Aurora Institute has not met its requirements against the Consumer Guarantee. Please refer to the Complaints and Appeals policy for how to submit a complaint.

Suppose a student believes Aurora Institute failed to meet one or more consumer guarantees. In that case, they are entitled to a remedy, for example, a refund, a further service to rectify the problem and in some circumstances, compensation for consequential loss. Aurora Institute will provide the appropriate remedy in line with the Complaints and Appeals process.

If the problem is minor and can be fixed, Aurora Institute will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately; Aurora Institute must have an opportunity to fix the problem. If the complaints process takes too long, the consumer can cancel the service and request a refund.

In the event of a major problem, and Aurora Institute is unable to fix the training service, the consumer can choose to:

- Terminate the contract for services and obtain a full refund, or
- Seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a major problem when it:

- Has a problem that would have stopped someone from purchasing the service if they had known about it
- It is substantially unfit for its common purpose and can't easily be fixed within a reasonable timeframe
- Does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- Creates an unsafe situation.



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Aurora Institute is not required to provide a remedy or refund if a consumer:

- Simply changes their mind and decides they do not wish to go ahead with the training
- Discovers they can buy the training more cheaply elsewhere

## **8.6 Fee Protection Policy**

International student fees are deposited into a separate bank account. Aurora Institute utilises the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government to assist international students whose education providers cannot fully deliver their course of study. The TPS ensures that international students can either:

- Complete their studies with another course or another education provider



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## 9. Complaint's Policy

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the Aurora Institute processes or systems. We have implemented a complaints process to ensure complaints are dealt with promptly.

This policy and procedure are relevant to all grievances arising in the following areas:

- a. A student wishes to raise a complaint against another student.
- b. A student wishes to raise a complaint against Aurora Institute Trainer
- c. A student wishes to raise a complaint against Aurora Institute.
- d. A student wishes to raise a complaint about a Third Party, including Education Agents.
- e. Aurora Institute staff wishes to raise a complaint about a Third Party.
- f. Staff wishes to raise a complaint about another staff member or a student

### 9.1 Complaints Process

If a student, trainer or staff member is experiencing difficulties, the individual should attempt to resolve the grievance informally through a conversation with the appropriate person. If this is not possible, the individual is encouraged to discuss their concerns with the Student Support Officer or Senior Management. The relevant staff member will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Student or Staff member wishes to make a formal complaint, they complete a Complaints and Appeals Form. Once complete, submit the Form to the Training Manager for action.

As required, the student has the right to have a third party person assist them through the Complaints Process; this may be due to a language barrier or simply at the student's request.

The process for managing complaints is as follows:

- a. A complainant may make a formal written complaint by submitting a Complaints and Appeals Form to the Training Manager within 30 calendar days of the incident
- b. Assessment of the complaint will commence, and the Training Manager will forward written acknowledgement of receipt of the Complaints and Appeals Form to the complainant following receipt within ten working days of the formal lodgement.
- c. The Training Manager will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner.
- d. The Operation Manager will arrange a convenient time to discuss the complaint with all parties involved in the grievance to find a solution agreeable to all parties
- e. Complaints are to remain confidential to protect the complainants
- f. The Training Manager is to follow the process:



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- i. Hold an initial meeting with the complainant within 7 days of receipt of the complaint.
  - ii. Complete further investigation as required within 45 calendar days.

Each complainant:

- a. has an opportunity to formally present their case at no cost to themselves in a formal meeting
- b. be accompanied and assisted by a support person at the relevant meeting
- c. receives a written statement of the complaint outcomes, including reasons for the decision, as soon as practicable but within 60 days.
- d. If a solution the relevant parties cannot decide the benefit of all relevant parties, the matter is brought before senior management for resolution, agreeable to all parties.
- e. If Senior Management is a party to the grievance, they will not participate in any discussions or decisions. The Training Manager will refer the matter to the Managing Director.
- f. If a solution is not reached for the benefit of all parties within 60 days, the complainant has the right to request a review by an independent party not part of Aurora Institute .
- g. Aurora Institute is to respond to substantiated complaints by taking the recommended corrective action.
- h. Complaints and Appeals Forms are recorded in the Complaints and Appeals Register.
- i. If Aurora Institute determines that it cannot finalise the complaint process within 60 calendar days, Aurora Institute Manager will:
  - iii. Confirm this in writing to the complainant, reasons why more time is required.
  - iv. Regularly update the complainant or appellant on the progress of the matter.
- j. Once finalised, the complainant or appellant is advised, in writing, of the outcome, including the reasons for the outcome.
- k. During the Complaints Process, Aurora Institute will maintain the student's enrolment.

The Training Manager actions complaints and Appeals Forms, and the details are recorded in the Complaints and Appeals Register.

All Complaints and Appeals Register is reviewed monthly during the Quality and Compliance Meetings. Participants are to identify improvements and implement corrective actions according to the Policies and Procedures.

Aurora Institute will keep a written record of the complaint, including a statement of the outcome and reasons for the outcome.



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## 9.2 External Avenues

Suppose the student feels the internal appeal is not resolved adequately. In that case, they have an opportunity to formally present their case to a panel of qualified Aurora Institute staff or a third-party mediator or the overseas student ombudsman. Aurora Institute will advise students of their right to access an external complaints process within 10 days of concluding the internal review. The Training Manager will provide the Student with contact details of the appropriate appeals body.

The student is to advise Aurora Institute in writing they have accessed an external appeals process. At this point, Aurora Institute maintains the enrolment throughout an external appeals process depending on the type of appeal.

## 9.3 Decision to Take Appeal to Overseas Students Ombudsman

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

If there may be direct costs associated with the third party mediator, e.g. an external counsellor may charge an hourly fee rate to mediate, Aurora Institute and the student will bear the costs of this mediation process equally. Any expected costs of third-party mediation and the agreement to share the costs as outlined and agreed to in writing.

Students should note that the purpose of the external appeals process is to consider whether the registered provider has followed its policies and procedures rather than make a decision in place of Aurora Institute

Aurora Institute will implement these actions immediately should the Complaints process identify corrective actions or improvements.

## 9.4 Complaints and Appeals Form

The Complaints and Appeals Form is accessible from the website, or a complainant can contact Aurora Institute to obtain a copy of the Form. If there is not enough room on the Complaint and Appeals Form to describe the complaint, attach additional pages to the Form and submitted with the Complaints and Appeals Form.

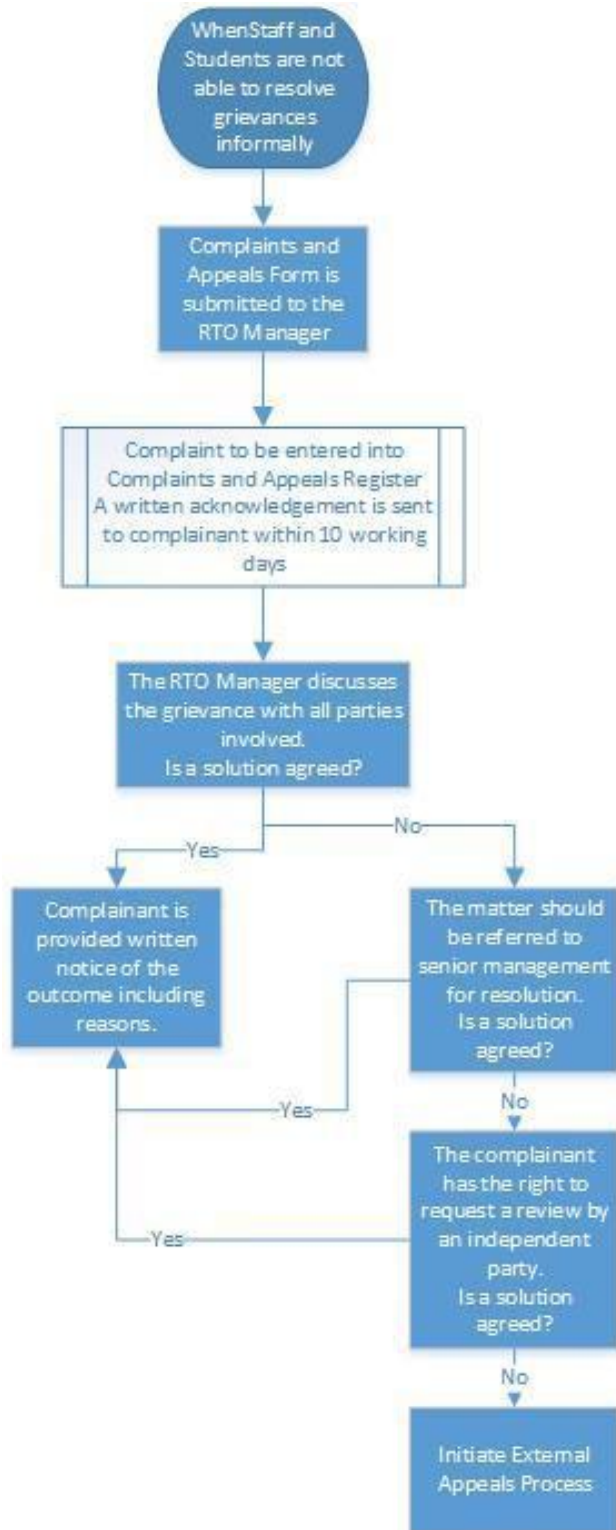
## 9.5 Complaints and Appeals Register

Aurora Institute has a register in place to record the details of the Complaints and Appeals. Once the Training Manager receives a complaint or appeal, they enter the details of the Form into the Complaints and Appeals Register and allocate a complaint or appeal registration number.

The Complaints and Appeals register is reviewed and monitored monthly at the Quality and Compliance Meeting.



9.6 Complaints Flowchart







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## 10. Assessment Appeals Policy

### 10.1 Assessment Appeals Policy

The student has the right to appeal an assessment result if they believe that the result is unfair or unjustified, including an appeal when the student:

- a. disagrees with the result given by their assessor (including Third Party)
- b. wishes to have their result reviewed by another Assessor
- c. wishes to reassessment for the same unit
- d. wishes to change the unit
- e. believes that the assessor discriminated against them

### 10.2 Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by Aurora Institute if they:

- a. Believe that the assessment is invalid or
- b. Feel that the process was invalid, inappropriate or unfair

Before appealing, we ask that you discuss the matter with your Trainer/Assessor to reach a mutually acceptable decision.

If you are still unhappy, lodge a formal Appeal by completing a “Complaints and Appeals Form” within seven days of the initial discussion. Once the formal appeal is received, the Training Manager will appoint a new Assessor to review the assessment decision and attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still unsatisfied, Aurora Institute will appoint another registered training provider with the same curriculum to arbitrate and reassess the participant if necessary.

You have the right to a support person at all times during the appeal process.

Following is the process for submitting an Appeal:

- a. Student receives a result for an assessment task, and they do not agree with the result
- b. The student discusses the result with the relevant trainer. If there is no result, the student completes a Complaints and Appeals Form
- c. Submit the Complaints and Appeals Form to the Training Manager
- d. The Operation Manager will forward a written acknowledgement to the Student confirming receipt of the Complaints and Appeals Form.
- e. The Training Manager will consult with the trainer/assessor and student individually.
- f. The Training Manager will appoint an independent internal Assessor to reassess the assessment task in question.



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- g. Once the independent internal assessor decides on the assessment task's validity or otherwise, the Training Manager will notify the student of the outcome within 10 business days.
  - h. If the student is unhappy with the reassessment results, there is a case for review, and a suitably qualified, an independent external assessor will complete another assessment. The external assessor will negotiate a reassessment date with the student as required. Following the reassessment, advise the student of the result within 10 business days.
  - i. The independent external assessor's decision on the validity or otherwise of the assessment task is final.
  - j. If the student is unhappy with the outcome of the reassessment, the student can make a formal complaint following the complaints procedure
  - k. As required, record all opportunities for improvements in the Appeals Register/. The Training Manager will undertake any corrective actions.
  - l. All Complaints and Appeals Forms received involving an appeal are recorded in the Appeals Register.
  - m. Review all Complaints and Appeals Forms during the monthly Quality and Compliance Meetings.
  - n. If Aurora Institute determines that the appeals process will take more than 60 calendar days, the Training Manager will notify the student in writing of the reasons. The training Manager will regularly update the student on the process.

## 11. Overseas Student Transfers

### 11.1 Transfer Request Assessment

On receipt of an application for transfer of enrolment (Transfer Request Form), the Student Support Officer shall ensure that the student has completed at least six months of their principal course of study unless:

- Aurora Institute has ceased to be registered or the course has ceased to be registered
- Aurora Institute has provided a written letter of release
- Aurora Institute has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

### 11.2 Requesting a Transfer from Aurora Institute

- Once Aurora Institute issues a student with an electronic Confirmation of Enrolment (CoE), the Department of Home Affairs regulations state *a student cannot change their study by*



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*moving to another institution before the student has completed six months of the student's principal course.*

- After the first six months of study, students can change their study provider.
- Transfers before six months require consultation with the senior staff member of Aurora Institute and the student. The transfer may be granted on a case-by-case basis.
- Circumstances in which Aurora Institute will grant a transfer because it is in the best interest of the student include but are not limited to:
  - The overseas student will be reported to Home Affairs because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy
  - for compelling or compassionate reasons
  - Aurora Institute fails to deliver the course as outlined in the written agreement
  - There is evidence the Institute did not meet the student's reasonable expectations about their current course
  - There is evidence the RTO or an education agent misled the student regarding the provider or its course, and the course is unsuitable to the needs or study objectives
  - An appeal (internal or external) on another matter results in a decision or recommendation to release the student
- Compelling or compassionate circumstances may include but are not limited to:
  - Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
  - Bereavement of close family members such as parents or grandparents
  - Major political upheaval or natural disaster in the home country requiring emergency travel
  - A traumatic experience, which could include; involvement in or witnessing a serious accident or crime
- The provider can defer requests before six months, but the reasons must be consistent with the intent of the standards, the provider's documented transfer policy and given to the student in writing.
- Examples of when a transfer will not automatically be granted include:
  - the student has not paid fees in full
  - the transfer would be considered detrimental to the student
  - no suitable evidence is provided to support a transfer request, e.g. medical certificates.
- Any transfer request must be addressed within 7 days of receiving such a request and a meeting must be established with the student and Director (or the Director's representative).
- If a release is granted, it will be at no cost to the student and Aurora Institute will advise the student to contact Immigration to seek advice on whether a new visa is required.



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- Where Aurora Institute does not grant a letter of release, they must provide the student with written reasons for refusing the request and must inform of their right to appeal the registered provider's decision following the Complaints and appeals policy of Aurora Institute.
  - The refusal should not be finalised on PRISMS until the appeal finds in favour of the Aurora Institute, the student has chosen not to access the complaints and appeals processes within 20 days, or the student withdraws from the process.
  - The registered provider must maintain records of all requests from students for release and the assessment of, and decision regarding, the request on the student's file for 2 years after the student ceases to be an accepted student.



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## 12. Student Visa requirements

For visa enquiries, please refer to the [Department of Home Affairs](#)

This policy aims to monitor all International Student course progression carefully and apply an appropriate intervention strategy to assist students to succeed in their courses.

Aurora Institute is required to systematically monitor International students' compliance with student visa conditions relating to course progress. It must report students under Section 19 of the ESOS Act who have breached the course progress requirements.

Aurora Institute will ensure that the expected duration of study specified in the Student's CoE does not exceed the CRICOS registered duration.

A student is issued a CoE based on the registered duration of a course (or shorter duration if the student already completes part of the course).

Aurora Institute systematically monitors international students and their workload to ensure they complete the course within the duration specified in their CoE

### Aurora Institute's role in course progress monitoring

- The Student Support Officer must systematically monitor international students' compliance with student visa conditions relating to course progress.
- The Trainer or Training Manager must monitor the student's progress against the Training plan to ensure students are completing assessments and progressing as per the student agreement.
- Students must successfully complete 50% of the units studied in any study period.
- Aurora Institute must report students to the Department of Education and Training via PRISMS who have breached the course progress requirements.
- Aurora Institute must be proactive in notifying and counselling students at risk of failing to meet their course progress requirements.
- Aurora Institute attempts to support students who are failing to meet course progress requirements via an Intervention Strategy.
- Aurora Institute knows that a generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided as a separate course progress policy where needed.
- Aurora Institute clearly advises the course requirements for each term to students at the commencement of their course by issuing students with a copy of their course **training plan** and **due date calendar** and explaining the course requirements at the **orientation**.
- Advise the students of any variations in writing as soon as they are known.



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## 12.1 Intervention strategy and process

### Within the Study Period or Term

During term, the following intervention strategies and procedures are provided:

- Aurora Institute will maintain an assessment recording strategy whereby assessments are marked and recorded systematically no more than 4 weeks after assessment due date. Marking and recording of assessment marks are first noted down by Trainers and Assessors on class rolls and assessment cover sheets, and are then transferred by administration onto the student database.
- If a student is deemed Not Yet Competent (NYC) in their first attempt at assessment, this strategy is followed. It is the trainer's responsibility to inform the student of the result directly and immediately on issuing the results of the assessment. The trainer also informs the Student Support Officer of the NYC result who will contact the student to outline the support strategies available to them:
  - discuss course progress issues directly with their trainer
  - discuss the availability of timetabled catch up classes
  - discuss the availability of timetabled reassessment.

### At the End of a Study Period

At the end of a study period, the following intervention strategies and procedures are provided:

1. Attendance is monitored as an indicator of student participation in classwork. Students identified through monitoring as either:
  - at risk of not making 70% attendance
  - dropped below 70% attendance
  - a. Have a warning letter, SMS or email sent to them requiring them to meet with the Training Manager
  - b. At the meeting with the Training Manager, students will be reminded that low attendance/participation in their coursework provides a greater risk of the student being deemed Not Yet Competent (NYC)
2. Students identified as successfully achieving more than 50% and less than 100% of the course requirements in the compulsory study period will have their academic load adjusted to bring them into line with the COE and/or enrolment end dates using the following methods:
  - a. The student repeats the unsuccessful units in the following compulsory study period, or,
  - b. The student is provided with the opportunity to demonstrate competency by undertaking reassessments.
3. Students identified as successfully completing or demonstrating competency in less than 50% of the course requirements in a compulsory study period. The following applies:



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- a. If the student is identified for the first time or subsequent times without a preceding period identification, the student will:
    - Receive a written letter from Aurora Institute advising of not achieving satisfactory course progress as required by their COE. The letter will specify an appointment time with the Training Manager.
    - Receive an email and/or SMS alerting to the fact that Unsatisfactory Course progress letter has been sent to the student's last known residential address.
      - a. At the appointment with the Training Manager, the following will be discussed to determine the best intervention strategy/ies necessary to assist the student to achieve satisfactory course progress;
        - Discussion of course suitability for which the student is enrolled into.
        - Opportunities to demonstrate competency by undertaking reassessments.
        - The Student Counselling and Support services procedure to identify and assist a student where there may be compassionate or compelling circumstances impacting the student's capacity and/or ability to progress through their course.
        - The student will be advised that under this policy unsatisfactory course progress in 2 consecutive study periods could lead to the student being reported to DET and cancellation of their student visa, depending on the outcome of any appeals process.
  4. If the student is identified as successfully completing or demonstrating competency is less than 50% of the course requirements in a compulsory study period for a second consecutive time. The following applies:
    - a. The intervention strategies at 2b of this policy will be reviewed further with the student
    - b. The Intention to Report Procedure will be initiated.

Under this policy a study period is a ten (10) week term.

### If the above interventions fail

Aurora Institute will be required to further intervene in a student's course progress in the event that one or more of the following arise:

- The student fails reassessments.
- The student is not co-operating with the intervention strategies being put in place.
- The student is deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behaviour, other issue).
- As assessed by Aurora Institute, the student will not be able to complete the course within the expected duration of study.
- Or any other event, as determined by Aurora Institute where support strategies are no longer effective.



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## 12.2 Intention to Report Letter for course progress

A student that is identified as successfully completing or demonstrating competency is less than 50% of the course requirements in a compulsory study period for a second consecutive time. The following applies

Aurora Institute will notify the student in writing of its intention to report the student for not achieving satisfactory course progress including the reasons for the intention to report. Aurora Institute will also email and/or SMS the Student alerting to the fact that the letter has been sent out to their last known residential address.

The student has twenty (20) working days to instigate the Student Complaints and Appeals process. A student may appeal on the following grounds:

- a. Aurora Institute failure to record or calculate the student's mark accurately,
- b. Compassionate or compelling circumstances, or
- c. Aurora Institute has not implemented its intervention strategy and other policies according to the documented policies and procedures that have been made available to the student.

If a student chooses to access Aurora Institute complaints and appeals process, Aurora Institute will maintain the student's enrolment while the complaints and appeals process is ongoing as per the Complaints and Appeals Policy and Procedure.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, Aurora Institute will not report the student and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the Intervention strategy, and Aurora Institute will not report the student.

Note: Aurora Institute will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory course progress (if found in favour of Aurora Institute).

On completion of the appeals process if unsatisfactory course progress is confirmed, the student will be reported via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

## 12.3 Support Strategies

To aid course progress a variety of support strategies are available.

Any student experiencing difficulty in maintaining course progress should contact their Trainer or Student Support Officer as soon as possible. Support strategies, the earlier a student seeks a support strategy, the more options are available.

Support strategies are subject to availability and individual circumstances.





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Examples of support strategies that may be available include, but are not limited to:

- Timetabled catch-up classes within the same term of study
- Timetabled catch-up classes outside the original term of study
- Timetabled reassessment within the same term of study
- Timetabled reassessment outside the original term of study
- Private catch-up classes
- Private assessment re-sits
- Matching with peer-to-peer study partner
- Review tuition in additional classes or streams
- Extra tuition from teacher
- Being placed in a suitable alternative module within a course or a suitable alternative course
- Modifying the training or assessment methods to better suit the learning needs of students where possible.
- Or any other action the Student Support Officer feels may help situation.

## **12.4 Assessment submission**

Students must submit all assessments (including any role plays or presentations) by the due date. Due dates are issued to students at the commencement of their course on the student Training Plan and Due Date Calendar.

If assessments are not submitted by the due date, the unit will be resulted as Not Yet Competent.

## **12.5 Assessment Extension Requests**

Students may request an extension for assessment by completing a Request for Extension form.

Extensions will only be granted in exceptional circumstances (such as for personal or medical reasons). Evidence needs to be supplied and approval is at the discretion of management.

## **12.6 Assessment Submission Results**

Trainers must mark all assessments within 4 weeks of the assessment due date and give students feedback via email. The feedback must be written on the student's assessment booklet.

## **12.7 Extending the duration of the Students Study**

Aurora Institute will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- d. compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where Aurora Institute was unable to offer a pre-requisite unit)



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- e. implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress as outlined in above
  - f. an approved deferment or suspension of study has been granted under Standard 9 of this Manual.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury or medical condition (including pregnancy), where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
- where Aurora Institute was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please note that the above are only a few examples of what may be considered compassionate or compelling circumstances. Aurora Institute will use our professional judgement and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Aurora Institute will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in Aurora Institute will record this variation and the reasons for it on the student file. Aurora Institute must also correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

If the course duration is extended, Aurora Institute will advise the student to contact Immigration to seek advice on any potential impacts on their Visa.

## 12.8 Distance Education

As an international student, no more than one third of the student's total course can be done by distance and/or online learning.

Also, in each compulsory study period each student must be studying at least one unit that is not by distance or online.



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If a student has only one unit to complete in a compulsory study period, and the unit is available by distance or online, the student may ask Aurora Institute to cancel the CoE (thus no longer requiring a student visa) and return to his or her home country to study the final unit of the course by distance or online study.



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## 13. Deferring, Suspending or Cancelling Students' Enrolment

Only in certain limited circumstances Aurora Institute may enable students to either:

- a) Defer commencement of the study.
- b) Temporarily suspend their studies, including granting a leave of absence.

The national code allows Aurora Institute to grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

The national code also allows Aurora Institute to defer or temporarily suspend the enrolment of students due to misbehaviour of the students. Misbehaviour of students can also be grounds for the cancellation of studies as long as the student was informed of this prior to enrolment.

In all cases, Aurora Institute must notify DET through PRISMS of deferment, suspension and cancellation of enrolment.

### 13.1 Effects of deferment, suspension or cancellation of studies on the student's Visa.

Students should note that regardless of the reasons for notifying the Department of Education and Training (DET) of a change of enrolment status with a deferment, suspension or cancellation of studies (i.e. due to student request, misbehaviour or for other reasons), this may affect their student visa.

As each student's situation is different, we recommend Students directly contact the Immigration Department for information, and the local Home Affairs office for advice, on how the potential change to enrolment status may impact upon his or her Visa.

### 13.2 Potential Impact on a Student's Confirmation of Enrolment.

In the case of a deferment, suspension or cancellation there are three (3) different outcomes for the student's Confirmation of Enrolment (CoE):

1. No affect to COE - Aurora Institute notifies DET through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE.
2. It does affect end date COE - Aurora Institute notifies DET through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a revised re-commencement and end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new CoE.
3. Permanent cancellation - The provider notifies DET through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment.



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### 13.3 Student Request for Deferment or Suspension of Studies

Students may submit a request for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances).

Aurora Institute may choose to grant or decline any student's request for deferment or suspension of studies.

An 'Application for Deferral' Form must be completed along with a written letter of request and provide evidence to support grounds of deferral request.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury or medical condition (including pregnancy), where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please note that the above are only a few examples of what may be considered compassionate or compelling circumstances. Aurora Institute will use our professional judgement and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Aurora Institute will consider documentary evidence provided to support the claim,

### 13.4 Aurora Institute's action to Suspend or Cancel a Student's Studies

After making a decision to suspend or cancel studies of a student, Aurora Institute must inform the student of its intention to suspend or cancel the student's enrolment, informing them of the reasons for doing so and notify the student that he or she has 20 working days to access the internal complaints and appeals process as outlined in Standard 10.

If the student accesses the internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless 'extenuating circumstances' relating to the welfare of the student apply.



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If the student chooses to access the appeals process. In that case, Aurora Institute will maintain the student's enrolment until the internal appeals process is complete or Aurora Institute suspends or cancels the student's enrolment. To 'maintain the student's enrolment' means we will not notify DET of any change to the student's enrolment status through PRISMS.

The student may choose to access an external appeals process per the policy. Still, Aurora Institute does not have to wait for the outcome of an external appeal before notifying DET of the change to the student's enrolment status.

Extenuating circumstances relating to the student's welfare may include but are not limited to the following. The student:

- refuses to maintain approved care arrangements (only for students under 18 years of age)
- is missing
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- has engaged or threatens to engage in behaviour that the Institute reasonably believes endangers the student or others
- is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

When Aurora Institute initiates or approves a deferral, suspension or cancellation, we will report the change to the overseas student's enrolment as required by the ESOS Act.

### **13.5 Retrospective Deferment**

A retrospective deferment initiated by Aurora Institute where circumstances have not allowed the student to request a deferment, i.e. accident or injury. For example, the student could not contact the provider after the accident.

In this case, Aurora Institute may initiate a deferment as a course of action, then confirm with the student when they return to their study and request this suspension.

A deferment or suspension retrospectively cannot be actioned unless unusual circumstances such as compassionate and compelling circumstances exist.

### **13.6 Deferments and Suspensions and Unavailable Units**

Deferments and suspensions of enrolment can apply due to the unavailability of units or study modules is considered a compelling reason. Before granting such a request, the provider must inform the student that suspending their enrolment may affect their Visa.

### **13.7 Student Visa and Granted Suspension of Enrolment**

If the student cannot catch up on the course requirements within the period covered by the Visa, i.e. the end date of their course is extended, the student must apply for a new one before their existing Visa expires at the student's expense.



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## 13.8 Deferments, Suspensions and Remaining in Australia

If deferments or suspensions are for a long period, typically more than 6 months, in some cases, a student may be asked to leave Australia for the duration of their deferment and only return to Australia when they are to resume their studies.

As each student's situation is different, we recommend Students directly contact the Department of Home Affairs for advice on how the potential deferment period can affect their stay in Australia.



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## 14. Comply with Legal Requirements

### 14.1 Legislative and Regulatory Requirements

Students should familiarise themselves with current legislation in Australia. The following is a list of relevant legislation:

- [Privacy Act 1988](#)
- [Australian Privacy Principles](#)
- [Workplace Health and Safety Act](#)
- Anti-Discrimination [A quick guide to Australian discrimination laws](#)
- [Copyright Act 1968](#)
- Fair Work Ombudsman - [International students fact sheet](#)

### 14.2 CRICOS Legislation

The Education Services for Overseas Students Act 2000 (the ESOS Act) and related laws set out the requirement for providers who deliver education services to international students on a student visa.

These laws protect international students and help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies in Australia.

- [Education Services for Overseas Students Act 2000](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students](#)





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## 15. Student Visa Conditions and Responsibilities

Once you obtain a Student Visa, you must follow a number of conditions as set out in the letter of approval you receive with your Visa or on your Visa label. You must be familiar with and follow these conditions. If you break the conditions, the Department of Home Affairs may:

- cancel your Visa and ask you to leave Australia
- prevent from returning to Australia for an extended period.

The main conditions you must meet include the following:

- Achieve satisfactory academic results
- Continue to be enrolled in a registered course
- Notify your education provider of your address (or change in address) within 7 days
- Maintain health insurance cover
- You cannot work more than 40 hours per fortnight when your course is in session

For a full list of [visa conditions](#), at the Department of Home Affairs.

### 15.1 Migration Agents

A migration agent can assist you in submitting your visa application and communicate with Home Affairs on your behalf. Please note that you DO NOT need to use a migration agent to lodge a visa application.

### 15.2 Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents have experience in applying for international student visas. Most speak both English and the local language making the application process a lot simpler and hassle-free for students. Some agents do charge small amounts or offer additional services. Check our website to see a current list of agents we recommend.

Although Education Agents can assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

See the International Prospectus. Section 10.3 Student Visa frequently asked questions (FAQs)