

INTERNATIONAL STUDENT HANDBOOK

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Contents

WELCOME MESSAGE	4
QUALITY STATEMENT	5
CODE OF PRACTICE.....	6
USING THIS HANDBOOK	13
ABBREVIATIONS USED IN THIS HANDBOOK	14
KEY ROLES AT AIBT	15
FACILITIES & EQUIPMENT.....	16
EDUCATION IN AUSTRALIA	16
ESOS Education Act	16
Protection for International Students	16
Your Rights	17
Your responsibilities	18
Education Agents.....	19
Student Visa Requirements	19
STUDYING WITH AIBT	24
Student Selection, Access and Equity.....	24
Enrolment.....	25
Pre requisites.....	25
Courses	27
Duration.....	28
Fees	28
Fee Refund	31
Recognition of Existing Skills and Knowledge	32
INDUCTION AND ORIENTATION	34
Student rights and responsibilities	34
Change of Circumstances	35
Non-compliance with rules	35
Legislation	36
Work Health and Safety.....	36
Anti-Discrimination, Human Rights and Equal Opportunity.....	36

Privacy and the Privacy Act 1988 (Commonwealth)	37
Accessing Your Personal File	37
Child Protection	38
VOCATIONAL EDUCATION AND TRAINING	38
Language, Literacy and Numeracy (LLN)	39
Computer Literacy	39
Students with special needs.....	39
Competency based training	40
Training methodology.....	40
Trainer / Assessors.....	42
Appealing an Assessments.....	42
Transfer of international students between registered providers	42
Release of students to move to another provider	43
Mentoring and breaching students.....	43
Deferring, suspending or cancelling enrolment.....	43
Ensuring completion	45
Working with "at risk" students'.....	45
GRADUATION.....	45
Incomplete qualifications	45
Re-issuing qualifications	46
Feedback/evaluation	46
APPENDIX 1: STUDENT CODE OF CONDUCT	48
APPENDIX 2: CHANGE OF DETAILS FORM.....	51
APPENDIX 3: AUTHORITY TO EXCHANGE INFORMATION.....	52
APPENDIX 4: ACKNOWLEDGEMENT DECLARATION	53
APPENDIX 5: DISCLOSURE OF DISABILITY OR MEDICAL CONDITION	54
APPENDIX 6: PRIVACY NOTICE	55
APPENDIX 7: CONSENT FORM FOR USING PHOTOGRAPHY/VIDEO IN PUBLICITY/TRAINING/ASSESSMENTS AND FUTURE SURVEYS	56
APPENDIX 8: UNIQUE STUDENT IDENTIFIER (USI)	57
APPENDIX 9: COURSE INDUCTION	58
APPENDIX 10: ATTENDANCE REQUIREMENT	60

WELCOME MESSAGE

Thank you for choosing Adelaide Institute of Business and Technology Pty Ltd (AIBT) to help you to build your career.

Starting on international study can be daunting and AIBT would like to make the experience as simple and enjoyable as possible.

AIBT management, training and support staff are here to help you succeed. We provide the best facilities, equipment and support services to ensure that not only are your expectations exceeded but that, when you complete your qualification, you will be a competent professional.

However, our efforts will need to be supported by your dedication and best attitude to ensure your success. We emphasise the importance of the spirit of open communication and cooperation by both parties.

The Student Handbook has been produced to help you navigate through the day to day issues that you must be aware of and abide by.

It includes general information, guidelines, and policies and procedures that you should keep at hand at all times.

A number of attachments are included that you must read, sign and return to us before you commence your program.

I wish you an enjoyable and rewarding experience with AIBT and should you have any questions please do not hesitate to contact our Support Staff.



Kerrie Evans

CEO

QUALITY STATEMENT

AIBT delivers nationally recognised training qualifications and is accredited as a Registered Training Provider under the Australian Vocational Education Training (VET) Quality Framework.

VET Quality Framework supported by a strong quality assurance and continuous improvement process across all areas of its operations and training.

As well as meeting VET Quality Framework (VQF) standards, all improvement suggestions and complaints are identified and appropriately actioned and recorded according to the requirements of the VQF standards.

The prime focus of AIBT's Quality Management System is continuous improvement of our services. The system also aims to reduce costs, and to make it easier to do business. The feedback that AIBT receives from you and verbal comments are used to improve our procedures, policies, methods of operation, materials, trainer/assessor performance, facilities and information services.

CODE OF PRACTICE

FOR TRAINING ORGANISATIONS REGISTERED TO PROVIDE TRAINING SERVICES AND ASSESSMENT SERVICES AND ISSUANCE OF NATIONALLY RECOGNISED QUALIFICATIONS

1. INTRODUCTION

- 1.1. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by AIBT, a Registered Training Organisation registered in Australia by the Australia Skills Quality Authority
- 1.2. For the purposes of this Code 'student' refers to any person participating in education or training delivered by this organisation. A 'client' is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training service

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1. Where AIBT's students are directly from industry or the general public AIBT will conduct an appropriate assessment relevant to the qualification the student would undertake to ensure that the student has the greatest opportunity to successfully complete their qualification. Where an applicant student does not meet the requirements of the assessment and AIBT is unable to provide the learning required AIBT will assist the student to access a quality and appropriate provider
- 2.2. AIBT has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients.
- 2.3. AIBT maintains a learning environment that is conducive to the success of students
- 2.4. AIBT has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students
- 2.5. AIBT monitors and assesses the performance and progress of its students
- 2.6. AIBT ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and it provides training for our staff as required
- 2.7. AIBT ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses
- 2.8. AIBT is committed to access and equity principles and processes in the delivery of its services

3. ISSUANCE OF QUALIFICATIONS

AIBT issues Qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook and the Quality VET Framework.

AIBT will not issue the qualification parchment if there are outstanding tuition fees.

4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

- 4.1. AIBT recognises the AQF qualifications and Statements of Attainment issued by other RTOs.
- 4.2. Mutual recognition obligations are reflected in AIBT's policies and procedures and information to staff and clients

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 5.1. AIBT markets and advertises its products and services in an ethical manner
- 5.2. AIBT gains written permission from a student or client before using information about that individual or organisation in any marketing materials
- 5.3. AIBT accurately represents recognised training products and services to prospective students and clients
- 5.4. AIBT ensures students and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5. No false or misleading comparisons are drawn with any other training organisation or qualification.

6. FINANCIAL STANDARDS

- 6.1. AIBT has measures to ensure that students and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation
- 6.2. AIBT has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment
- 6.3. AIBT ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented and those copies of the documentation are made available to the student/client. Documentation includes: the

rights and responsibilities of students, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients

7. PROVISION OF INFORMATION

- 7.1. AIBT supplies accurate, relevant and up-to-date information to prospective students and clients covering but not limited to the matters listed in Attachment A to this Code.
- 7.2. AIBT supplies this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

8. RECRUITMENT

- 8.1. AIBT conducts recruitment of students at all times in an ethical and responsible manner.
- 8.2. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 8.3. AIBT ensures that the educational background of intending students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate

9. SUPPORT SERVICES

AIBT provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic mentoring and referral to appropriately qualified personal counselling providers.

Problem	What to do	Who Can Help You
Getting behind in study	Talk to your Trainer first. Don't hide that you are struggling. Getting behind in studies in even one subject can have a bad effect on your entire course	Your Trainer will work with you to create a plan of action. This is called an Intervention Strategy and will be designed to help you overcome problems with attendance or academic progress
Difficulty with English Language	Talk to your Trainer, or the Student Support Officer at reception	AIBT has a number of staff who speak Mandarin and Cantonese. We also have free English Support Classes for any of our students enrolled in a full time course. Ask the Student Support Officer about a referral to the classes
Disability / Medical Condition that can affect your study	Ask the Student Support Officer to make an appointment with the Director of Vocational Education or Director of Higher Education to talk about your needs.	The Director of Vocational Education is Eve Lok. Eve can be contacted via email on eve.lok@aibt.edu.au General Manager of Higher Education is Greg Koch. Greg can be contacted on greg.koch@aibt.edu.au A Student Services Officer in reception can help you make a time to speak with Eve or Greg in person.
Illness in general	Attend a General Practitioner for help with illness. Always keep your Student Health Insurance up to date.	Nearby Doctors Clinic: There is a medical clinic on the campus of Adelaide University that is available for anyone. The address and contact details are: Address: Horace Lamb Building, North Terrace Campus, The University of Adelaide, SA 5005 Telephone: 08 8313 5050 Website: http://adelaideunicare.com.au/our-practices/university-health-medical-practice
Financial stress Difficulty paying fees on time	Ask to talk to the Program Administrator who can talk to you about your fees.	The Program Administrator can discuss payment plans and pass them to the CEO for consideration Catherine So
General financial difficulty		There are community organisations that can provide free help to anyone struggling with managing their money. These links below will take you to websites for places that could help you http://www.unitingcommunities.org/find-a-service/services/financial-counselling/ See Lesley Blanchard at Reception for help to make appointments



Concerns regarding your courses	If you aren't able to discuss your worries about courses with one of your Trainers, then request to speak to the Director of VET	Eve Lok can discuss your situation and help you come up with a plan of action to reduce the risk of you not maintaining academic progress
I just need someone to talk to	Speak to the Student Support Officer first. Jinni Liu can help you or point you in the right direction	Other staff who are available to talk to are: Jinni Li (Student Services Officer) Gereon Ardivilla (English Language Support and IELTS expert) Lesley Blanchard (can refer you to counsellors and community organisations that could provide specific services)

10. COMPLAINTS & APPEAL MECHANISM

AIBT ensures that students and clients have access to a fair and equitable process for dealing with complaints and appeals and provides an avenue for students to appeal against decisions which affect the students' progress. Every effort is made by AIBT to resolve students'/clients' complaint or appeal.

For this purpose, AIBT has a member of staff identified to students and clients as the reference person for such matters. In addition, the complaint and appeal mechanisms as a whole are made known to students at the time of enrolment.

Where a complaint cannot be resolved internally, AIBT advises students and clients of the appropriate body where they can seek further assistance

11. RECORD KEEPING

AIBT keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students on request. Student and client records are managed in accordance with privacy legislation

12. QUALITY CONTROL

AIBT seeks feedback from our students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

AIBT encourages and invites our apprentice employers and other industry experts' involvement as guest lecturers.

AIBT's Learning & Assessment Committee oversees all learning and assessment activities and resources and includes industry representatives as part of its membership to ensure relevance and currency of learning and assessment for our students.

13. CHILDREN'S PROTECTION

In the event that AIBT determines to enrol minor students AIBT will implement policy and procedure that will ensure the requirements of the Children's Protection Act 1993 and in particular 8B-8D Child Safe Environments and criminal history assessment for people working with children are met; ensure that only fit and proper people are employed in positions that have regular contact with children; enhance the opportunity to develop a child safe environment.



AIBT's staff recruitment process includes Criminal History Check Assessments and reference checks utilising the services of Department Families & Communities and to conduct comprehensive reference checks.

14. UNIQUE STUDENT IDENTIFIER (AUSTRALIAN STUDENT NUMBER)

From 1 January 2015, RTOs are required to meet standard 3.6 of the Standards for Registered Training Organisations (RTOs) 2015, which relates to implementation of the USI for all new and continuing students.

From 1 January 2015, under the Student Identifiers Act 2014, an RTO must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned a student identifier.

Students are encouraged to apply for their USI themselves. While RTOs are not required to apply for USIs on behalf of students, they can do so with students' permission through the USI Registry System. This may be the most appropriate option depending on your business model. Over 80,000 USIs have already been created. RTOs can access this service through the USI website or alternatively via a webserver interface with your Student Management System.

Information on the requirement for students to obtain a USI and how to do so is available on the dedicated USI website (www.usi.gov.au).



06/06/2018

CEO

Date

USING THIS HANDBOOK

This Student Handbook has been designed to provide a basic understanding of the legal and quality assurance processes and obligations that AIBT has in place. The policies and procedures ensure that training that is delivered is consistent, relevant and of high quality. The document also outlines the roles and responsibilities of each party, that is, you the student, and AIBT as the training provider.

The Student Handbook is a guide only to assist with compliance with Visa requirements, AIBT Policy & Procedure and day to day issues that will arise during the course of your programme. Students should seek detailed information from the relevant authorities in regards to Visa requirements outside the scope of this handbook. The information contained is correct at time of printing. AIBT's quality management and continuous improvement process means changes may occur without notice. AIBT will endeavour to post to its website updates changes in a timely manner. If you are unable to access the website or are unsure as to the version, you have please ask our Support Staff.

A number of attachments are included at the back of the booklet. Please note that the following attachments must be read, sign and returned to AIBT prior to commencement of your programme:

Appendix 1 Student Code of Conduct

Appendix 2 Change of Details Form

Appendix 3 Authority to Exchange Information

Appendix 4 Acknowledgement Declaration

Appendix 5 Disclosure of Disability or Medical Condition (optional)

Appendix 6 Privacy Notice

Appendix 7 Consent Form for Using Photography/Video in Publicity/Training/Assessments and Future Surveys

Appendix 8 Unique Student Identifier (USI)

Appendix 9 Course Induction

ABBREVIATIONS USED IN THIS HANDBOOK

AQF	Australian Quality Framework Framework under which training packages are developed and accredited
VQF	VET Quality Framework Framework of standards and conditions of registration under which Training Organisation and Group Training Organisations are accredited and registered
DHA	Department of Home Affairs Australian Federal Government ministerial department responsible for immigration and citizenship
DET	Department of Education and Training It manages the ESOS legislative framework. It maintains CRICOS and PRISMS and education institutions about their ESOS obligations. It works closely with DIBP and also has the authority to investigate education institutions to make sure they are complying with the ESOS laws
ESOS	Education Services for International Students Act 2000 Australian legislation providing standards and rules for the provision of education to International Students and registration of providers
PRISMS	Provider Registration and International Student Management System Electronic system used by Register Training Providers to updated ESOS students' progress and circumstances to DIBP
ASQA	Australian Skills Quality Authority Australian National Regulator for VET and International Training

KEY ROLES AT AIBT

THE CEO's role is to lead and manage the AIBT team to enable them to deliver high quality training programs to their students. The CEO has overall accountability for management of projects and resources required to be able to deliver quality training for students Inclusive of:

Strategic Planning

Personnel Management

Organisational Management

Policy and Procedures

Risk Management

THE DIRECTORS plan, organise and coordinate the training within AIBT and ensure education support to students undertaking courses. The roles hold overall accountability for developing education programs based on an ongoing assessment of training needs and has the responsibility for Vocational Education and Training, Postgraduate Courses and the Language Centre courses

Course design and content

Trainer & Assessor Guidance

Strategic Planning

Participating in compliance

Validation and Moderation

Industry Consultation

THE PROGRAM ADMINISTRATOR is responsible for the day to day administrative operations of AIBT. See the Program Administrator if you have a problem, if you want information or need help filling out one of AIBT's forms.

STUDENT SERVICES OFFICER can assist you if you have any difficulty with the study or personal issues affecting your ability to study, please talk to the support officer who can assist you locating a service to help.

TRAINERS AND ASSESSORS are responsible for the delivery and assessment of course information to students and the review of learning materials and assessment tools within the organisation. These are the people who train you to excel in your chosen vocation.

THE BUSINESS DEVELOPMENT DIRECTOR is responsible for networking and sourcing business opportunities for the school. They also play a role in finding employment opportunities for our graduates.

FACILITIES & EQUIPMENT

The school is centrally located in the Adelaide Central Business District close to cafes, shops and services. Public transport- buses, trains, trams and taxis are within metres of the entrance or a few minutes away.

AIBT's training venue includes all equipment and resources required to appropriately train our students in all courses offered:

- training rooms;
- library of resources and texts for reference on site;
- Student common room, with microwave and fridge

EDUCATION IN AUSTRALIA

ESOS Education Act

The Australian Government, as does AIBT, wants International Students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for International Students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code 2007.

Protection for International Students

As an International Student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for International Students (CRICOS) at <http://cricos.deewr.gov.au/>.

CRICOS registration guarantees that the course and the education provider with whom you study meet the high standards necessary for International Students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

AIBT maintains current Tuition Protection Scheme at all times which ensures that your tuition fees are insured and safe.

Your Rights

The ESOS framework protects your rights, including your right to:

- receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of tuition fees. You should keep a copy of your written agreement.
- get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to complete your course.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au .

The ESOS framework sets out the standards Australian education providers offering education services to International Students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer is for International Students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the principal course of study in Australia. If you want to transfer before you have completed six months of your principal course you need your provider's permission unless there are special circumstances such as:

- you have completed more than 6 months of your principal course;
- you are a government sponsored student, and your sponsor supports a transfer, or
- your current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

Your responsibilities

As an international student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your International Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform us of any changes to your contact details immediately and provide us with confirmation of your contact details at least every 6 months (please refer Appendix 2 Change of Details Form)
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

More information on studying in Australia, go to www.aei.gov.au or ESOS Helpline +61 2 6240 5069

For Visa matters go to www.immi.gov.au or 131881 in Australia or DIBP office in your country.

Education Agents

AIBT is responsible for the actions of their agents in marketing their courses. All Education Agents working on behalf of AIBT have completed an Agent's Agreement with us. We review the activities of Education Agents from time to time and your feedback in regards to the Education Agent's performance is welcome at all times.

Education Agents should not be seeking additional fees/payments from you once you have been accepted by AIBT. Should you be asked for additional fees, do not pay and please contact AIBT immediately.

Our Education Agent must provide you with the following information before you make an application to study;

- AIBT and its facilities, equipment and learning resources;
- information on course content, the qualification gained on completion, duration;
- teaching and assessment methods;
- details of any arrangements with other providers for recognition or completion of the course;
- course fees, refund conditions and other tuition expenses;
- living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and costs of living;
- course entry criteria including the minimum level of English language proficiency, educational qualifications and work experience required;
- Visa requirements which must be satisfied by the prospective student including English language proficiency levels;
- conditions imposed on student visas including satisfactory academic performance, attendance requirements and working rights and that AIBT will be required to keep a record of your academic progress and attendance at classes;
- AIBT's requirement to report to relevant Australian government authorities a student's failure to meet their Visa conditions relating to attendance or academic performance;
- withdrawal arrangements;
- admission procedures, credit transfers and the recognition of existing skills and knowledge policies and procedures at AIBT;
- internal and external complaint and appeals procedures; and
- student support and welfare services of special relevance to international students.

Student Visa Requirements

➤ **General**

Department of Home Affairs (DHA) requires you to provide evidence that satisfies the entry requirements applicable to you and your country of origin prior to being granted a student visa and may include whether you have enough money, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. You will need to submit your information through the local Australian Immigration Office.

You will be required to show that you meet the selection requirements for the courses that you enrol in.

These responsibilities must be maintained after your arrival in Australia and it is a requirement that you are aware of these before you sign your enrolment form.

Additional information on visa issues is available from your Education Agent and independent advice is available on the Department of Immigration and Citizenship Internet site on <http://www.immi.gov.au>

➤ **English entry requirements**

You must evidence English proficiency as a requirement for acquiring a student visa, to be kept on file for the issue of your qualification and for the State Government audit. Please refer to “English Proficiency” heading in this document for requirements for admission to our courses.

➤ **International Student health cover**

Australia has a very modern and efficient health care system subsidised by the Australian Government. International Student Health Cover (OSHC) allows you to use the Australian healthcare system. It covers the costs for medical or hospital care, emergency ambulance transport and some prescribed medication that you may need while studying in Australia.

All international students must purchase and maintain for the duration of your stay an approved OSHC policy from a registered health benefits organisation **before** applying for a visa and giving you coverage from the day you arrive.

Information about International Student Health Cover at <http://www.studyinaustralia.gov.au/en/Study-Costs/OSHC/Overseas-student-health-cover>.

➤ **Attendance**

Each study year is at least 40 weeks and attendance must be a minimum of 80% for that period of time. Please refer to your course timetable. Due to the nature of the courses provided distance and self-paced learning is not available.

You are required to attend scheduled classes and work placements unless:

- ❖ you are sick and have a medical certificate signed by a registered doctor in Australia;
- or
- ❖ you have a family crisis that requires you to return to your home.

If you miss training due to illness or family crisis you must inform us before commencement of training on the first day that you miss and provide us with evidence to support your reason for absence. Depending upon the work missed, and by arrangement with your Training Co-ordinator you may be able to make up the study.

If you are absent without notifying AIBT the Program Administrator will contact you and disciplinary action may follow if the reason for not reporting is insufficient.

Each day when you arrive in class your Trainer / Assessor will mark your attendance to note that you were on site. This provides both:

- ❖ a record of your attendance; and
- ❖ in the case of emergency evacuation, a checklist of all people who were in the building.

If you are late and depending on how late you arrive you may be marked as absent.

All students are required to maintain at least an 80% attendance rate over any given study period (this is generally one semester or term).

If the attendance rate drops below 80%, at any point in time, and it is calculated that the student cannot reach an average of 80% by the end of the study period, then the student will be warned in writing of a possible breach of Visa conditions. If the student's attendance rate falls below 80% and they are not making satisfactory academic progress, they are considered to be in breach of their Visa conditions, AIBT is required to advise DIBP who will initiate an investigation which may lead to the cancellation of your Visa. AIBT will activate the "Intervention Strategy" as soon as a drop in attendance or academic performance is noted to assist students avoid non-compliance with their visa conditions.

Students have 20 days to appeal a decision to report to DIBP via the AIBT Appeal Process.

Please refer Appeal Process at <http://www.aibt.edu.au>

Students with three days of non-attendance are contacted by phone by the Program Administrator to determine the cause of their absence. A file note of the phone contact is placed into the student file. If the student cannot be contacted after 5 days, then DIBP is advised.

Where an International Student chooses not to access the Complaint or Appeal process, withdraws from the process, or the process is completed and results in a decision supporting AIBT then AIBT is required to notify the Secretary of D.I. via the PRISMS system as soon as is practicable.

➤ **Academic Performance**

Under the conditions of a Student Visa International students are required to study 100% of a full time study load.

The only reason(s) a student may undertake a reduced study load is where:

- additional subjects are needed complete the course and these subjects total less than a full time study load; or
- in the final semester where the remaining subjects do not total a full time load.

International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units. Credit Transfer will have been identified prior to commencement and Visas adjusted accordingly. However, students who are identified later as Credit Transfer applicants will be guided by their course coordinator in regards to additional subjects.

Students who do not have satisfactory academic progress will be reported to DIBP. As a general rule more than one failure in a unit or failure in two units or more in any one semester will trigger a review of academic progress by us. You can only repeat a unit once.

If you do not meet the competencies at the level required AIBT must advise the Secretary D.I. through PRISMS.

Students have 20 days to appeal a decision to report to DIBP via the AIBT Appeal Process.

Please refer Appeal Policy at <http://www.aibt.edu.au>

Where an International Student chooses not to access the Complaint or Appeal process, withdraws from the process, or the process is completed and results in a decision supporting AIBT then AIBT is required to notify the Secretary of D.I. via the PRISMS system as soon as is practicable.

➤ **Further Study**

Graduates of our courses may seek credits to the relevant degree programs in Australian Universities. There is no guaranteed entry into University programs. Refer to DIBP for Visa conditions.

➤ **Dependants**

Dependants of persons holding a student visa are required to pay full fees in any school, institute or university that they enrol in whilst in Australia.

➤ **Working whilst studying**

A Student Visa allows you to work a maximum of 20 hours whilst you are in Australia. Your course includes work experience which is unpaid.

If you are unsure you should check with The Department of Home Affairs as random checks are conducted and if a person under a Student Visa is found to have worked more than 20 hours their Visa will be cancelled and the employer may be liable to prosecution.

STUDYING WITH AIBT

Student Selection, Access and Equity

Reinforced by a broad range of student support services AIBT' policy is to provide equal access and opportunity to all persons.

Some of our courses have prerequisite standards and competencies which are outlined in course information brochures.

Events of major cultural importance to you will be acknowledged and allowance will be made for the observance.

AIBT undertakes to:

- Promote access to training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensure training services are delivered in a non-discriminatory, open and respectful manner.
- Train all staff members so that they are appropriately skilled in access and equity issues.
- Conduct student selection in a manner that includes and reflects the diverse student population.
- Actively encourage the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- Provide culturally inclusive language, literacy and numeracy support to individuals to meet their personal training goals.

AIBT's Access and Equity Officer is the Training Co-ordinator. If you believe you are experiencing harassment or discrimination refer the matter to the Training Co-ordinator immediately using the Complaints and Appeals form. In the absence of the Training Co-ordinator contact the Program Administrator with your concern.

Enrolment

When you decide to proceed to enrolment, you are required to complete an enrolment form. This form is used to assess suitability of the course applied for and to create a student history file. All personal information is strictly confidential and recorded in line with the Australian Privacy Legislation.

You must submit the following to the Training Co-ordinator for consideration:

- Completed enrolment form
- Authority to Exchange Information
- Acknowledgement Declaration
- Disclosure of Disability or Medical Condition (optional)
- Evidence of satisfactory medical standards
- Copy of Passport
- Photographs x 2
- All your personal details including date of birth
- All details of Next of Kin to be contacted in the case of personal emergency
- Payment of non-refundable course deposit
- Evidence of IELTS or equivalent
- Evidence of education to the equivalent of Australian Year 11

Evidence of computer literacy to the level required to successfully complete training and to meet industry vocational requirements

Pre requisites

English Language Proficiency Requirements

International students must satisfy AIBT's English language proficiency requirements for admission to one of its programs. The English language proficiency requirements are as follows:

- The student's first language is English; or
- The student has:
 1. Successfully completed an Australian Year 12 Program; or
 2. Successfully completed an English language course approved by AIBT from a registered English Language Intensive Course for Overseas Students (ELICOS) Provider.
 3. An overall IELTS band score of at least 5.5; or
 4. A TOEFL score of at least 520, or at least 190 in the computer-based TOEFL.

Prospective students are required to submit acceptable evidence of their English proficiency at the time of application to study with AIBT, such as an IELTS document showing their score. This evidence must be no more than 18 months old. AIBT may also conduct IELTS testing to determine the level of English proficiency

Academic Entry Requirements

- Minimum Year 10 or international equivalent for Certificate level courses
- Minimum Year 12 or international equivalent for Diploma level courses
- Where a student is unable to provide evidence of minimum entry requirements or their evidence is not at the minimum level, in appropriate circumstances, AIBT may assess the student towards confirming the minimal level.
- Computer literacy to the level required to successfully complete the qualification and to meet industry vocational requirements.

OR they may access the following

Recognition of Prior Learning

Recognition of Prior Learning provides students an opportunity to have their current skills and competencies recognised. These skills and competencies may relate to units that they are about to commence and as a result may exempt them from studying these units. There is a cost related to obtaining Recognition of Prior Learning. As the process requires students to gather evidence confirming their competency, it is essential that the assessor must hold a qualification at least one level above that which they are assessing. Please refer to AIBT's RPL policy.

Credit Transfer

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within their current course of study. It should be used when the student is seeking credit for a course or subject that they have already completed. Credit Transfer can also be across sectors e.g. Vocational Education and Training (VERT) in School units credited against the relevant qualification offered through AIBT.

NOTE: *If AIBT grants an overseas student Credit Transfer or Recognition of Prior Learning, it may effect on student visa conditions by shortening of the student's course duration. Students wishing to apply for Credit Transfer are advised to contact DIBP to discuss this.*

Courses

BSB40215 Certificate IV in Business

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others. Possible job titles include Project Officer and Executive Assistant.

BSB50215 Diploma of Business

This qualification reflects the role of individuals with substantial experience in a range of settings who are seeking to further develop their skills across a wide range of business functions. Possible job titles include executive officer, program consultant and program coordinator.

ICT50115 Diploma of Information Technology

This qualification is designed for learners to study the foundation technology, with a focus on how to create and test software programs and design and develop web related products.

BSB60215 Advanced Diploma of Business

This qualification reflects the role of individuals who have senior responsibilities within a business. They may oversee the work of others or have specialised roles where they do not supervise others but provide strategic leadership. Possible job titles include area manager, department manager and regional manager.

10597NAT Graduate Diploma of Financial Planning and Advice

This qualification provides students an understanding of the regulatory framework governing the Australian financial services industry and possess basic financial planning skills in investment advice, investment strategies, superannuation, income taxation, retirement benefits and estate planning.

BSB80615 Graduate Diploma of Management (Learning)

This qualification reflects the roles of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. In these roles they are required

to generate and evaluate complex ideas; and to initiate, design and execute major learning and development functions with an organisation.

10657NAT Graduate Diploma of TESOL

This qualification is intended to provide participants with a range of knowledge, skills, generic and specific competencies to perform the following job roles: a) teach English language courses across a range of sectors within Australia; b) teach English language courses across a range of sectors overseas; c) manage and teach specialised English teaching programs.

Duration

All the courses will be conducted over 52 weeks, 2 semesters. Unless other arrangements are made.

Fees

GST is a Goods & Services Tax applicable whether paying from off-shore or on-shore applicable to the majority of services and goods supplied in Australia. AIBT will clearly identify on your Tax Invoice those items that incur GST and those that do not. AIBT fees include GST.

Fees are payable on all courses offered.

Schedule of Fees (AIBT) for 2018

Fees \$AUD including GST where applicable

For international students:	
• English for Academic Purposes – Elementary to Advanced	\$350 per week
• BSB40215 Certificate IV in Business	\$13,750
• BSB50215 Diploma of Business	\$15,750
• ICT50115 Diploma of Information Technology	\$18,250
• BSB60215 Advanced Diploma of Business	\$15,750
• 10597NAT Graduate Diploma of Financial Planning and Advice	\$17,250
• BSB80615 Graduate Diploma of Management (Learning)	\$17,250
• 10657NAT Graduate Diploma of TESOL	\$17,250
Material Fee plus \$250 Enrolment Fee (compulsory)	
• English for Academic Purposes – Elementary To Advanced	\$10 week
• BSB40215 Certificate IV in Business	\$500
• BSB50215 Diploma of Business	\$500
• ICT50115 Diploma of Information Technology	\$2,000
• BSB60215 Advanced Diploma of Business	\$500
• 10597NAT Graduate Diploma of Financial Planning and Advice	\$500
• BSB80615 Graduate Diploma of Management (Learning)	\$500
• 10657NAT Graduate Diploma of TESOL	\$500

Other Services: (GST inclusive)

Accommodation:	
• Accommodation Placement Fee	\$275
• Airport welcome and transport to accommodation fee (one way)	\$121
Guardianship:	
• 6 months Guardianship Fee – students under 18 years of age on arrival	\$1,650
• 12 months Guardianship Fee – students under 18 years of age on arrival	\$2,420
Mandatory Charges: (subject to change by Government)	
Overseas Student Health Insurance – (payable to Bupa – cover must be for the length of the course, plus one month – e.g. Course is 12 months, insurance cover must be for 15 months)	
• Single cover per month	\$47
• 15 months' Single cover total	\$712
• Family cover per month	\$427
• 15 months Family cover total	\$7,348
Course fees include (Tuition and Materials fees):	
• Tuition and Material Fees are payable 1 Semester (2 terms) in advance	
• Induction Program	
• AIBT Internal Student Counselling (academic and personal)	
• Additional support – coaching and tutorials in English	
• AIBT Library and Wi-Fi internet access	
• Organised social and recreational activities	
• Unit learning guides and handouts	
Course fees do not include:	
• Text and reference books and stationery (additional to student workbooks)	
• Accommodation	
• Meals and transport – including airport pickup on arrival	
• International or Domestic airfares	
• External Professional Services	

Receipts are issued for all payments and pre payments are held in an Australian Bank Account specifically established for prepaid tuition fees.

Fee Refund

The request for refund is made in writing to the *Student Services Officer* using the *Refund Request Form*.

Table of Refunds and conditions

Scenario	Refund
Enrolment Fee (\$250)	Non-refundable
Material Fee	Non-refundable after commencement date
GTE/GS assessment fee (\$250) <i>if applicable</i>	Non-refundable
Visa refused prior to course commencement	Full refund of tuition fees paid
Withdrawal at least 28 days prior to agreed start date (other than Visa refusal reason)	Refund of tuition fees paid less 10% administration fee (10% of tuition fees applicable for first term)
Withdrawal less than 28 days prior to agreed start date	80% refund (less 10% Admin Fees)
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Course withdrawn by AIBT	Full refund of tuition & material fees only
AIBT is unable to provide the course for which the original offer was made	Full refund of tuition & material fees only
Visa extension is refused	Refund of unused portion of tuition fees
Withdrawal from study after commencement of term (including where there has been low or no attendance)	No refund of term fees
Withdrawal from study and where fees have been pre-paid for terms not yet commenced	Refund of unused tuition fees paid in advance by the student for the following term/s* (less 10% Admin Fee)

Please Note:

* Refunds granted are related to tuition fees paid to AIBT in advance and not related to fees paid such as education agent's fees and Health Insurance.

* If the student withdraws from the course after the course starts, the current terms' fees will be forfeited. Notification of Withdrawal from Studies form must be received 2 weeks prior to term commencement by Student Administration.

* No refunds will be paid to a third party. All refunds will be made by Direct Bank Transfer to the account of the person who made the original payment(s) within 28 days of receipt of application for refund.

* AIBT dispute resolution processes do not void the student's right to pursue other legal remedies.

* This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.

The refund policy is subject to review from time to time.

Further information and advice can be sought from: Australian Skills Quality Authority

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

Recognition of Existing Skills and Knowledge

This process allows you to apply for recognition for previous study, work, life and educational experience that matches the learning outcomes of specific modules within our course.

If you wish to apply for recognition of existing skills and knowledge, please request a Recognition of Prior Learning Kit.

If you are not satisfied with the outcome you may request a review of the recognition decision through our Appeals Process. The Appeals policy can be found at <http://www.aibt.edu.au>

Where AIBT grants a student RPL, it may impact on student visa conditions through a shortening of the student's course. Overseas students wishing to apply for RPL are advised to contact DIBP to discuss this prior to applying. If AIBT grants a student RPL after the student visa is granted AIBT must report the change of course duration to DIBP.

Credit Transfer

When you have completed a unit of study at another Registered Training Organisation, that is comparable to one in which you are currently enrolled you may be eligible for Credit Transfer and will not need to complete that unit of study again.

To apply for Credit Transfer please request a Credit Transfer Application.

If you are not satisfied with the outcome you may request a review of the recognition decision through our Appeals Process at <http://www.aibt.edu.au>

Where AIBT grants a student Credit Transfer, it may impact on student visa conditions through a shortening of the student's course. Overseas students wishing to apply for Credit Transfer are advised to contact DIBP to discuss this prior to applying. If AIBT grants a student Credit Transfer after the student visa is granted AIBT must report the change of course duration to DIBP

National Recognition

AIBT recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation and obtained within the last 3 years. Students must map those qualifications to the course currently being undertaken.

To apply for National Recognition please request a Credit Transfer Application.

If you are not satisfied with the outcome you may request a review of the recognition decision through our Appeals Process at <http://www.aibt.edu.au>

Where AIBT grants a student recognition, it may impact on student visa conditions through a shortening of the student's course. Overseas students wishing to apply for recognition are advised to contact DIBP to discuss this prior to applying. If AIBT grants a student recognition after the student visa is granted AIBT must report the change of course duration to DIBP.

INDUCTION AND ORIENTATION

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of life at AIBT and provide an introduction to studying, Adelaide's costs of living, transportation, facilities and accommodation. Staff will be introduced, and a tour of the facilities and description of the local area will take place and an opportunity to ask questions will be given.

Your site induction will include the following subjects with a record made on your Site Induction Record for International and Local Students;

- Site Safety induction
- Orientation to the area
- Academic progress
- Expectations – Yours and Ours
- Further study options that are available during and after the course of study
- Accommodation options available with the active support of AIBT Program Administrator.

Student rights and responsibilities

Overview

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be suspended or expelled from the course with notification submitted to DIBP.

You must comply with all of your Visa requirements and AIBT Policy and Procedure as outlined in this handbook and as updated by DIBP from time to time. This is particularly important for attendance and successful academic performance.

In addition to meeting the requirements of your Visa, there are a large number of laws that apply to you as a student visiting Australia. Basically, you must be of good behaviour and recognise the rights of others. If you want to look up specific details of the appropriate laws, talk to your trainer. They will be able to provide you with a list of the laws and regulations that apply.

Working positively with others within AIBT is in part a requirement of Law but most importantly a measure of your commitment to study and wellbeing of other participants. This requires maturity and at times, understanding. If you have any concerns about how you should behave, speak with your trainer or the Program Administrator. Remember, that in Australia Discrimination and

Harassment are chargeable offences under law. Very simply, treat people as you would like to be treated.

Refer Appendix 1 Student Code of Conduct to be signed in agreement by you.

Change of Circumstances

It is **your** responsibility and legal obligation to keep **AIBT** informed of your situation at all times. A copy of our ***Change of Details Form is included as Appendix 2*** and our Administration Support Staff will provide you with additional copies if required.

You must advise AIBT office as soon as you become aware of any change in:

- residential or email address,
- landline or mobile phone number,
- your personal situation,
- any problems or issues you are experiencing which may affect either your ability to complete your training successfully or your continuing stay in Australia.

If you are unsure if you have to report something to AIBT please ask.

AIBT is required by law to advise the Department of Home Affairs (DHA) of all changes to your situation. If you do not advise AIBT and we become aware of the change by other means, there may be consequences for you.

It is **our** responsibility to let the Department of Home Affairs (DHA) know through our PRISMS computer system should:

- you default in any aspect of your Visa provisions
- your attendance level drop below 80%
- your academic progress level fall below 50% (however, AIBT intervention strategies will apply as soon as we identify that you are struggling with your course)
- you not make your fee payments

Speak with us if you have any problems or issues and together we may be able to find a solution.

Non-compliance with rules

Non-compliance of rules will result in consequences including:

- implementation of AIBT Intervention Strategy available from AIBT administration;

- ▶ If the issue or behaviour continues, training services will be withdrawn and you will be notified in writing that enrolment has been terminated and that DIBP and D.I. have been advised as required by the legislation.

While we hope that these situations do not occur, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution and have access to our Complaint Process and Appeals Process. Refer <http://www.aibt.edu.au>

Legislation

AIBT is subject to a variety of legislation relating to training and assessment as well as general business practices. These legislations include the following.

Work Health and Safety

The Work Health and Safety Act, which AIBT complies with, states that employers have a duty of care to provide a safe and healthy working environment for all employees, and that employees have a duty of care to take reasonable care for their personal health and safety and that of others in the work place. This includes students studying on our premises.

Anti-Discrimination, Human Rights and Equal Opportunity

AIBT seeks to attract and retain talented employees and students from all backgrounds and to maintain a great place to work and learn and we are determined to provide an environment free of harassment, victimisation, bullying and upholding of State and Federal laws pertaining to any form of discrimination.

AIBT maintains a zero tolerance policy in regards to any form of harassment and discrimination. Breach of these standards will result in suspension or termination of training.

Please refer to Access, Equity & Fairness Policy at <http://www.aibt.edu.au>

Privacy and the Privacy Act 1988 (Commonwealth)

AIBT keeps your information private and only collects information that relates to your training success and takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

Your personal details and all student records may be made available to:

- any Commonwealth Government agency
- any State Government agencies and
- the Manager of the Tuition Protection Scheme
- the Fund Manager of the ESOS Assurance Fund
- AIBT Administration and Training staff.

We are required by Australian Laws (including the Immigration Act 1988, the ESOS Act 2000 and the National Code) to tell the Federal and State Government Agencies and the Tuition Assurance provider about any changes to your enrolment and any breach by you of your student visa conditions and all matters that could relate to the review of your time here as a student. This may be while you are studying with us or after you have left.

Please refer to and complete Appendix 3 Authority to Exchange Information & refer to Privacy Policy at <http://www.aibt.edu.au>

Accessing Your Personal File

You may access your personal file and request that updates be made to information that you feel is incorrect or out of date.

To request to see your records you need to apply in writing and normally, access can be provided within 48 hours of request. Copies of records are available a minimum of 5 working days and a fee will apply for administration costs. Administration staff can provide you with cost details which will depend upon your specific need but will not exceed \$AU15.00. Note that identification will be required to access personal file information.

All records are owned by AIBT

If you find any errors in the records, please advise us immediately so that we can make corrections.

Child Protection

AIBT complies with the requirements of Child Protection Legislation which means that convicted sex offenders are prohibited from working with children and young people less than 18 years of age. Before our staff members start work, AIBT checks their background to make sure they are not “prohibited”.

Please refer to Children’s Protection Policy at <http://www.aibt.edu.au>

If you have any question about any of these legislations just ask, as it may impact on your training.

VOCATIONAL EDUCATION AND TRAINING

Each State and Territory of Australia has legislation pertaining to vocational education and training.

So how does this affect you as a student? What it means is that you will receive a high standard of training and assessment services and gain a qualification that is recognised across Australia. Your qualification will be as valued in other States and Territories as it is in South Australia.

Complaints procedures

It is the policy of AIBT that all stakeholders will be treated in a fair and equitable manner and receives quality service at all times.

A complaint arises when:

- a stakeholder is not satisfied with an aspect of AIBT’s services and requests action be taken to resolve the matter;
- a stakeholder believes they have been treated unfairly or have been discriminated against.

If a student chooses to access our complaints and appeals processes, AIBT will maintain the student’s enrolment while the complaints and appeals process is ongoing.

AIBT commits to a complaints process is open, transparent and accessible to everyone. Please refer to Complaints Policy at <http://www.aibt.edu.au>

Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, the Director/s (for the relevant school department) will contact the Student to discuss their requirements.

Where language, literacy and numeracy competency is essential for your course, we require all students to complete a Language, Literacy and Numeracy Assessment. If Students are unable to complete the assessment, or the results of assessment are below standard as required, they will be referred an appropriate service. The referral is free to you however the costs of the language, literacy or numeracy program will be your responsibility. We will make every effort to ensure that you are adequately supported to enable completion of your training

Computer Literacy

All applicants wishing to enrol in AIBT programs are required to have basic computer literacy to a level required to achieve satisfactory completion of the program i.e. must be able to use the internet for research and have word processing skills adequate to produce assessments.

Applicants will also need to evidence computer literacy to the level required by the industry for vocational competency. *Please refer to relevant AIBT Student Guide or our website.*

Students who do not meet the minimum computing skills requirements may be assisted by their migration agent to locate appropriate computing training in their country.

Students with special needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other applicant. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt particular flexible learning and assessment methods as appropriate.

To assist AIBT to provide the best possible learning and assessment strategies we ask that potential students requiring special assistance identify their needs by completing the **Disclosure of Disability or Medical Condition form (Appendix 5)**. This form is optional; however, it will enhance the learning experience if AIBT is aware and can prepare specific support services. Please refer Student Support Services Policy and Intervention Strategy Policy at <http://www.aibt.edu.au>

Competency based training

You are participating in a course of competency-based training. So, what exactly does that mean?

Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular job or role. Each industry area divides these skills and knowledge into related categories that form National Competency Standards for specific industry areas.

The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to AIBT.

So a competency is: ... “The ability to perform a job to the required level of performance expected in the workplace.”

Our assessments are based on evaluating if you have the skills, knowledge and attitudes to perform a job.

Training methodology

Training Standards

It is the responsibility of AIBT to provide training, resources and infrastructure that complies with both the VET Quality Framework and Vocational Education and Training. AIBT is a “Delegate” of the National Regulator ASQA, which means that the management and processes of AIBT is recognised as high quality.

“Mixed Mode” Training Delivery

AIBT has developed a training delivery structure known as “mixed mode delivery”.

“Mixed mode” training uses training methodologies, which include:

- self-paced learning workbooks – workbooks that allow you to complete assignments and tasks at your own pace.
- recognition of prior learning – a process which provides opportunity for skills and knowledge you acquired previously through other formal learning, on job and life experience to be recognised towards your new qualification.
- off-the-job workshops/lectures – underpinning knowledge and skills training conducted away from your employment by AIBT trainers.
- workplace assessment – assessment and recognition of the skills and knowledge you have acquired whilst on-the-job during the course.

Flexible Learning & Assessment

Competency based training allows participants to learn and be assessed in a variety of different ways, allowing the participant many flexible options.

Training can be both 'formal' and 'informal'.

Informal training includes:

- Completing a variety of 'new' tasks, during a normal working routine;
- Formal and informal observation and practice;
- On-job coaching and mentoring, including feedback.

Formal training includes:

- 'Off Job' Training Sessions removed from workplace;
- 'Off Job' Training Sessions at the workplace individually or in a group;
- Formal and informal observation and practice with real time feedback;
- Working through training manual and assessments;
- 'On line' training session via our website.

Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency. AIBT complies with AQF Assessment Guidelines.

In general, basic forms of skills evidence include:

- Direct performance evidence

- observation in the workplace; and
- simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
 - oral and written questioning including professional conversations;
 - these may be supported by
 - personal reports; and
 - Witness testimony.

Trainer / Assessors

The role of an assessor is to objectively assess and judge a applicant's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. AIBT assessor's hold an appropriate TAE40110 Certificate in Training & Education and current skills in the areas they train. The Director/s provides guidance and direction to the Assessors.

Appealing an Assessments

If a student wishes to query an assessment outcome they should:

- speak with their Trainer/Assessor in the first instance and if unresolved;
- present the request in writing to the Director/s using the Complaints and Appeals Form.

Appeals must be submitted within 20 days of the original assessment decision being advised to the student. Each appellant has the right to represent themselves or to have an advocate present on their behalf at all forums where the issue is being discussed.

Please refer to Appeals Process at <http://www.aibt.sa.edu.au>

Transfer of international students between registered providers

When a request for transfer is received for an incoming student to study at AIBT, the Training Co-ordinator will assess the student's request and if all Student Visa criteria are met and AIBT has the capacity to accept the student the Training Co-ordinator will determine whether to accept the student or not.

If the student's request for transfer is rejected, the Training Co-ordinator will inform the student in writing of the decision and the reason/s for this decision.

Release of students to move to another provider

If a student wishes to be **released from** their studies at AIBT, and transfer to another registered provider will assess the student's request and if all Student Visa criteria are met and AIBT has had the opportunity to address any issues that the student may have and are affecting their decision to move the relevant Training Co-ordinator will determine whether to release the student or not.

Please note that approval for release is only required if a student has not completed 6 months of their course. AIBT will not unreasonably withhold the release and at all times the best interests of the Student are considered.

Mentoring and breaching students

Where a student is in danger of being in breach of Visa conditions a meeting to discuss the reasons for failing to meet their requirements will be arranged with the student (they may invite a support person or advocate).

The aim of the mentoring meeting will be to assist the student to succeed in future and a program that will assist the student will be agreed with and approved by the Director/s. The mentoring sessions are recorded as a written record, copied to all parties and placed on file.

Students who fail to meet their defined visa obligations will be breached by the relevant Director/s and mandatory notification to DIBP will be made through PRISMS. The Student will be advised in writing of the decision, prior to reporting, and will have 20 days from the date of the letter to access AIBT's Appeal process. Please refer Appeal Policy at <http://www.aibt.edu.au>.

Where an International Student chooses not to access the Complaint or Appeal process, withdraws from the process, or the process is completed and results in a decision supporting AIBT then AIBT is required to notify the Secretary of D.I. via the PRISMS system as soon as is practicable.

Deferring, suspending or cancelling enrolment

A student may be granted deferment or temporary suspension from their studies on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that a student is unable to attend classes or fly).

A student may cancel their enrolment for any reason.

AIBT may choose to defer, temporarily suspend a student's enrolment on two grounds:

- ▶ compassionate or compelling circumstances; or
- ▶ grievous misbehaviour by the student.

Deferment, suspending or cancellation enrolment may affect the Student Visa. If a student defers, suspends or cancels enrolment AIBT must notify the Secretary of D.I. via PRISMS.

The Training Co-ordinator with the CEO may make the decision to cancel a student's enrolment, based on grievous misbehaviour.

The student may appeal an AIBT decision within 20 days of the decision via the AIBT Appeals Process. Please refer Appeals Process at <http://www.aibt.edu.au>

Where an International Student chooses not access the Complaint or Appeal process, withdraws from the process, or the process is completed and results in a decision supporting AIBT then AIBT is required to notify the Secretary of D.I. via the PRISMS system as soon as is practicable.

Ensuring completion

Where it is clear that a student will not complete the course within the expected duration as a result of

- Compassionate reasons such illness
- Where AIBT are unable to provide a prerequisite unit
- Where AIBT have implemented the intervention policy
- an approved deferment or suspension has been issued by AIBT

AIBT's Director/s will support the student's application for extension of their Visa by putting into place a valid plan for successful completion.

Working with "at risk" students'

Where a student is identified as being at risk of breaching attendance or academic performance up to 3 mentoring sessions will be initiated at which the Director/s will attempt to determine any underlying causes and where supports are negotiated and agreed upon. Where necessary the student will be referred to external services for assistance. No charge is made by AIBT to the student for referral to appropriate external support services and every effort will be made to access free or low cost services. The student should be aware that costs directly associated with the support service will be payable by the student. AIBT will assist the student to access appropriate funding or medical benefit rebates as may be available from time to time. Refer AIBT Intervention Strategy available from Administration.

GRADUATION

Your results and course file will be forwarded to the Training Co-ordinator to make sure everything is in order. We will either:

- Send a Certificate or Statement of Attainment; or
- Contact you for further information.

Incomplete qualifications

If you leave the course without completing and being deemed competent in all of the assessments in full, then you will only be entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been deemed competent in during assessment.

Re-issuing qualifications

AIBT keeps records of your course with us for 30 years. If in the future, you need another copy of your certificate then write us a letter. The letter needs to state:

- Your name (if your name has changed please write both your new name and your name at the time of the course);
- Your date of birth;
- Your current address (and your address at the time of the course if you remember it);
- The course you completed;
- When that course started and finished; and
- You will need to provide evidence that you are the person who completed qualification or course.

We will review your request and either:

- Send a duplicate Certificate or Statement of Attainment; or
- Send a letter explaining why we cannot re-issue your qualification at this time and what you need to do from here.

Please note that a fee of \$20.00 currently applies for copy testamurs. Please take into consideration that this fee may be greater as time passes

Feedback/evaluation

AIBT actively seeks your feedback and regularly undertakes evaluations of all courses and activities.

We will be providing to you an Evaluation Form which will take a few minutes to complete. It can be anonymous, however, if you identify yourself and you have negative feedback it would assist us to be able to speak with you to clarify what the issues are and how we might resolve them.

Thank you for choosing to study with AIBT.

If you would like any further information, please do not hesitate to contact us.

Please read the following appendix carefully, initial alongside each one that you have read and understood the contents then sign below along with an AIBT representative.

	Appendix	Students Initials
1	Student Code of Conduct	
2	Change of Details Form	
3	Authority to Exchange Information	
4	Acknowledgement Declaration	
5	Disclosure of Disability or Medical Condition	
6	Privacy Notice	
7	Consent Form for Using Photography/Video in Publicity/Training/Assessments and Future Surveys	
8	Attendance Requirement	
9	Course Induction	
10	Unique Student Identifier (USI)	
<p>Publicity permissions – you agree to the following being used for PR and advertising purposes for a period of 5 years</p> <p>Name Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Testimonial Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Image/photograph Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Student Survey Yes <input type="checkbox"/> No <input type="checkbox"/></p>		

Student Signature

Date

AIBT Representative

Name

Position

AIBT Rep Signature

Date

Witness Name

Position

Witness Signature

Date

APPENDIX 1: STUDENT CODE OF CONDUCT

As you have chosen to undertake training it is assumed that you will take personal ownership and responsibility for your success and behaviour.

Unacceptable behaviour includes:

Continuous interruptions to the trainer whilst delivering the course content

- Smoking in non-smoking areas
- **Being disrespectful to other participants**
- Harassment, intimidation, threats, violence of any kind (verbal, written, innuendo, physical etc.)
- Sexual harassment
- Acting in an unsafe manner placing yourself or others at risk
- **Refusing to participate when required in group activities**
- **Continued absence at required times**
- Being under the influence of alcohol or illegal drugs
- Lack of personal hygiene
- Other objectionable behaviour
- **AIBT internet/laptops are solely for study purposes ONLY**
- **When in class mobile phones are to be used for study purposes ONLY**

You have the right to:

- be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- be free from all forms of intimidation;
- work in a safe, clean, orderly and cooperative environment;
- have personal property (including computer files and your work) and AIBT's property protected from damage or other misuse;
- have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- learn in an environment that is conducive to success;
- work and learn in a supportive environment without interference from others;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);

- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- appeal within twenty days of receiving notification of any decision made about late or missed assessment;
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- express and share ideas and to ask questions

You have the responsibility to:

1. participate in and complete fully all learning and assessment tasks as scheduled, honestly and to the best of your ability;
2. comply with the requirements of your student visa;
3. attend and participate fully in work experience or work placements if they are arranged for you; (if applicable)
4. provide medical certificates or evidence of extenuating circumstances in support of absenteeism;
5. advise AIBT **prior** to commencement of the training or work experience/placement day of absenteeism; (if applicable)
6. informing AIBT if you have any concerns or need for support related to the successful completion of your qualification;
7. treat staff and fellow students with respect and fairness. This includes but is not limited to:
8. following reasonable directions from a member of staff;
9. not behaving in any way that may offend, embarrass or threaten others;
10. not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
11. taking care of facilities by not damaging, stealing, modifying or misusing property; and
12. acting in a safe manner that does not place you or others at risk.
13. ensure personal details are current and correct and provide an update to AIBT every 6 months;
14. not to smoke in non-smoking areas;
15. not to be under the influence of alcohol or illicit drugs; and
16. follow normal safety practices.

Note AIBT maintains zero tolerance in:

1. the consumption of or being under the influence of alcohol or illicit substances that affect a person during training or placement times;

-
2. discriminatory, harassing, abusive, threatening or violent behaviours of any kind whether physical or verbal

Breach of 1 and/or 2 will result in suspension and/or expulsion from your training program

Failure to meet any or all of AIBT standards or policies may result in suspension and/or expulsion from your training program.

I have read, understand and accept the conditions of the above Code of Conduct. I understand that a breach of the Code of Conduct may result in suspension and/or expulsion from my training program with AIBT.

APPENDIX 2: CHANGE OF DETAILS FORM

Information is within the guidelines of the Privacy Principles contained in the Privacy Act 1988 and will be used solely for AIBT training activities.

1. PARTICIPANT			
Name			
Address			
Suburb		Postcode:	
Phone Number		Email:	
Mobile Phone No		Date of Birth:	
2. PARENT/GUARDIAN (If Participant is under 18 years of age)			
Name			
Address			
Suburb		Postcode:	
Phone Number		Email:	
Mobile Phone No.		Fax No:	
3. EMERGENCY CONTACT			
Name		Relationship	
Phone Number		Mobile	
4. QUALIFICATION/COURSE DETAILS			
Course Title			
Course Code			
Commencement Date		Termination/Completion Date:	
Payment Method	Cash <input type="checkbox"/> Credit Card <input type="checkbox"/>		
5. AUTHORISATIONS Completion of this section is mandatory			
<p>I _____ authorise AIBT to collect, store and use my personal information within the limitations of the Privacy Principles contained in the Privacy Act 1988.</p> <p>Participant/Guardian Signature _____ Date / /</p>			

APPENDIX 3: AUTHORITY TO EXCHANGE INFORMATION

For purposes directly related to my training and/or training contract and assessments as student / employee

I authorise AIBT to:

1. share information directly related to my training and assessment with my employer;
2. gather information from previous employer's/training provider which will assist in developing the most appropriate training plan or RPL process;
3. share academic or previous training information with other learning institutions I have attended;

I authorise AIBT to discuss my training, progress and information with my mother, father or legal guardian up to my 18th birthday at which time authority to communicate with them will cease:

- › I give permission for AIBT to allow access of my records to State and Government Departments and Authorities as may be required from time to time.
- › I acknowledge that AIBT is required to retain my training records for a period of 30 years. I acknowledge and agree that in the event that AIBT ceases to operate or is under new ownership that those records will be transferred to either ASQA or its equivalent at the time or to the new owners who will maintain equivalent levels of security and privacy in regards to those records.
- › I agree to my photograph being taken and securely stored by AIBT with the understanding that the photograph will be used solely for AIBT internal reference purposes. Additional permission must be sought prior to any photograph of myself being used for any other purpose.
- › I understand that AIBT will comply with the Privacy Act 1988 and subsequent amendments.

APPENDIX 4: ACKNOWLEDGEMENT DECLARATION

- I have read and understand the policies, procedures and guidelines contained and referred to in the Student Handbook, and I agree to abide by these and any other policies which are provided to me for the duration of my enrolment for courses including any applicable work experience through AIBT.
- I acknowledge and accept the conditions of the fees and refunds policies.
- I understand that, where applicable, as a Student my work experience or work placement employer will also provide policies and procedures pertaining to their business and workplace. If a policy duplicates a AIBT policy I understand that I must abide by the policy and procedure which is of the highest level/quality. I accept that if I am in doubt I will consult either my work experience/placement employer or AIBT representative.
- An AIBT representative has been available for discussion and clarification of the contents.

APPENDIX 5: DISCLOSURE OF DISABILITY OR MEDICAL CONDITION

CONFIDENTIAL

Persons who consider that they have an illness, disability or other condition that might require special arrangements or assistance should complete this form.

Completion of this form is not compulsory but it will permit AIBT to make appropriate arrangements. Failure to notify AIBT of an illness, disability or other condition will make it difficult for AIBT to exercise appropriate duty of care and may well endanger safety.

No liability is accepted by AIBT or its employees, volunteers or representatives in regards to assistance provided to a student for illness, accident or emergency.

No liability is accepted by AIBT or its employees, volunteers or representatives in regards to a student’s undisclosed physical or mental illness or disability being exacerbated in the course of the normal progress of training, excursion or placement.

The completed form should be forwarded in a sealed envelope marked to the attention of the Program Administrator who will determine the appropriate Trainer/Assessor to assist you. The Trainer/Assessor will be pleased to discuss appropriate arrangements with you in confidence. The form will then be placed on your secure client file.

NAME:.....

COURSE: COURSE DATE:

CAMPUS/ON-JOB:.....

TYPE OF CONDITION:

.....

ASSISTANCE REQUIRED (if any):.....

.....

EMERGENCY CONTACT/PERSON WHO MAYBE CONTACTED IN AN EMERGENCY:

NAME:RELATIONSHIP TO SIGNATORY.....

ADDRESS:

Phone (Work): (After hours)

NAME:.....SIGNATURE:..... DATE:

Thank you for helping us to keep you safe.

Should your circumstances change please complete a new form to provide us with details

APPENDIX 6: PRIVACY NOTICE

I understand that:

- (a) Adelaide Institute of Business and Technology Pty Ltd will collect my personal information for the purposes of training and assessment, reporting, administration and evaluation of my progress in my selected educational Program;
- (b) Adelaide Institute of Business and Technology Pty Ltd may disclose my personal information to the following:
 - The Department of Home Affairs;
 - The Department of Industry
 - the contractors or agents of the above organisation; and/or
 - State training authorities, where applicable.
- (c) The purposes of the above disclosure may include:
 - Reporting, administration, and evaluation of the educational program; and
 - Verifying or reporting on my progress in the educational program.
- (d) Adelaide Institute of Business and Technology Pty Ltd, and the Australian Government Departments may also disclose my personal information to another party without my consent where authorised or required by law.

APPENDIX 7: CONSENT FORM FOR USING PHOTOGRAPHY/VIDEO IN PUBLICITY/TRAINING/ASSESSMENTS AND FUTURE SURVEYS

I give permission to the **Adelaide Institute of Business and Technology** to use my:

Name, Testimonial, Image/photograph/video in publications and advertisements produced by or for the **Adelaide Institute of Business and Technology**.

I understand that these publications will also be placed on web sites managed by the **Adelaide Institute of Business and Technology** for public relations and advertising purposes.

I also give permission for the **Adelaide Institute of Business and Technology** to use the above information relating to me in any **future** publications and websites produced by or for the **Adelaide Institute of Business and Technology** **My contact details will not be published**

I understand that:

The publication **may** appear on the Internet/World Wide Web (WWW);

The publication **may** appear in print, electronic, or video media;

The publication **may enable readers to identify me.**

Important – please note:

I understand that if my personal information (name, image or video) is published on the Internet/WWW then it will be accessible to users from all over the world.

My information can also be searched for using an identifier such as my name, and may be copied and used by any other person using the Internet/WWW.

Most importantly, I understand that once my personal name has been published on the Internet/WWW, the **Adelaide Institute of Business and Technology** has no control over its subsequent use and disclosure.

We may at times send you a student survey relating to your career path after graduating from AIBT.

Office Use Only

File number: Photo/image ID number:

APPENDIX 8: UNIQUE STUDENT IDENTIFIER (USI)

From the 1st of January 2015 all students enrolled in nationally recognised training in Australia will be required to have a Unique Student Identifier (USI).

A USI is a reference number that is different for every student. The number will allow you to access your records of training for all of the courses you undertake, online at any time.

You can create your own USI by going to www.usi.gov.au and creating your own account and when you receive your USI you can advise AIBT of your USI. We will also need your permission to view this in order to verify qualifications or transcripts.

Please complete part A & B

A: Personal Details			
Given Name		Family Name	
Gender		DOB	
Country of Birth		Town / City of Birth	
Passport Number		Phone	
Email			
Address			
Suburb		Postcode	
AIBT Student ID		USI	

B: Permission

Student Name: _____

I (insert name) will create my own USI and advise AIBT. I also give permission for AIBT to verify my records by viewing them via the USI. I understand my enrolment cannot be confirmed until I provide the USI

Signature _____

Date _____

Please return the form to the student services officer or email to info@aibt.edu.au

More information about USI and how to create it can be found at www.usi.gov.au

Office Use Only (this section is only to be completed by AIBT)			
Student ID:		Student USI:	
Created Date		Created by	

APPENDIX 9: COURSE INDUCTION

This form is to be completed by an AIBT representative and Student during the progress of the Course Induction by initialling the 'Completed' column to indicate that portion of induction has been completed.

INDUCTION ITEMS	Completed
<p>Student Handbook</p> <ul style="list-style-type: none"> <input type="checkbox"/> Handbook Distributed to all students <input type="checkbox"/> Handbook use 	
<p>Emergency Procedures:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Evacuation Procedure <input type="checkbox"/> Location of First Aid Kits <input type="checkbox"/> Location of Fire Extinguishers <input type="checkbox"/> Location of Emergency Exits <input type="checkbox"/> Location of Evacuation Points <input type="checkbox"/> Critical Incident Policy – includes Accident & Emergency 	
<p>Housekeeping:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Amenities, Water, Tea & Coffee <input type="checkbox"/> Smoking <input type="checkbox"/> Littering & Cleanliness of classroom and Learning Facilities 	
<p>Mobile Phones:</p> <ul style="list-style-type: none"> <input type="checkbox"/> switched off or silent and cannot be used during sessions 	
<p>AIBT History & Practice:</p> <ul style="list-style-type: none"> <input type="checkbox"/> History <input type="checkbox"/> Philosophy <input type="checkbox"/> Code of Practice <input type="checkbox"/> AIBT Contact Details <input type="checkbox"/> Staff & Roles including Role of the Trainer/Assessor <input type="checkbox"/> Administration Hours <input type="checkbox"/> Security <p>Student Rights & Responsibility</p> <ul style="list-style-type: none"> <input type="checkbox"/> Student Code of Conduct and Responsibilities <input type="checkbox"/> Children's Protection <input type="checkbox"/> Dress Code <input type="checkbox"/> Access & Equity <input type="checkbox"/> Privacy <input type="checkbox"/> Complaints <input type="checkbox"/> Appeals <input type="checkbox"/> Confidentiality <input type="checkbox"/> Copyright, Cheating & Plagiarism 	

INDUCTION ITEMS	Completed
<p>Student Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Support Services & Intervention <input type="checkbox"/> Phone Access <input type="checkbox"/> Photocopying <input type="checkbox"/> Messages 	
<p>Fees & Refunds</p> <ul style="list-style-type: none"> <input type="checkbox"/> Course Fee Payment Dates <input type="checkbox"/> Payment of Fees <input type="checkbox"/> Refunds <input type="checkbox"/> Exiting from a course 	
<p>Course Purpose and Vocational Outcomes:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Course Overview <input type="checkbox"/> Course Group & Student Identification Number <input type="checkbox"/> Content <input type="checkbox"/> Schedule including Important Dates relevant to specific course <input type="checkbox"/> Student Support Notes <input type="checkbox"/> Break Times <input type="checkbox"/> Academic Progress <input type="checkbox"/> Attendance & Punctuality <input type="checkbox"/> Missed Sessions <input type="checkbox"/> Repeating Sessions <input type="checkbox"/> Repeating Assessments <input type="checkbox"/> Methodology <input type="checkbox"/> Competency Based Training <input type="checkbox"/> Informal & Formal Training <input type="checkbox"/> Recognition of Prior Learning <input type="checkbox"/> Credit Transfer <input type="checkbox"/> Assessment Results <input type="checkbox"/> Learning Strategies <input type="checkbox"/> Assessment Strategies <input type="checkbox"/> Evaluation and Feedback – including QI Learner Questionnaire <input type="checkbox"/> Issuance of Parchments <input type="checkbox"/> Qualification <input type="checkbox"/> Statement of Attainment 	

I confirm that the above topics were covered in the Induction Process and that I understand the content and agree to the conditions, responsibilities and policies. I also confirm that I have received a copy of the Student Handbook and that I will contact AIBT within a maximum of 5 working days if I have concerns or do not understand any of the contents.

APPENDIX 10: ATTENDANCE REQUIREMENT

1. Please be on time – classes start at 9:00am & 1.30pm
2. Punctuality is a requirement of attendance. The cut-off point for arrival to class is 9:15am & 1.45pm SHARP.
3. Any arrival after this time will be refused entry to class and you will be marked as “Non-attendance”.
4. If you arrive after 9:15am or 1.45pm three times you will instantly fail the subject unless there is a genuine and certifiable reason for your absence, supported by official documentation.
5. Late arrival will be classed as “Non-attendance” which can jeopardise your student visa status in Australia.
6. If you are sick and absent from class, you are required to provide a medical certificate.

I have read and understand the above requirements.