

AUSTRALIAN INTERNATIONAL BUSINESS INSTITUTE  
STUDENT HANDBOOK



# Student Handbook 2016 - 2017

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# Section 1 Introduction



## **About the Institute**

The Australian International Business Institute was established in 2009 by the Director, Anne Finamore in response to a perceived need for quality staff in the local area.

Why “International” ?

Anne has six years’ experience teaching in China and has forged close ties with several Chinese Colleges. Students in the Business and Tourism Courses will have the option of a 3-month student exchange experience in China.

## **Our Goals**

We aim to be a staff supplier of choice for local Hospitality venues, and to offer a secure pathway to University studies for those who may be so inclined. Our method is to work together with students and employers to assist them to achieve mutually beneficial outcomes.

## **Choosing your course**

The Course you choose to study may have a profound impact on the rest of your life, so you will be required to undertake an assessment by a course coordinator prior to enrolment. We understand which attitudes and attributes lead to success in our fields, so we are able to guide you in making the right decision.

## **How to enrol**

Identify the course which you feel will give you the qualifications you need.

**Book by phone, email or through our website.**

Details on the next page.

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**Student Assistance**

If you need assistance in course decision making, please email: [admin@aibi.qld.edu.au](mailto:admin@aibi.qld.edu.au) A course coordinator will contact you for a no-obligation discussion about your options, including future training implications resulting from present decisions.

On confirmation of your enrolment, you will be sent an Application Form and an appointment will be made for your funding assessment interview. Current course fees will be explained in detail at the interview, where you may also choose to explore recognition of prior learning (RPL) options with your course coordinator. Any special learning or physical needs will also be assessed at this interview, and efforts made to accommodate these in the learning program.

**Student rights & responsibilities**

You have the right to be treated respectfully, fairly and transparently at all times by your Teachers and Admin Staff.

On the other hand, you are obligated to treat our Staff and your fellow students with respect and fairness.

**Contact details**

Office:

8 Pikki St.

Maroochydore Q 4558

Phone: (07) 5452 9836

Fax: (07) 5452 7599

email: [admin@aibi.qld.edu.au](mailto:admin@aibi.qld.edu.au)

web: [www.aibi.qld.edu.au](http://www.aibi.qld.edu.au)

## Section 2 Overview



### **Induction**

Your induction session will take place prior to the commencement of the course, and it is compulsory to attend. Here you will meet your Director of Studies and learn about all the Units of Competency which will comprise your course, how the course will be run and what support services will be offered to students enrolled with AIBI.

If appropriate, you will also be given a comprehensive overview of the AIBI e-Portfolio system, as it relates to any claims you may have for recognition of prior learning. You will be offered all the necessary support and assistance to access the student section of our website and upload your evidence.

### **Course Details**

Please refer to a separate handout about your particular course, which will be given to you at the induction session.

### **Exemptions & Fee Reductions**

By detailing your previous training or work-related courses, it may be possible to obtain exemptions from all or part of the Units of Competency which make up your course. Fees charged for the current competency recognition process will be decided individually, depending on the time and effort required by our Staff to establish competencies. Your Course Coordinator will assist you in this process as required.

In some user choice courses, certain students may also be able to access Government funding to assist with course fees, as may students who enrol under the Cert 3 Guarantee scheme.

### **Cert 3 Guarantee**

Students interested in enrolling under the Qld Government's Cert 3 Guarantee scheme must read the following [FACT SHEET](#) prior to enrolling. The fact sheet covers eligibility for funding, and the mandatory student contribution fee: (\$250 for Cert 3 Hospitality). Recent year 12 graduates may be able to access certain courses (including Hospitality) without the payment of a student contribution fee. Students should carefully research the available courses under this option, as the wrong choice could preclude you from further funded courses.

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### **Refund Policy**

In the event that an advertised course does not commence as planned, AIBI guarantees to refund all fees paid by students, or transfer the funds to a subsequent course.

If a student does not complete a course, refunds are made on a pro-rata basis depending on the number of Units of Competency completed (assuming the student has paid for the course in full.)

Applications for refunds should be made in writing and addressed to the Director at the AIBI office. All such requests will be attended to within 14 days of receipt.

### **USI Requirements**

From 2015, all vocational students studying in Australia are required to have a unique student identifier (USI). This number allows you to access all your future training in one secure place.

To obtain your USI, visit <http://www.usi.gov.au/students>

It is your responsibility to ensure that your USI is given to your Trainer as soon as possible after you enrol in your chosen course.

### **Language, Literacy and Numeracy assessments**

You will have undertaken these tests before and during your initial interview, and we will use the results to guide your teachers in developing these important skills further.

Students with very special needs may be referred to specialists in this area for extra assistance.

### **Flexible Learning & Assessment**

AIBI offers flexible learning and assessment in all of their accredited courses. This means flexibility in the scheduling of the learning sessions, the opportunity of self-paced learning, providing a variety of assessment methods and tools and accommodating specific learning styles.

### **Student Welfare & Guidance Services**

Student support is an important part of our Service Delivery. We assist in counselling for study-related issues and provide job placement services through your course coordinator. Our particular mode of delivery and assessment ensures that students are fully prepared to undertake higher responsibilities immediately upon graduation.

## Section 3

# Process for Comments, Suggestions and Complaints



### Comments and suggestions

You are a valued customer and we welcome your comments and suggestions on how we can provide you with a better service. If you would like to make a comment or suggestion regarding any aspect of the AIBI program please tell us.

### Complaints

If you are not happy with any aspect of your course or any other service we provide we suggest that you speak with someone who knows you and your learning environment. For most students, your teacher is the best person to talk to. You can also discuss your concerns with the AIBI Director of Studies

### How to register a complaint

If you would like to register a complaint after you discuss it with the relevant person, you can do so by advising your Director of Studies or by sending an email to the AIBI Director Anne Finamore: [anne.finamore@aibi.qld.edu.au](mailto:anne.finamore@aibi.qld.edu.au) or by phoning our complaint hotline (07) 5443 1792.

When a complaint is registered, a member of staff will take action and address the complaint on your behalf. You will be contacted within 48 hours by someone who can help you to resolve the problem. This resolution may involve mediation by outside bodies such as ACPET ([www.acpet.org.au](http://www.acpet.org.au))

All complaints are handled with complete confidentiality and professionalism. This is part of our commitment to quality and customer service.

### Assessment appeals procedure

If you think you should have received a higher mark for an assessment (and you can back up your claim with concrete evidence), your first step is to schedule a meeting with your teacher and discuss the reasons for your lower mark. If you are still not satisfied that the mark you received was correct, you can advise your subject coordinator or (if teacher and subject coordinator happen to be the same person) your Director of Studies. The DOS decision will be final.

## Section 4 Other Policies & Procedures



### **Disciplinary procedures**

A student who is found to have:

- committed an assault, or threatened to assault another person
- removed, damaged or unlawfully used another's property
- committed any act of dishonesty relating to an examination or other assessment
- discriminated against another on the grounds of race, religion, colour, sexual preference, age, marital status, physical or mental disability
- failed to comply with their lawful obligations with regard to payment of fees and fines or returns of library books

will be subject to disciplinary procedures as described hereunder.

### **Verbal Caution**

A student accused of any of the above offences may be given private counselling, allowed a chance to put their side of the story and receive a written summary of the counselling session which both parties will sign. The record will be placed in the student's file.

### **Written Caution**

If appropriate, a student accused of misconduct may receive a written notice, clearly outlining the offence, and suggesting remedial action.

The student may request a private counselling session to discuss the issue.

### **Termination of enrolment**

Further misconduct will result in a written notice terminating the student's enrolment as at the date of the notice.

AIBI will refuse the student admission to further courses of study, and any course fees paid will be forfeited.

### **Suspension**

In cases where the extent of the misconduct may not be clear, AIBI may suspend the student from studies for the length of time it takes to resolve the allegations. Written notification will be provided in this case.

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### **Access & Equity**

AIBI is committed to access & equity principles. In practice this means that (commencing with the enrolment interview) we will provide support to each student to enable them to pursue their career objectives. Where outside help is deemed necessary, we will actively seek to obtain it.

### **Anti-discrimination**

We endeavour to provide a training environment that is free of all kinds of discrimination and harassment. We actively monitor our work and facilitate our learning programs to ensure that this policy is respected.

Please report any form of this totally unacceptable behaviour to your course coordinator, and a formal resolution process will be instigated.

### **Workplace Health & Safety**

In the pursuit of authentic and realistic experiences, AIBI uses both our own training rooms and selected outside venues for course delivery. Safety, access and a suitable learning environment are regularly monitored to ensure WHS standards are strictly enforced. While conducting outside training, each teacher will ensure that activities & assessments are undertaken in a safe manner consistent with each student's physical ability. An Incident Report is required after any breaches of WHS policies, both within and without our Training Venue.

### **Mutual Recognition**

According to the principles of Mutual Recognition, AIBI will recognise all Qualifications and Statements of Attainment achieved by the student which are issued by another Registered Training Organisation.

The student must provide copies of the Statements of Attainment and/or Qualifications, which clearly document the Units of Competency they have achieved. The student will then be deemed exempt from these Units, and they will be credited to their current studies where appropriate.

### **Student Records**

All student records are held according to the Privacy Act and our Privacy Policy, a synopsis of which appears hereunder. We protect the privacy of all student information, and only staff directly involved in training that student have access to their file.

While you are engaged in training with AIBI, your active file is held in the office in a locked filing cabinet. After you complete your course, your file moves to the secure non-active student file area for the next two years. Once a Qualification or a Statement of Attainment has been issued, our student management system ensures that your records are recorded in the USI scheme, and are thus permanently accessible.

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During your course and two years thereafter, there is no fee to access your file. After the file moves to long-term storage, there is a fee to access the file. The fee will be determined when a request for access is made.

At any time after completing your course you may request a reprint of the Qualification or Statement of Attainment which you achieved. A charge will be levied for this service along with postage costs if applicable.

### **Privacy**

We may use the information collected about you for the following purposes:

- Routine administrative tasks
- To advise you on matters of interest or concern
- To undertake graduate destination surveys
- To comply with Government regulations
- To inform you about our services, or those of other organisations
- To assist in the resolution of disputes

### **Work Place Assessments**

Workplace assessments and training must be undertaken in workplace organisations that are suitable for the course. The student must be under the direction of an appropriately qualified and experienced supervisor. The workplace assessments will be conducted by AIBI Workplace Assessors, who will arrange mutually convenient times to conduct the workplace assessments.

### **Work Experience Terms and Conditions**

All AIBI students must complete work experience in an appropriate organization, such as our Training Bar at the Mooloolaba Bowls Club. It is the responsibility of the student to complete the work experience as rostered, week by week. In the event that the student has privately organised a work experience venue, AIBI will check the suitability of this arrangement, as many issues must be taken into account – for example resources available for the training, and insurance cover for the student. AIBI will make reasonable efforts to arrange for assessment to be conducted in the alternate workplace, however the student may be required to attend assessment events at other locations, such as our current training venue. If the student does not complete mandatory work experience within the duration of the course, AIBI is not permitted to issue the qualification.