



Australian Higher Education Academy

Student Handbook

National Provider Code: 1915

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About this Student Handbook

This handbook explains your rights and responsibilities while studying with the Australian Higher Education Academy (AHEA). It also contains information about the Academy environment, our trainers and staff, policies and procedures, fees and charges and many more.

The information in this handbook may be altered or amended from time to time but you can view or download the current/updated copy of the Student Handbook on the AHEA website: www.ahea.wa.edu.au.

Part 1: GENERAL INFORMATION

Course Information

The course information for all the qualifications AHEA offers is listed on AHEA website (www.ahea.wa.edu.au) and it includes:

- Entry requirements
- Course duration
- Delivery modes
- Course costs
- Study pathways
- Units of competency to be completed (core and elective units)

Enrolment Process

Prior to enrolment, you are required to download and read the Student Handbook from www.ahea.wa.edu.au as well as complete an enrolment form. The enrolment form can be obtained by emailing to admin@ahea.wa.edu.au and requesting for the form.

Once you have read the Student Handbook and complete the enrolment form, you would need to contact the Academy at 9321 0168 to book an appointment to complete a Language, Literacy, Numeracy and Digital Skills (LLND) assessment. On the day of the assessment, you would also need to bring the necessary documents to determine your eligibility to enrol and the Enrolment Fee Deposit (**non-refundable**). The student services team would advise you over the phone the documents that you need to bring.

The documents may include:

- Australian Driver's Licence
- Medicare Card
- Passport
- Health Care Concession Card
- Any Certificates / Statement of Attainment that you have completed

For successful applicants, the student services team will issue a **Confirmation of Enrolment** via email and the Confirmation of Enrolment will state:

- Qualification Code and Name
- Course Start Date and Nominated End Date
- Mode of Delivery
- Training Location
- Units of Competency enrolled
- Any Credit Transfer / Recognition of Prior Learning applied
- Course Fees
- Payment Schedule
- Any Additional Fees



Language, Literacy, Numeracy and Digital Skills (LLND)

All applicants must complete a Language, Literacy, Numeracy and Digital Skills (LLND) assessment. This is vital to ensure each applicant has an appropriate level of proficiency in language, literacy, numeracy and digital skills in order to complete the course. The assessment is based on the Australian Core Skills Framework (ACSF). The ACSF is a tool used to assess an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy.

Your Trainer and Student Services team

All trainers and assessors with AHEA must have extensive experiences within their industry area. In addition, they must hold the qualifications required under the Government's Standards for trainers and assessors.

Your trainer will introduce themselves to you on your first day of study and give you a quick overview of their work history and experiences. Please make use of their knowledge and experience while studying with AHEA.

The student services team at the front office is there to assist you with everything from paying fees to questions related to your units of study. Do not hesitate to ask for assistance if it is needed.

Emergency Evacuation

In the event we are required to evacuate the Academy due to an emergency, you will be advised of the need to evacuate and you must follow all instructions of the AHEA staff. There are two emergency exits to the Academy – one in Wellington Street (the main entrance) and one at the rear of the building which is alarmed and should only be used in an emergency.

Once your class exits the building, you are required to assemble in the far corner of the facility carpark in Moore Street. Please not attempt to use the emergency equipment. Your task is to safely exit the building.

AHEA has placed emergency evacuation procedures and the evacuation routes throughout the entire premises. Students are made aware of the emergency procedures during the orientation. As part of the emergency management procedures, all students **must sign in when entering the Academy and sign out when leaving the Academy**. This allows AHEA staff, in the event of an emergency evacuation, to do a head count and ensure that all students and staff have been evacuated safely and accounted for.

Health and Safety

While you are in attendance at the Academy, you have a responsibility to report any potential hazards or risks you think exist. These can be reported to the student services team in the front office. Should you have an accident and injure yourself while at the Academy, you should also report it immediately to the AHEA staff. You also have a responsibility to use all furniture and equipment for the purpose it was designed.

The Academy Environment

There is a small kitchen / lunchroom at the rear of the Academy. Students are welcome to use any of the facilities there but must ensure it is kept neat and tidy. All cups, plates, cutlery, etc. are to be washed once finished with and placed in the drying rack. If there is a shortage of tea, coffee, sugar or milk, please advise the student services team.

The washroom and toilet facilities are for everyone to use. Students must maintain these facilities in a clean and tidy manner and should there be a shortage of supplies, please ensure the student services team are advised of this so it can be attended to.

AHEA maintains a small library of books on selected topics. If you have need of further information, these books can be borrowed without charge provided they are returned in the same condition in which they were borrowed. If the borrowed books are damaged, students will be charged the full cost of replacement as determined by the Academy.

Your Timetable Explained

During your orientation, you will be given your timetable. This lists the dates you are required to attend the Academy as well as the due dates for written assessments for completion of your course of study. Please note that the timetable is subject to change from time to time to accommodate government compliance. You will be advised of these changes should they occur.

Please note that the initial assessment and the first re-submission do not incur a marking fee. Any subsequent resubmission may incur a marking fee in line with the current charges. If you have any concerns, please discuss them with the student services staff.

The rear of your timetable shows the dates for payment of fees if they are under an agreement with AHEA. The fee payment dates are also reflected on the Letter of Offer / Confirmation of Enrolment issued to you. It is your responsibility to ensure these are paid by the due date to avoid possible late fee payment charges.

If you are unsure of any of the information on your timetable, consult the student services staff for assistance.

Student Support

All students must undertake a Language, Literacy, Numeracy and Digital Skills (LLND) assessment prior to enrolment. Where students are assessed as not meeting the minimum levels required, a referral can be made to specialist organisations.

Where students have enrolled in their course and they experience literacy or numeracy difficulties, AHEA will attempt to assist the student where possible by offering additional trainer access. Students are also encouraged to approach their allocated trainers and assessors in relation to their training and assessment programs.

Our team at AHEA also provides additional services such as career guidance, resume writing as well as job interviewing skills.

Part 2: YOUR RIGHTS AND RESPONSIBILITIES AS A STUDENT AT AHEA

1. General Expectations

	EXPECTATION
Attendance	Attend all classes and be punctual to classes
Satisfactory academic progress	- Completion of all requirements of each study program - Submission of all assignments and coursework by the due dates - A cooperative working relationship with staff and students - Work effort at a level which reflects the capabilities and aspirations of the student - Pride in the presentation of work
Appropriate use of Information Technology resource	Full compliance with the Information Technology User Policy (refer to Item 15 in this Handbook)
Acceptable standards of dress	Dress that meets the standards described in the Dress Standards (refer to Item 3 in this Handbook)
Acceptable behaviour	Behaviour that is within the guidelines of the Student Code of Behaviour (refer to Item 2 in this Handbook)

2. Student Code of Behaviour

Students who engage in behaviour which seriously breaches the Student Code of Behaviour will be referred directly to a member of AHEA's management team. Such behaviour may result in an expulsion from the Academy (a student being suspended and/or their enrolment cancelled), with no refund of fees.

Serious breaches of the code of behaviour may include the following:

- Behaviour which disrupts the good working order of AHEA
- Refusing to comply with reasonable instructions given by AHEA
- Abusive language to staff or other students
- Physical assault, harassment or threats to staff or other students
- Theft or damage to AHEA's property
- Drug abuse
- Inappropriate use of the IT facilities

3. Dress Standards

Whilst attending the Academy, students are required to dress neatly and appropriately, e.g.:

- Suitable dress length
- No midriff tops
- Acceptable necklines
- No display of offensive or inappropriate slogans
- No thongs
- Jewellery and accessories to be of a reasonable nature (Talk to the student services staff regarding tongue, nose or eyebrow jewellery)

4. Safety, Access and Equity at AHEA

We all have the right to feel safe at all times. The following information has been compiled to assist in maintaining a safe and positive learning environment. Remember also that you need to report security incidents to the AHEA staff so that matters may be dealt with promptly and efficiently.

➤ *Personal Safety*

- Keep your valuables with you
- Do not leave your belongings unattended

PLEASE NOTE: AHEA cannot accept any responsibility for any valuables brought onto the premises.

➤ *Reporting of Incidents*

If you witness incidents of vandalism, theft or wilful damage to AHEA's property, it is important that you report the incident to AHEA staff. Useful information includes the location of the incident, number of people involved and a description of what you saw. You need not be identified in the follow up investigations when you provide this information to AHEA staff.

➤ *Non students / Trespassers*

Visitors to AHEA must have the approval of the Principal or Director. Please note that:

- Students **do not** have the right to invite friends onto AHEA premises if they are not AHEA students
- Uninvited people at the AHEA premises are trespassing and are therefore breaking the law
- If you actively support trespassers at AHEA premises, you will be in breach of the AHEA behaviour code
- Students are not allowed to bring their children into AHEA classrooms, kitchen/lunch area and washrooms.

➤ *Harassment*

The Equal Opportunity Act 1984 (WA) and subsequent amendments make it unlawful to discriminate against people on the grounds of sex, sexual orientation, marital status, pregnancy, race, religious conviction, impairment, family status, family responsibility, age and gender history. We believe that any type of harassment (such as physical, racial or sexual harassment) is unacceptable and will not be tolerated by students or staff of the Academy.

If you feel you are a victim of any form of harassment, speak to any member of the staff with whom you feel comfortable.

- **Physical harassment** is any form of physical contact or threat of physical contact that has the intention of intimidating or harming another person
- **Racial harassment** is any unwelcome or offensive comment or action concerning someone's race, colour, nationality, language or ethnic origin. Racial harassment can include taunting, teasing, threats or abuse.
- **Sexual harassment** is any unsolicited and unwelcome conduct with a sexual bias that create an uncomfortable working or learning environment. It can be either sexist or sexual.

➤ *Privacy Policy*

AHEA privacy policy defines how personal information obtained in the course of registration will be handled. Personal information will not be passed onto any other person or organization other than the relevant Government Department. Strict confidentiality will be observed, unless otherwise required by law.

Should you wish the Academy to provide information to another party, you must notify the Academy of this **in writing**. Person's collecting information on your behalf must do so at the Academy and present photo identification to staff.

*You can view or download the full Privacy Policy on the AHEA website:
www.ahea.wa.edu.au*

5. Course Commencement and Completion Dates

When first enrolled in your course, a Confirmation of Enrolment will be issued, stating your commencement/start date and nominated completion/end date. The nominated end date is the date your AHEA enrolment is valid until. Any incomplete assessments by the nominated end date would be deemed as Not Competent (NC) and you would be required to re-enrol in those units of study and pay the necessary fees and charges.

Please remember that all students are important to AHEA and will be treated equitably. Therefore, AHEA trainers and assessors will not be able to move appointments or mark your assessments out of order received just to meet your unexpected or last minute deadline or requirement.

You are advised to plan all assessment items and completions in advance, and ensure that you have arranged the on-the-job assessments to meet both yours and your trainer's availability. **In addition, for external students and trainees, always leave at least a month between submitting your final assessment items and meeting your course/enrolment deadline.**

6. Attendance, Absences and Catch-up Classes

- **Attendance and Punctuality**

Students are required to attend all classes and to be on time. Class times are stipulated in the course enrolment confirmation letter given to students during orientation. Attendance at the Academy during class times is mandatory. Students are required to make private appointments outside of set class times. Students will not be allowed to attend classes if they arrive at the Academy past 10am.

A medical certificate is required for medical absences and other evidence may be requested for other absences. The necessity to repeat a course subject or reassessment including Supervised Field Placement or Work Experience will incur additional costs.

If you are an apprentice or a trainee, you are required to attend off the job training as part of your agreed training plan.

If you receive Centrelink benefits, there are attendance requirements through mutual obligation arrangements.

Attendance will be closely monitored by the Academy.

If you miss 2 consecutive units of study without notification and provision of valid evidence to AHEA, you will be determined to have withdrawn from the enrolled course.

- **Catch-Up Classes**

If a student misses/is absent from a class, they may be required to pay \$70 to reschedule each unit of study.

Classes missed will be either rescheduled to the next available class or after completion of all other units of study. Students will be notified when this is arranged.

If a student is absent for 'Training/PPT' class, the assignments will be locked until they have attended the catch-up class or classes organised by the Academy. Please note that for some units of study, the 'Training/PPT' are delivered over 2 days. If a student is absent for both or either one of the training days, the assignments will also be locked until they have attended the catch-up class or classes.

7. Mobile Phone Etiquette and Communication

Use of Mobile Phones

Students of AHEA will use their mobile phone appropriately and responsibly.

The user must ensure that the mobile phone:

- Is switched off during class time or must be on silent/vibrate mode.
- Is not answered or used during class time
- Camera should only be used when the subject(s) have given their approval
- Mobile phones are to be left at reception if urgent calls are expected

Communication

- If anyone needs to contact you while you are in class, they are able to leave messages with reception. These will be communicated when there is an appropriate break. **Emergency** messages will be relayed to you immediately
- **Except for cases of emergency,** students will not be allowed to **receive or send** messages from administration or staff phones

8. Training Support

Students will be encouraged to contact their allocated trainers and assessors in relation to their training and assessment program.

9. Assessment Policy Guidelines

➤ *Assessment*

- The assessor is to assess the student in all aspects of performance criteria, knowledge and skills, critical aspects of evidence. Assessment is also to be conducted in the workplace or a simulated workplace, taking into account national standard and workplace procedures.
- If required, more questions may be asked to validate competency. Any additional questions and answers to be recorded on the assessment tools.
- All students must sign the **Student's Plagiarism Declaration** declaring that the work submitted for each assignment item is their own work and they have not been assisted in completing assessment tasks. Plagiarism is the practice of claiming someone else's work as your own – **students found to be in breach of the signed statement may have their enrolment cancelled.**
- If required, further tasks may be identified by the Assessor to ensure competency of the candidate.
- Subsequent resubmission of assignments may incur additional fees following the 1st resubmission.

➤ *Evidence Collection for Assessment*

The methods used to collect Course of Study achievement or units of competency evidence are outlined in:

- The Assessment Guidance for each competency from the relevant National Training Package.

➤ *Student Responsibilities*

- Complete all assessment tasks.
- Maintain a good record of attendance, conduct and progress.
- Initiate contact with Facilitators concerning missed assessments and issues related to assessment.
- Understand the consequences of not completing assessments.
- Ensure that they **do not plagiarise, copy or otherwise claim credit for work that is not their own.**

➤ *Staff Responsibilities*

- Ensure that assessments are fair, valid and reliable.
- Provide a clear description for each assessment task at its commencement. The description is to provide clear and explicit instructions as well as identify any specified conditions for the task.
- Ensure that students are informed of the consequences of not completing an assessment task.
- Maintain accurate records of student achievement and assessment.
- Meet AHEA and external timeframes for assessment and reporting.
- Inform students and parent/guardian (where appropriate) of academic progress.

➤ *Factors Affecting Assessment*

Attendance Requirements

The most critical factor in good results is attendance at all classes and actively engaging in the learning program.

Late Work

A course outline and assessment schedule (timetable) is provided to each student at the commencement of the course.

Due dates for all assessment tasks are clearly outlined. Students need to meet these due dates. **Assessments submitted beyond the set assessment due dates may incur additional charges.**

Changes to the assessment schedule are necessary from time to time. Where such changes are to be made, changes will be communicated to all affected.

In cases where there is no satisfactory explanation of an absence from a scheduled assessment task, and alternative arrangements cannot be made, the student will not have fulfilled the unit completion requirements and may not be deemed 'Competent'.

Course of Study

- In exceptional and justifiable circumstances, AHEA may, at their discretion, choose to extend a deadline for submission of all or part of a task. However, this deadline shall not usually be extended beyond the end of a Course of Study.
- If a student has not submitted sufficient evidence for assessment of an outcome, they shall be deemed to have not met the requirements of the course. 'Sufficient evidence' means that in the Assessor's professional judgment, there is enough evidence on the student's achievement of course outcomes gathered through tasks that have been completed.
- Parents/guardian (if applicable) shall be notified of the impending failure to complete the course and its implications for achievement.
- Where the lack of sufficient evidence is the result of illness or other extenuating circumstances, the Academy may provide further opportunity for a student to provide the necessary evidence. Any extension beyond the end of Course of Study shall be formally advised.

Prolonged Absence

Where a student is unable to attend the Academy or Supervised Field Placement for more than 2 weeks due to injury or illness, the Academy will endeavour to provide support to assist the student to complete their learning program. A medical report will be requested if a student has had a prolonged medical absence.

Where a student is unable to attend the Academy or Supervised Field Placement more than 2 weeks due to overseas / inter-state travel, a statutory declaration stating the nature of the travel (e.g. family emergency or leisure) and the flight itinerary must be provided. If the nature of the travel is non-emergency, the student must give the Academy a minimum of 3 weeks' notice.

Prolonged absences may incur additional fees. The student will have to transfer / join the next available intake.

Cultural Belief

Student who are unable to complete tasks because of their cultural beliefs may be provided with alternative opportunities to demonstrate their understanding or achievement of outcomes. Where specific requirements are stated in the assessment guidance for the competency, no modification can be made.

➤ *Recognition of Prior Learning (RPL)*

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside of the formal education and training system in respect of a specific unit. **RPL is an assessment process** that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved these required learning outcomes or competency outcomes. From an end-user perspective the result from RPL is indistinguishable from the recognition awarded when an individual undertakes training to achieve unit(s) or a complete qualification/course.

RPL opportunities are offered to students prior to enrolment. Students enrolling in RPL, pay an RPL Assessment fee. This fee is non-refundable. Students undertaking training in conjunction with RPL are still liable for course and resource fees for the training component.

A student who has previously enrolled in a unit resulting in RPL not being granted and seeking to enrol in the same unit as a standard enrolment must pay the relevant fees for that unit.

You can view or download the full RPL Policy on the AHEA website: www.ahea.wa.edu.au

➤ *Recognition of Current Competency (RCC)*

Recognition of Current Competency (RCC) applies if a student has previously successfully completed the requirements for a unit and is not required (e.g. by a licensing authority) to be reassessed to ensure that competency is being maintained. Students enrolling in RCC are charged at the same rate as fee-for-service courses.

➤ *Credit Transfer*

The transfer of credit provides the student with exemption(s) from relevant unit(s) within a qualification. Credit transfer does not involve an assessment of the student's knowledge or skills – it is an assessment of the credentials of the formal accredited learning presented against the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. **Students are not charged for credit transfer.**

➤ *Cheating / Collusion / Plagiarism*

Students shown to have cheated in assessed tasks will be penalised, no result may be recorded.

Collusion is when a student submits work that is not their own for assessment.

Plagiarism is when a student uses someone else's words or ideas without acknowledging that they have done so. That is, a work is essentially copied.

Students must submit work that is entirely their own. If there is any doubt about its origin, it will not be accepted and will not receive a mark. These may also result in penalties including exclusion from the unit or cancellation of enrolment.

➤ *Feedback*

Students will be kept informed of their progress throughout their enrolment in a unit or Course of Study. Facilitators will assess completed tasks and relay assessment information to the student promptly.

Both students and parents/guardian (if appropriate) will be informed when it is identified that there is a risk of the student:

- Not achieving their potential
- Not completing the unit and/or Course of Study

10. Appeals, Complaints and Grievance Procedures

Appeals against Assessment

Student may appeal against their assessments. Any appeal should be submitted **in writing within 5 working days.**

The Academy will establish an independent Appeal Panel that comprises assessors who are not associated with the unit or Course of Study of the appeal.

Complaints and Grievance

Should you have specific concerns in relation to our operation, you should discuss this initially with the Principal.

If you feel that your concerns have not been dealt to your satisfaction, then it is required that you put it **in writing within 5 working days.**

- Each complaint and/or appeal and its outcome will be recorded in writing
- Each appeal will be heard by an independent person or panel

- Each student lodging an appeal will:
 - Have the opportunity to present their case
 - Be given a statement of the appeal outcome including the reasons for the decision
- AHEA is committed to act upon any complaint found to be substantiated

If you are still not satisfied with the outcomes of these processes, you do have a right to appeal to the Training Accreditation Council and the student services staff will provide details upon request.

You can view or download the full Complaints and Appeals Policy on the AHEA website: www.ahea.wa.edu.au

11. Supervised Field Placement (SFP)

The Academy will make every effort to arrange for students' placements to commence as soon as possible after the completion of the final theory class. However, please note that it may take **up to 60 days** for a suitable placement to be confirmed.

Students who do not submit all required placement paperwork at least **60 days prior** to the final theory class may have their placement delayed.

Some courses are required to complete set periods of Supervised Field Placement (SFP) as practical assessment throughout their courses. Course facilitators are responsible for organising these placements and are arranged according to the level of competency achieved.

All SFP placements will be as close as possible to students' place of residence. Any students requesting to complete a placement outside the area of AHEA's operations, may incur additional costs. **Students may be required to wear suitable clothing during SFP. The cost of the suitable clothing is the responsibility of each student.**

For students who are undertaking Supervised Field Placement and they are pregnant, we require a letter from their General Practitioner stating it is safe for them to continue with the Supervised Field Placement. **Please note that the final approval for completing the placement is at the discretion of the childcare centres, aged care facilities or schools.**

12. Assignment Submission Procedures

- Students are to submit assessments for each unit of competence.
- Assessments handed in after the agreed date will be corrected at the discretion of the assessor and may incur additional charges.
- Students are advised to keep a copy of their assignments before submission.
- **All assignments need to be completed satisfactorily before attending Supervised Field Placement (SFP).** Consequences of not completing the assessment will result in SFP being postponed which may result in additional fees.

13. Access to Records

Current students who wish to access their records may do so in writing. Forms are available at the front office.

Students' records include:

- Enrolment details
- Learning support needs
- Attendance records
- Outcomes at unit of competence or module level and qualification level
- Statements of attainment and qualifications issued

NOTE: Once submitted, assessment tasks cannot be copied for students. If students wish to have a copy of their assessments, they must do so prior to submission.

Past students may also access the above records. A fee will be charged for this service.

14. Library

- All resources in the library are available for loan by all students.
- Students are allowed to borrow up to 2 items at a time.
- All resource must be signed out by the front office and signed back in.
- Everyone is expected to return loaned items promptly or when recalled by AHEA staff.
- Borrowers are financially responsible for lost or damaged items and will be required to pay replacement costs as determined by the Academy.

15. Information Technology User Policy

AHEA has software in place that can monitor and record all internet and email usage and can detect any inappropriate use. You have a responsibility to adhere to the following standards. Violation of this policy may result in withdrawal of internet access and possible legal action.

As a student at AHEA, you will be expected to accept personal responsibility for using the internet, email and information technology resources appropriately and agree to:

- Use appropriate language, i.e. no swearing, use of vulgar or other inappropriate language at any time.
- Use the internet and email only for curriculum related purposes only i.e. No games, chat rooms, social network sites.
- Not download or save materials that are not curriculum-related.

- Not use Academy's equipment to 'Spam', i.e. distribute unwanted material to email addresses.
- Never send or encourage others to send abusive messages or harass or menace another through the use of the internet or email.
- Not reveal your personal address or phone number or the personal details others at the Academy.
- Accept full responsibility for your own use account. This includes never providing another person with your password, impersonating another person or choosing to remain anonymous when personal details are required.
- Strictly adhere to copyright regulations for sites visited.
- Correctly reference internet sites as per the student handbook.
- Not alter, manipulate or tamper with any software or hardware belonging to AHEA.
- Not interfere with another student's access to the network.
- Neither deliberately nor inadvertently spread a computer virus.
- Use the network appropriately at all time.

NOTE: Serious breaches may result in the offending student being excluded from the Academy and the police being informed where appropriate.

PRINTING AND PHOTOCOPYING COSTS

Additional printing and photocopying of resource material is available to be done by reception at a cost per page. The costs can be found at the back of this handbook or on the AHEA website.

16. Alcohol and the Use of Illegal Substances

AHEA has a no tolerance policy in relation to drug use. Students who use drugs, provide drugs for others or are under the influence of drugs while at the Academy or whilst on SFP will be excluded immediately.

17. Housekeeping Requirements

All students are required to assist with **housekeeping** requirement. For example:

- Using rubbish bins supplied
- Washing of all kitchen implements after use
- Wiping desks and benches as required
- Vacuuming a floor after various practical activities resulting in unacceptable debris on the floor

18. Occupational Health and Safety / Evacuation Policy

➤ *Occupational Health and Safety*

AHEA recognises its responsibilities under Occupational Safety and Health Legislation and delivers its services at premises which comply with the relevant building requirements.

You must take reasonable care to ensure your own safety and health at AHEA and to avoid adversely affecting the safety and health of any other person through any act or omission. We encourage you to report any potential hazards or risks.

Staff and Students are required to report any accidents. Accident/Injury Report forms are available at the front office should any incident/accident occur.

➤ *Evacuation Procedure*

An evacuation procedure of the Academy premises will occur when the safety of occupants is threatened or during practice drills. Details of the evacuation information will be related during orientation. All rooms at the Academy have evacuation information.

➤ *When to Evacuate*

A loud alarm or an evacuation message from the staff will indicate that all occupants should immediately leave the premises.

➤ *How to Evacuate*

Follow all instructions of AHEA staff members. They will advise you to:

- Locate the nearest exit and move quickly but calmly out of the building.
- Proceed to the assembly area at the Moore Street entrance to the car park.
- Do not return to the building until the official 'all clear' sign is given.

DO NOT

- Do not spend time trying to 'get a look' at the hazard.
- Do not push, shove or panic. Everyone will be able to leave the building safely if there is no panic.
- Do not waste time gathering equipment or possessions. These can be a hazard in emergency exits.

AHEA staff will have the responsibility for ensuring that all parts of the premises are cleared and locked.

19. Centrelink Benefits

If you are in receipt of a current Health Care Concession Card, **you must tell Centrelink** when you:

- Cease to be a full time student. Centrelink must be advised of any changes to your study load.
- Change address.
- Have changes to your income and/or your parents' income. You must let Centrelink know of any income changes, otherwise you may end up having to repay back large amount of money.

NOTE: Centrelink carries out attendance checks on all students receiving benefits. The Academy is required to submit attendance records of students to Centrelink at the completion of each term.

NOTE: Failure to follow the above steps may result in you having to pay back money. Trying to sort out these problems is extremely difficult and time consuming for you. The Academy maintains regular contact with Job Services Australia offices and Centrelink and reports changes to student enrolment.

20. Change of Address

Students are often contacted by phone or email. It is the student's responsibility to inform the office of any changes in phone numbers or address.

Mail sent to an old address will not be accepted as an excuse for failure to respond to letters or obtain essential information the Academy has sent out.

21. Course Fees & Charges

Students can find the following information on the AHEA website at www.ahea.wa.edu.au:

- Current Course Fees
- Payment Plans
- Fees and Charges Policy

Note:

- Once the course has commenced, students will be liable for **full fees**.
- State funded places are available only to permanent residents and holders of select visa subclasses. Non-residents are required to pay fee for service rates.
- It is the students' responsibility to ensure that their concession evidence is current throughout their enrolment at AHEA. In the event that the student's concession evidence become out of date, they will be charged at the non-concessional rate from the date the concession expires.
- Additional charges may be made for any non-planned extra curriculum activities that may occur, i.e. photocopying, laminating, art/craft/cooking activities, etc.

22. Payment Methods

AHEA accepts the following standard payment methods:

- Visa
- MasterCard
- EFTPOS
- Electronic Bank Transfer (EFT)
- Cheque

*** Bank charges may apply.**

23. Deferment / Suspension / Cancellation of Enrolments

➤ *Deferment*

This means postponing the commencement of course, **before the course start date**. To defer studies, the student must request deferment in writing (i.e. via email), giving at least 2 weeks' notice if possible. They should clearly outline the reason for deferral. Students will be notified of the Academy's decision and the date of the next or appropriate course available.

➤ *Suspension*

This means putting the course on hold, **once studies have commenced**. This can be initiated by the student or AHEA. Suspension of a course may be granted to a student where compassionate and compelling circumstances are experienced by the enrolled student and adequate evidence exists to support these circumstances. Students will need to submit a written explanation of their suspension request with any supporting evidence concerning their prevailing circumstances. **AHEA can only suspend studies for a maximum of 2 months**. If more than 2 months, students would need to withdraw their enrolment and re-enrol at a later date and pay the necessary fees and charges.

➤ *Cancellation*

This means **permanent withdrawal** from the course. Failure to make fee payments in a timely manner or abide by the Code of Conduct or Attendance requirements may result in the cancellation of your enrolment.

NOTE: Deferment and suspension of studies is at the sole discretion of AHEA.

24. Withdrawing from a Unit of Study or Course

In order to cancel enrolment / withdraw from a course or unit, **students must provide advice in writing** to the Australian Higher Education Academy's Principal. It is the date this advice is received that determines whether fees are credited or refunded.

25. Refund Policy

Students can obtain details of the Refund Policy from:

- The AHEA website at www.ahea.wa.edu.au
- The notice boards in the student lunchroom and the front office
- The student services staff if required

You can view or download the full Withdrawal and Refunds Policy on the AHEA website: www.ahea.wa.edu.au

26. Miscellaneous Fees

Item	Fees
Late Submission of Assessment	\$25 per week
Late Payment Fee	\$50 per week
Photocopying/Printing (Black & White)	\$0.20 per A4 page
Photocopying/Printing (Colour)	\$0.50 per A4 page
RPL Fee	\$200 per unit
Reissue of Certificate / Statement of Attainment	\$50 per certificate / per statement of attainment
Reissue of Student ID Card	\$20
Re-marking of assessment	\$25
Rescheduling of class / timetable	\$70