



# DOMESTIC STUDENT HANDBOOK

**AUSTRALIAN INSTITUTE OF WORKPLACE TRAINING**

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### ***Welcome from the CEO and the AIWT Team***

*It is with great pride and pleasure that I welcome you to AIWT.*

*AIWT is a proudly WA owned and operated Registered Training Organisation (RTO), with a reputation for being a supportive, progressive and quality training institution since inception in 2003.*

*Whether you are looking at starting a new career, furthering your skills in your current field of employment, or needing to upgrade your knowledge, AIWT can assist you with our strong links with industry to provide you with valuable work placement opportunities in preparation for your future career.*

*Not only do our Trainers and Support Staff provide inspiration, skills, knowledge and experience as part of your learning program, we also strive to provide you with a vibrant and supportive learning community at AIWT with the best facilities and learning resources available. Our aim is to build your knowledge, skills and confidence through industry relevant, interactive learning in a fun and safe environment.*

*Guided by our values - to be genuine, passionate and progressive - we believe you will be well prepared for your career and future goals.*

*Our biggest reward is seeing our students finding success in a career they are passionate about.*

*Come and start your journey to success with AIWT today!*

*I look forward to meeting you soon.*

*Yvonne Yeo (CEO)*

## ABOUT THIS STUDENT HANDBOOK

This handbook is designed for students wishing to enrol at AIWT and provides essential information regarding information and links to resources and policies, a learner's rights and obligations, enrolment and admissions processes, student administration, course and assessment information, issuing of qualifications, campus events and graduations. Information contained in this handbook may be altered, amended or deleted from time to time. The current copy of the handbook is kept on the AIWT website and on MOODLE.

## OUR VISION

To be a genuine provider, delivering skilled and confident human resources to the workforce.

## OUR PURPOSE

To provide satisfaction to our Students, our Staff and our Stakeholders.

## OUR VALUES

Genuine, Passionate and Progressive.

## AIWT – RTO REGISTRATION DETAILS

AIWT is a registered training organisation with the Australian Skills Quality Authority (ASQA), provider number 51174. AIWT delivers a range of nationally recognised qualifications, and our full scope of delivery is listed on [www.training.gov.au](http://www.training.gov.au).

You can find details on our course offerings at our website [www.aiwt.edu.au](http://www.aiwt.edu.au) and download a copy of the current student prospectus. As a Registered Training Organisation (RTO), AIWT must operate in accordance with the 2015 Standards for Registered Training Organisations.

## AIWT CAMPUS AND DELIVERY LOCATION

Ground Floor, 823 Wellington Street, West Perth WA 6005

Our campus is easily accessible by public transport.

Course delivery locations are set for each course and are outlined in the Letter of Offer, however AIWT reserves the right to change the delivery location with a minimum of 4 weeks' notice given in writing to students prior to a new study period starting.

## OUR STUDENT SUPPORT TEAM AT AIWT

<b>AIWT Department</b>	<b>Staff members</b>	<b>Contact Details</b>
<b>Student Services</b>	Kathryn Hu Tahlia Carr	<a href="mailto:studentservices@aiwt.edu.au">studentservices@aiwt.edu.au</a> 08 9249 9688
<b>Admissions</b>	Kathryn Hu Gemma Sum Tahlia Carr	<a href="mailto:futurestudents@aiwt.edu.au">futurestudents@aiwt.edu.au</a>
<b>Accounts</b>	Iris Hu	<a href="mailto:accounts@aiwt.edu.au">accounts@aiwt.edu.au</a>

## AIWT TRAINING DEPARTMENTS

<b>School of Business</b>	Yvonne Yeo	<a href="mailto:yvonne.yeo@aiwt.edu.au">yvonne.yeo@aiwt.edu.au</a>
<b>School of ECEC</b>	Isabel Murphy	<a href="mailto:isabel.murphy@aiwt.edu.au">isabel.murphy@aiwt.edu.au</a>
<b>School of Language</b>	David Zhao	<a href="mailto:david.zhao@aiwt.edu.au">david.zhao@aiwt.edu.au</a>

AIWT Trainers and Assessors are highly industry experienced in their professional field and hold qualifications as required by the Standards for RTO's 2015. For more details go to [www.aiwt.edu.au](http://www.aiwt.edu.au).

## AIWT COURSE DELIVERY MODES FOR DOMESTIC ENROLMENTS

AIWT is committed to providing industry relevant, quality course programs to suit a range of learners. We have developed a range of different delivery options including:

### FACE-TO-FACE

This delivery mode is predominantly delivered in a classroom over the nominated time with regular weekly classes and school holiday term breaks. Face-to-Face training has many advantages including meeting other learners allowing you to build a network and make friends. It offers regular engagement and focus as the whole class gets involved in activities and discussions. Your trainer/assessor is available in real time responsiveness which means if a question occurs, it can be answered on the spot or he/she can demonstrate things you may find difficult to understand and extend the learning beyond the text book with practical application examples in industry. This delivery mode suits all learners including VET in School students, school leavers and mature learners who can dedicate the time to attend regular classes.

**Self-Paced:** This delivery mode is ideal for learners capable of managing a high amount of self-directed studies with limited face to face support from the trainer/assessor. The program is targeted at mature learners with some experience in their field of study, individuals with basic work-experience, learners who live remotely and/or learners who are time poor due to family or commitments.

### TRAINEESHIPS

Please refer to <https://www.dtwd.wa.gov.au/about-us#vet-fees-and-charges-policy> for terms and conditions.

A Traineeship is a registered training agreement with the State and Territory Authorities (STAs). An employer may nominate a trainee, or an individual may find an employer who is willing to employ the person as a trainee. All parties (employer, trainee, the Australian Apprenticeship Support Network and the RTO) sign the traineeship contract and agree on a training plan – to find out more and who plays what role go to [www.australianapprenticeships.gov.au/who-does-what](http://www.australianapprenticeships.gov.au/who-does-what) . A Traineeship is an excellent way to combine training with work, enabling you to have a job while you complete your vocational training towards a nationally recognised qualification. Traineeships are available to anyone including students in Year 11 and 12, school-leavers, individuals who wish to re-enter the workforce or an adult worker simply wishing to change careers. When you finish your apprenticeship or traineeship you will have a nationally recognised qualification that's held in high regard in many overseas countries as well.

Traineeship training is delivered in a combination of “on and off the job training”. A designated AIWT trainer regularly visits the trainee at the workplace in combination with some training being delivered at our AIWT Campus. Trainees have access to a range of resources including textbooks and MOODLE activities.

## PRIORITY INDUSTRY TRAINING

Please refer to <https://www.dtwd.wa.gov.au/about-us#vet-fees-and-charges-policy> for terms and conditions.

Priority industry training programs and qualifications equip students to take up jobs in skilled occupations that are in high demand across Western Australia. Fees are subsidised for these identified qualifications. Training is delivered face-to-face on our campus.

## RECOGNITION OF PRIOR LEARNING (RPL) AND NATIONAL RECOGNITION

**WHAT IS RECOGNITION OF PRIOR LEARNING?** RPL is a process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

Recognition of Prior Learning is ideal for people who have worked in industry for a few years and may have attended in house training or PD sessions but never completed a formal qualification.

If RPL is linked to an enrolment into a course of study, it is recommended to apply for RPL prior to enrolling into a course. This will assist in adjusting the training plan to meet the requirements of the student. Please contact admissions to arrange an initial interview with the course coordinator to discuss your requirements, work experiences and formal or informal learning. After the interview you can apply for RPL by completing the form "Application for Recognition of Prior Learning".

**WHAT IS NATIONAL RECOGNITION (CREDIT TRANSFER):** A Credit transfer is the recognition of learning achieved through formal education and training where there is a current equivalent unit on [www.training.gov.au](http://www.training.gov.au). Under the Standards for Registered Training Organisations (RTOs) 2015, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

All students must apply for a Credit transfer by completing the form "Application for Credit Transfer" and attach evidence of the Statement of Attainment or the Record of Result. AIWT will contact the issuing RTO to verify and authenticate the testamur before formally granting the Credit Transfer.



## ENROLMENT PROCESS

AIWT is committed to providing accurate and accessible information to prospective and current learners through our website [www.aiwt.edu.au](http://www.aiwt.edu.au), regular information sessions, or personalized one on one interviews with our training and/or admissions team prior to enrolment.

How to enrol into a course at AIWT:

You are required to complete an enrolment form. Our admissions team may contact you to ask further questions in addition to your completed enrolment form including:

- checking entry requirements and pre-requisite requirements
- clarifying what type of prior learning you may have completed including Credit Transfers
- ensuring that the course and delivery mode you have selected is right for you and meets your needs

The AIWT admissions team will issue you with a Letter of Offer which sets out the details of the course:

- Course Code and Name
- Credits Granted
- Course Start date, expected completion date and overall course duration in weeks/ month or years
- Delivery Mode
- Entry Requirements
- Pre-Requisites
- Required documents (e.g. Proof of identify)
- Compulsory work placement
- Materials the student must supply
- Fees (Tuition Fees and or Resource Fees)
- Deposit to be paid including payment due dates
- Terms and Condition of Enrolment

To formalise the enrolment, you must sign the Acceptance Letter and pay the nominated Acceptance Deposit as stated in the Letter of Offer.

## WELCOME LETTER

You will receive a welcome email with your individual Student ID and secure login details for MOODLE. Once you log into MOODLE, you will be able to see your class schedule, your course trainer/assessor details and specific announcements relating to your course or enrolment.

If you have not received a welcome email by orientation day, please contact AIWT Student Services and ask for assistance.

## UNIQUE STUDENT IDENTIFIER (USI)

The USI is a reference number that creates a secure online record of your recognised training and qualifications gained in Australia. For detailed information or to create a USI visit [www.usi.gov.au](http://www.usi.gov.au). You must provide your USI information to AIWT as part of your enrolment. If you have not supplied your USI on enrolment, please ensure you apply for one as part of the orientation process. If you have trouble creating your USI contact AIWT Student Services and ask for support.

## ORIENTATION

The aim of orientation is that newly enrolled students are familiar with AIWT policies, processes, their trainer (name & contact details) and how to access course materials in MOODLE.

AIWT Orientation is an important start on your learning journey with AIWT. Depending on the mode of study, orientation may be conducted online via MOODLE or at the workplace or if studying face-to-face, orientation will be at the allocated AIWT campus.

After Orientation, you will have a good understanding of AIWT support services, facilities, course requirements, course resources, campus events and AIWT's Enrichment Program. Orientation is compulsory for all students.

## LANGUAGE, LITERACY AND NUMERACY (LLN)

Every nationally accredited training program identifies a minimum requirement for English language, literacy, and numeracy skills (LLN).

The purpose of the LLN test is to identify your current LLN skill level prior to course commencement, and if any gaps are identified to address them with additional support strategies. The support offered could be an adjustment to the training plan, additional one on one time with the trainer or additional reading and practice ensuring that you have access to required support to successfully progress throughout the course.

## STUDENT CONTACT DETAILS

Please maintain and keep your contact details updated with Student Services. Students must inform AIWT within 7 days if they have changed their residential address or contact details.

Students under the age of 18 (Underage students) must provide a completed 'Change of Address Form' signed by their parent/guardian to Student Services to update AIWT's records.

## AIWT STUDENT SERVICES

Our friendly Student Services team is here to help you throughout your studies at AIWT. Key functions of the student services team are:

### **Welcome and Orientation**

- Welcome you to AIWT via a welcome letter
- Meet you at AIWT orientation
- Issue you an AIWT student card
- Assist with TransPerth requests

### **Letters, enrolment variations and other support**

- Assist with holiday/leave requests due to sickness or compassionate and compelling circumstances
- Forms or applications
- Assist with enrolment variations
- Support you with a conflict, complaint, query or dispute

### **Issuing Qualifications**

- Issue qualification on completion of your studies (allow up to 30 days)
- AIWT will not be able to release the qualification if you have any outstanding fees against this qualification

## STUDENT FEEDBACK

General feedback or complaints can be provided to the college via various means including:

- Complaint Form / File note
- E-mails to relevant staff
- Online surveys /End of Course Surveys
- Verbal feedback

## SUPPORTING UNDERAGE STUDENTS

AIWT aims to provide a supportive and welcoming study environment for all students with additional support available for underage students. The Student Services Officers and Academic Team at AIWT offer age-appropriate support and counselling to all students and will liaise with students (and parents/guardians as required) regarding the welfare of younger students.

\*If you are under the age of 18 years, you are considered to be a 'minor' and as such AIWT will ensure sufficient support is provided for your personal wellbeing and safety. Please ensure you read a copy of the "Underage Student Charter" as well as AIWT's "Underage Policy and Procedure" as part of your course application process.

Student Services can be contacted by phone on 08 9249 9688 or email [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au).

## CLASS ATTENDANCE FOR FACE-TO-FACE COURSES

To ensure classes run smoothly and without interruption, class hours of attendance must be respected, and punctual arrival is compulsory. Late comers will not be permitted and will be marked “not in attendance” for the missed sessions. The same applies if you leave class early.

\*For underage students: Your parents/guardian and/or your school will be contacted immediately if you are marked “not in attendance”.

If you regularly miss classes and appear to be struggling with your studies due to not attending required classes, your course progress may be affected, due to not achieving satisfactory evidence to complete your Unit of Competency.

“Workplace Training Programs”: Scheduled workplace visits by AIWT trainers are the same as a scheduled class. Attendance is required and non-attendance must have a genuine reason e.g. being sick can be documented with a medical certificate.

Please refer to the Attendance Policy and Procedure for more information.

## TRAINING SUPPORT

Training can include classroom delivery with presentations or lectures, practical activities, workshops, group work or research.

If you are enrolled into a Self-Paced program, a structured training plan with interactive MOODLE activities and regular contact with the trainer/assessor keeps you motivated and engaged. AIWT staff will monitor your progress via regular learning engagement, submission of assignments and assessments to ensure you are progressing towards the expected learning outcomes. If you are feeling overwhelmed and struggling with your studies, approach your trainer at the earliest opportunity and discuss your situation.

At times this could relate to a lack of Literacy and Numeracy skills (LLN) which have not been identified, cultural adjustments, the topic of the course, personal or health issues. AIWT is here to support you through any challenges you may face during your time of study – it is however imperative that you talk to your trainer or student services and ask for help.

## ASSESSMENT

Assessments are an important aspect of learning. Completing an assignment, project, presentation or knowledge-based test is an opportunity to demonstrate knowledge and skills. It also measures satisfactory progress towards a Unit of Competency (UoC).

Feedback on assessments is given regularly and provides you with a measurement on how your learning is progressing in relation to the learning outcomes required against each UoC within a course.

To ensure that all students have equal opportunities to demonstrate their knowledge and skills and to receive accurate and meaningful feedback on their work, AIWT has devised an Assessment

Overview and Guide, which sets out what is required and expected of both students and trainers/assessors.

AIWT trainers/ assessors explain at the beginning of each term what type of assessments are to be completed and what the due date is for each assessment.

All assessments have clear instructions provided and it is your responsibility to read and understand the course profile and to attend all classes. Not attending classes may leave a gap in knowledge and skills. It is the responsibility of the learner to catch up on this gap.

It is an AIWT requirement that assessments are based on the performance criteria set out in the UoC. Feedback must relate directly to the criteria and trainers/assessors will provide you with individual feedback in a timely manner (indicated on each assessment). Assessments can be formative, as well as summative.

Part of the learning process is the management of both information and time. Developing the capacity to undertake the necessary research, to focus on the question at hand, and to complete and submit the required work on time is essential.

The completion and submission of assessments on the stipulated due dates are your responsibility. Good practice is to always keep a copy of submitted assessments and retain marked assessments for your records when they are returned.

AIWT emphasises the following:

- It is your responsibility to submit assessments on time – check the course timetable and MOODLE for due date and time.
- Communicate in writing – and keep copies of all paperwork e.g assessment coversheets, Application for Re-assessment form, proof of posting your assessment via MOODLE and/or email, etc.
- If you cannot attend or submit your assessment due to illness or injury, ensure you get a medical certificate for evidence and inform your trainer/ assessor via email as soon as you can.

## ASSESSMENT DUE DATES

Assessments in each course are designed to help you achieve a specific learning outcome, demonstrating your competence over a period of time in various settings. Therefore, it is required that all assessments are submitted on time. To obtain a satisfactory outcome for each assessment, you must submit all items of assessment in a UoC. It is highly recommended that you retain copies of all submitted work during a course of study. If you are struggling to complete an assignment, contact your trainer to discuss this at the earliest opportunity.

## ACADEMIC INTERGRITY & PLAGIARISM

Prior to commencing studies, please refer to the Student Code of Conduct on MOODLE.

In Australia we take issues of academic integrity very seriously. Plagiarism is considered serious academic misconduct. AIWT has many ways of detecting cheating or plagiarism in exams and

assessments. Any kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether. If you are struggling with your studies, it's best to ask your trainer/assessor what support services we can offer to you. You are provided with information regarding forms of plagiarism on orientation day and at the beginning of every course and/or study period. If you are unsure or you need support, please ask your trainer/assessor.

### **What forms does plagiarism take?**

- ✓ Quoting word for word from another's work without clear acknowledgment.
- ✓ Paraphrasing the work of others by altering a few words, changing their order or closely following their structure without acknowledgement.
- ✓ Cutting and pasting directly from the Internet.
- ✓ Failing to acknowledge the sources you use to produce your work.
- ✓ Inaccurate referencing/citation of another's work.
- ✓ Unauthorised collaborating and colluding with other students.
- ✓ Using a professional agency in the production of your work.

### HOW TO APPLY FOR A RE-ASSESSMENT

Prior to completing your first Unit, please read the Re-Assessment Overview and Information Guide on MOODLE

There are three forms of Re-Assessment: RE-Sit, RE-Submission and Assessment Extension.

If you have genuine reasons for a Re-Assessment, you need to complete the RE-Assessment form. If you do not appear to have a genuine/acceptable reason, you may need to pay the reassessment fee for each RE-Assessment (please refer to the Domestic Fees, Charges and Refund Policy and Procedure).

- If you have missed an assessment, you have to apply for an Assessment Re-sit
- If you have been deemed not satisfactory you have to apply for an Assessment Re-submission (max up to two Re-submissions).
- If you need an Assessment due date extension, you have to apply for extension prior to the original due date
- If you cannot provide evidence of satisfactory attendance and are unable to provide evidence under compassionate or compelling grounds, you **must pay the reassessment fee for each** application.
- To be considered for any re-assessment, you must complete the Application form and submit it to your trainer/ assessor:
  - Get the form available from your trainer/ assessor or AIWT reception
  - Pay the fee *if applicable* for Assessment Re-Sit or Re-submission fee

- Attach the relevant evidence if compassionate or compelling circumstances apply (for example, a medical certificate) must accompany the application.
- The extension will be considered to have been granted only when your trainer has approved and signed the form and returned a signed copy to you. This signed extension authorisation/approval must be submitted with the assessment item it relates to. The original will be kept by AIWT.
- The form will contain the new revised due date and time for the submission of the assessment. This is your new deadline. You must submit your assessment by this new due date and time; otherwise you will receive a grade **Not Yet Competent**. In this case, you are not given a period of 24 hours' grace.
- after the deadline you will need to re-enrol and pay for this Unit of Competency again.

Extensions will normally not be granted for a period of more than one week. In exceptional circumstances, a two-week extension may be granted as the absolute maximum. Never assume that an extension has been granted. Extensions are valid only when you have either received notice in writing or a signed copy of the form.

## COURSE PROGRESS

AIWT is committed to supporting your learning journey by monitoring your course progress. Should you fall behind with your course work and do not progress during a study period due to outstanding or not yet satisfactory assessments, you may be deemed academically "at risk." AIWT may issue early warning letters. Trainers/Assessors will provide the required support to assist you to catch up on your outstanding course work.

If you fall behind due to continued absence in a course and are unable to provide evidence the absenteeism is due to compassionate and compelling circumstances, you will be asked to attend an Intervention Strategy meeting with the trainer/ assessor, Course Coordinator and Student Services. These meetings are recorded as 'Student Support' meetings.

A strategy will be implemented, providing you with a step-by-step plan to catch up on course and assessment work. Issues that may be discussed are:

- Study Plan option to cater for individual learner needs
- General counseling
- Reduction in course load
- Additional English language or literacy support
- Knowledge and practical skills support from your trainer/assessor
- Invitation for additional classes or tutoring
- Assigning a trainer/assessor for ongoing training assistance
- Guidance and reference to the units of competency where Not Yet Competent marks have been recorded
- Application process for Re-assessments

Please refer to the Course Progress Policy (Student Version) for more information.

## FEES, CHARGES AND REFUNDS

Please refer to the Domestic Fees, Charges and Refund Policy and Procedure at [www.aiwt.edu.au](http://www.aiwt.edu.au) or MOODLE.

AIWT ensures that all student's fees are collected in accordance with the requirements of the Standards for RTOS 2015 and that refunds are processed as outlined in the Domestic Fees, Charges and Refunds Policy and Procedure. The policy ensures consistency, fairness and transparency for students enrolled into an AIWT course of study and explains what type of fees and charges there are and at what point in time a refund may apply.

To apply for a refund of pre-paid course fees, contact student services via email [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au) and ask for a "Request for Refund Form". This form must be completed and emailed back to AIWT. The Accounts Department will be in contact with you and advise if you are entitled to a refund. Alternatively, download the "Request for Refund Form" from MOODLE, complete and email to Student Services. For current/enrolled students, you can check the current Refund Policy and details in your Letter of Offer.

## PAYMENT OF FEES

Please read the Domestic Fees, Charges and Refund Policy and Procedure at [www.aiwt.edu.au](http://www.aiwt.edu.au) or MOODLE.

AIWT has a designated Accounts Department responsible for the collection of fees. Payment dates for all fees are listed in the Letter of Offer of your enrolment into AIWT. The Accounts Department also emails invoices on a regular basis. You can expect one invoice per term unless you have paid in full for the course in advance. Invoices are emailed approx. 2 weeks prior the payment due date which is approx. 4 weeks prior to the new term start.

Payment dates must be complied with at all times. A late fee of will be charged if fees are not paid on the due date. You can opt to be on a payment plan to avoid falling behind, however it is your responsibility to ensure that sufficient funds are available in your account on the nominated due dates.

If you do not meet your payment obligations continuously, a 'Notice of Intention to Cancel' will be issued to you and your enrolment may be cancelled by AIWT Management. If you are experiencing genuine financial hardship, you should make an appointment with the Accounts Department prior to the fees being overdue.

## COURSE DEFERMENT OR SUSPENSION

Please read the Domestic Deferment, Suspension and Cancellation Policy and Procedure available on [www.aiwt.edu.au](http://www.aiwt.edu.au) or MOODLE.

Deferment of a course is generally *prior to course commencement* whilst suspension of a course is *during the course of study*. Deferment or suspension may be granted where compassionate and compelling circumstances are experienced, and adequate evidence exists to support these circumstances. Contact Student Services and discuss your situation with them. In order to process



your request, you must complete the '**deferral, suspension and cancellation form**' which is available from Student Services.

AIWT management and staff are committed to assessing all applications for course deferrals and suspension of study in a fair and timely manner. It is however imperative that you communicate with AIWT in a situation requiring a deferral and/or suspension of study.

## COURSE CANCELLATION

**Cancellation by the student:** If you wish to cancel your course with AIWT, you must complete a '**cancellation form**' and email it to [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au) . Please contact Student Services to discuss your request in person. Ensure you understand your financial obligations by reading the cancellation policy.

**Cancellation by provider:** Where AIWT has issued a 'Notice of Intention to Cancel' (NOITC) to you, and the issues are not resolved within 20 working days, your enrolment will be cancelled. You have the right to access the internal appeals process within 20 working days and lodge an internal appeal in writing.

Please read the Domestic Deferral, Suspension and Cancellation Policy and Procedure available on [www.aiwt.edu.au](http://www.aiwt.edu.au) or MOODLE.

## COMPLAINTS & APPEALS PROCEDURE

Please read the Complaints & Appeals Policy at [www.aiwt.edu.au](http://www.aiwt.edu.au) or on MOODLE.

## INTERNAL PROCESS

AIWT has a complaints and appeal procedure to ensure all complaints are dealt with in a confidential, constructive and timely manner.

If you have a concern or complaint, you should first approach your trainer/assessor or the Student Services team and explain the issue. If your complaint is not satisfactorily resolved, you can lodge a formal written complaint. If the complaint cannot be resolved, you have the right to appeal the decision made by AIWT, by following the internal appeal process.

You can obtain a copy of the Complaint and Appeals Policy on the AIWT website or on MOODLE for more detail.

## EXTERNAL APPEAL

If you are not satisfied with the outcome of a complaint or the result of an internal appeal that was submitted in writing to AIWT Management, you may submit an external appeal to Ombudsman WA.

## AIWT CAMPUS EVENTS AND GUEST SPEAKERS

At AIWT, we enjoy celebrating multicultural events throughout the year, as our campus boasts students from all over the globe! We love to celebrate the diversity of our students whilst sharing

our Australian heritage. Example of events and activities throughout the year include; Chinese New Year, Harmony Day, Africa Day, Cancer Relay and Melbourne Cup Day etc.

AIWT will frequently invite industry experts as guest speakers, to share their experiences and knowledge with our students.

## AIWT ENRICHMENT COURSES

AIWT offers a **free** Enrichment Program to support our students in gaining additional skills and knowledge to further employability, confidence and skills which are complementary to their enrolled course. The program is advertised well in advance and is free of charge to our students. Courses include topics such as:

- CV Writing Skills
- Interview Skills
- Computer Skills Basic – Intermediate (Word, Power Pro, Excel)
- Computer Skills for advanced users
- Social Media Skills and how to professionally profile yourself (FB, Twitter, LinkedIn, Instagram)

## HOLIDAY LEAVE REQUESTS

AIWT reserves the right to decline any holiday and/or leave request during school term unless you can provide evidence of compassionate and compelling circumstances.

To seek approval, talk to your trainer and contact Student Services on [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au). If leave of more than 2 weeks is required, depending on the circumstances, this may be considered a suspension of study. AIWT will confirm or decline any request with a letter. Going without a leave request can jeopardize your enrolment at AIWT.

## EMERGENCY EVACUATION PROCEDURE

AIWT has clear signage and emergency procedures available throughout the campus. You will be made aware of emergency procedures during orientation and at the start of your course.

As part of the emergency management plan, all students **must sign in when entering AIWT**. This allows AIWT to account for all students in the case of an emergency.

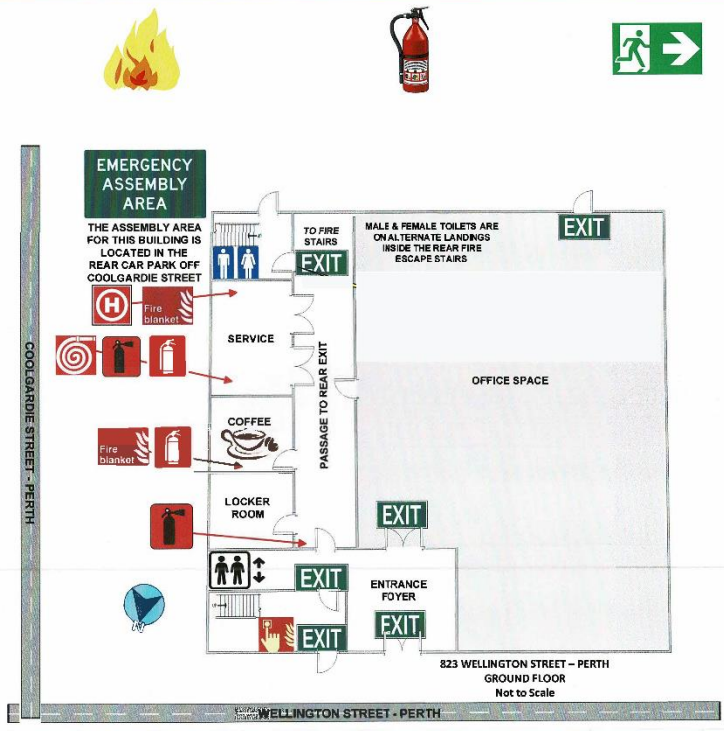
***Please refer to the [Critical Incident Response Policy](#) for more information.***

# EVACUATION DIAGRAM

**823 WELLINGTON STREET – PERTH**  
**Ground Level**

- When the EMERGENCY ALARM SOUNDS – CLEAR YOUR FLOOR OF ALL PERSONNEL -
- EVACUATE to the ASSEMBLY AREA – LOCATED IN THE REAR CAR PARK OFF COOLGARDIE STREET
- REPORT to the attending EMERGENCY SERVICES
- DO NOT RETURN TO THE BUILDING until the EMERGENCY SERVICES advise "ALL CLEAR"

LEGEND	ICON
Fire hose reel	
DP Fire Extinguisher	
Co2 Fire Extinguisher	
Fire Panel	
Fire Blanket	
Fire Hydrant	
Emergency Exits	



This document was produced on Monday 4<sup>th</sup> October, 2021 by **Gone 5**  
 Valid until this date 2026

## APPENDIX 2 - IMPORTANT CONTACT DETAILS AND LINKS

The following list are key contacts of public services in Perth. If you are unsure or you need urgent assistance, call AIWT on 08 9249 9688.

### IMPORTANT CONTACT DETAILS AND LINKS

Ambulance, Fire, Police	For emergencies call 000 or 112 on your mobile or if out of range For non-urgent matters call: Police on 13 14 44 Fire Services of WA 1800 199 084
<b>EMERGENCY HOSPITALS</b>	
Royal Perth	08 92242244 197 Wellington St, Perth WA 6000
Fiona Stanley	08 6152 2222 11 Robin Warren Dr, Murdoch WA 6150
Joondalup Health Campus	08 9400 9400 Grand Blvd & Shenton Ave, Joondalup WA 6027
Poisonous Information Centre	The WAPIC is a specialized unit that provides expert advice on the management of poisonings or suspected poisonings. Advice is freely available to the general public and health professionals. Advice is also provided on poisoning prevention, drug information and the identification of toxic agents. Call the poisons help line if you, your child, a friend or a family member come in contact with a poison. <a href="http://www.scgh.health.wa.gov.au/OurServices/WAPIC">http://www.scgh.health.wa.gov.au/OurServices/WAPIC</a> Call 13 11 26
<b>GOVERNMENT DEPARTMENTS AND PUBLIC SERVICES</b>	
Department of Health	<a href="http://www.health.gov.au">www.health.gov.au</a> Call 08 9222 4222
Safe Work Australia	Call 1300 307 877
ATO – Australian Taxation Office	<a href="http://www.ato.gov.au/">www.ato.gov.au/</a>
Transperth	<a href="http://www.transperth.wa.gov.au">www.transperth.wa.gov.au</a> Call 136213
<b>FREE SUPPORT SERVICES</b>	
Family Helpline	Counselling and information for families. The family helpline is a confidential telephone counselling and information service for families with relationship difficulties. It operates 24 hours, 7 days a week. <a href="http://www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Familyandparentinghelplines.aspx">www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Familyandparentinghelplines.aspx</a> Call 08 9223 1100
Lifeline Australia	Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services. We're committed to empowering Australians to be suicide-safe through connection, compassion and hope. Our vision is for an Australia free of suicide. <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> Call 14 11 14
Samaritans	We understand that sometimes we can feel helpless or lost, especially when feeling overwhelmed, isolated or disconnected from others. When you are struggling, you

	<p>can talk to us. No matter what your personal situation or crisis is, you can speak to us in your own words, without fear of judgement and in complete anonymity. Our volunteers are trained to provide a safe and caring support environment to help you explore your feelings and uncover your options for a pathway forward.</p> <p><a href="http://www.thesamaritans.org.au">www.thesamaritans.org.au</a> Call 13 52 47</p>
Beyondblue	<p>Beyondblue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.</p> <p><a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a> Call 1300 22 4636</p>
Sexual Assault Resource Centre (SARC)	<p>SARC provides a 24-hour emergency service in metropolitan Perth. This involves medical care, a forensic examination and counselling support to people who have been sexually assaulted within the previous 14 days.</p> <p><a href="http://www.healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC">www.healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC</a></p> <p>Call 08 6458 1828 or free call 1800 199 888.</p>
TIS	<p>The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English and to agencies and businesses that need to communicate with their non-English speaking clients. These services enable non-English speakers to independently access services and information in Australia.</p> <p><a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a> Call 131 450</p>
Alcohol and Drug Support Services	<p>The Alcohol and Drug Support Service provides 24/7 non-judgemental telephone, counselling, information, referral and support lines for alcohol and drug use.</p> <p><a href="http://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/">www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/</a></p> <p>Call 08 9442 5000</p>
Gambling Help WA	<p>WA provides free, confidential counselling, support and information services for all people affected by gambling.</p> <p><a href="http://www.gamblinghelponline.org.au/services-in-your-state/western-australia">www.gamblinghelponline.org.au/services-in-your-state/western-australia</a></p> <p>Call 08 9325 51 33 during business hours</p>