

LEARNER HANDBOOK



AIE LEARNER WORK

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SPECIALIST EDUCATORS IN
GAMES, ANIMATION, FILM & VFX

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RTO No. 88021

AIE Learner Handbook

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Contents

Welcome.....	4
Campus Contacts.....	5
1. Marketing and Recruitment.....	5
1.1. AIE's Social Media	6
2. Application and Enrolment	6
2.1. Applying for a Diploma, Advanced Diploma or Graduate Diploma	6
2.1.1. Entry Requirements	6
2.1.2. How to Enrol	7
2.2. Enrolling in a Certificate.....	7
2.3. Credit Transfer and Recognition of Prior Learning.....	8
2.3.1. Credit Transfer	8
2.3.2. Recognition of Prior Learning (RPL).....	8
2.4. Access and Equity	10
2.4.1. Discrimination, Harassment, Bullying and Victimisation.....	10
2.5. Code of Conduct	13
2.5.1. Learner Rights and Responsibilities	13
2.5.2. Staff Responsibilities	14
2.5.3. Consequences for Breaching the Code of Conduct	14
2.5.4. Gross Misconduct	15
2.6. Work Health and Safety.....	15
2.6.1. AIE's Responsibilities	15
2.6.2. AIE Staff Responsibilities.....	16
2.6.3. Your Responsibilities	16
2.7. Language Literacy and Numeracy (LLN).....	17
2.8. Unique Student Identifier (USI).....	17
2.8.1. USI Exemption	17
3. Tuition Assurance Arrangements	18
3.1. Tuition Assurance for Learners Accessing VET Student Loans	18
3.2. Tuition Assurance for Learners Not Accessing VET Student Loans	18
4. Tuition Fees and Payments.....	18
4.1. Course Fee Payment Methods	18
4.2. Paying Course Fees (Diploma, Advanced Diploma or Graduate Diplomas)	19
4.2.1. VET Student Loans.....	19
4.2.2. Electronic Commonwealth Assistance Form (eCAF)	20
4.2.3. Payment Due Dates.....	21
4.2.4. Payment Plans.....	21
4.2.5. Fee for Service Charges	22
4.2.6. Scholarships	22
4.3. Paying Course Fees (Certificates)	22
4.3.1. Upfront Payment.....	22
4.3.2. Deposit Payment.....	22
4.3.3. Third Party Payment	22
4.3.4. Payment Plans.....	23
4.4. Withdrawals and Refunds	23
4.4.1. Withdrawing From a Diploma, Advanced Diploma or Graduate Diploma	23

4.4.2. Tuition Fee Refunds	23
4.4.3. Withdrawal Under Special Circumstances	24
4.4.4. Impact of Withdrawal / Lack of Evidence of Participation on Skills First Funding (SFF) and Subsidised Training Funding (STF)	25
4.4.5. Cancellation of Enrolment by AIE	25
4.4.6. Transferring Between AIE Campuses	26
4.5. Refund and Cancellation (Certificates).....	26
4.5.1. AIE Cancellation	27
4.5.2. Learner Cancellation or Withdrawal	27
5. Support and Progression	27
5.1. Orientation	27
5.2. Student ID	28
5.3. Course Progress Requirements	28
5.4. Attendance	29
5.5. Learner Support and Welfare.....	29
5.6. Underage Learners	30
5.7. Learner Feedback (In-Course Surveys).....	30
5.8. Use of Technology	31
5.8.1. Software Use	31
5.8.2. Use of Generative Artificial Intelligence (AI)	31
5.8.3. Equipment Use	32
5.8.4. Network Use	32
5.8.5. Shared Classroom Network Storage (On-Campus Learners Only)	33
5.8.6. Personal Equipment Requirements	34
5.8.7. Learning Management System.....	35
5.9. Intellectual Property (IP).....	35
6. Training and Assessment	36
6.1. Training and Delivery	36
6.2. Competency-Based Training and Assessment	37
6.3. Assessment Process	37
6.3.1. Assessment Submission.....	38
6.3.2. Assessment Extension	38
6.3.3. Assessment Re-Submission.....	38
6.3.1. Assessment Re-Submission Process	39
6.3.2. Late Assessment Submission.....	40
6.3.3. Confirmation of Assessment Result.....	40
6.4. Plagiarism, Cheating and Collusion	40
6.5. Access to Records.....	41
6.5.1. Learner Records Management.....	41
6.5.2. Archival of Learner Records	42
7. Completion and Certification	43
7.1. Issuance of Certification	43
7.2. Re-Issue of Certification.....	43
7.3. Graduation	44
8. Complaints and Appeals	44
8.1. Making an Informal Complaint.....	45
8.2. Making a Formal Complaint	45
8.3. Making an Appeal	46
8.4. External Professional Mediation	46
8.4.1. Further Support.....	47
8.5. Withdrawal of Complaint.....	47

8.6. Improvement Actions	47
9. General	47
9.1. Corporate Governance	47
9.2. Privacy	48
9.3. Quality Assurance	48
9.4. Continuous Improvement	49
10. Information for International Students	50
10.1. Overview	50
10.2. Official Point of Contact	50
10.3. Tuition Assurance.....	50
10.4. Entry Requirements	50
10.4.1. Learner Age	50
10.4.2. English Language Requirements.....	51
10.4.3. Interview and Portfolio	51
10.5. Orientation and Support Services.....	51
10.5.1. Additional Information for International Students.....	52
10.6. Critical Incidents	52
10.7. Transferring Between Providers	53
10.8. Visa Requirements.....	53
10.9. Deferring, Suspending or Cancelling Enrolment.....	53
10.10. Complaints and Appeals	54

Welcome

We are really excited that you have decided to start your journey in the games and film industry with us!

Established in 1996, the Academy of Interactive Entertainment (AIE) is recognised as Australia's peak non-profit Registered Training Organisation for the Australian video game, 3D animation and related digital industries.

AIE specialises in 3D computer graphics, games programming, game design and production, and film and virtual production education. We provide real pathways to employment via industry approved training and delivery by highly qualified and industry experienced trainers. AIE has close ties with many leading industry players and has won numerous awards for excellence in education delivery and industry engagement.

There are AIE campuses in Adelaide, Canberra, Melbourne and Sydney. We also offer flexible learning via our Online Campus. We deliver nationally accredited courses at the Certificate, Diploma, Advanced Diploma and Graduate Diploma level.

AIE staff are here to make your learning experience enjoyable and productive. Please do not hesitate to talk to us if there is anything we can do to assist you with your studies.

AIE Vision

To be the premier 3D animation, visual effects, film and computer games educator in Australia and globally through the development of innovative courses and industry development.

AIE Mission

To be a catalyst for building the interactive entertainment and related industries, primarily, by producing industry ready graduates through the provision of world class 3D animation, visual effects, film and game development education.

Campus Contacts

Campus Location	Administration Contacts	Street Address
Adelaide	Phone: +61 8 7325 6300 Email: adelaide@aie.edu.au	Level 1 32 Grenfell Street Adelaide SA 5000
Canberra	Phone: +61 2 6162 5131 Email: canberra@aie.edu.au	Block E Canberra Technology Park 49 Phillip Avenue Watson ACT 2602
Melbourne	Phone: +61 3 8612 1900 Email: melbourne@aie.edu.au	Tower 4, Atrium Level World Trade Centre 18-38 Siddeley Street Melbourne VIC 3005
Online	Phone: +61 2 6162 5139 Email: online@aie.edu.au	Block B Canberra Technology Park 49 Phillip Avenue Watson ACT 2602
Sydney	Phone: +61 2 8514 8800 Email: sydney@aie.edu.au	Level 1 33 Mountain Street Ultimo NSW 2007

1. Marketing and Recruitment

AIE runs a variety of events, workshops and careers information days to help potential learners make informed decisions about the study options that are right for them.

If you are not sure about what industry sector you are most suited to, the courses we offer, or even what it's like to study with AIE, come along to one of these events to find out more:

- **Information Evenings** – be more informed about the courses designed to get you started in 3D animation and visual effects, game development or film and virtual production. Information evenings are short events, run after hours; this is a good session for parents and/or guardians to attend to learn about the industry and our courses as well.
- **Campus Open Days** – AIE holds three open days a year during which we throw our campus doors open for a whole day jam-packed with course overview sessions, campus tours and alumni/industry speaker presentations.
- **Industry Experience Days** – these practical, hands-on workshop events are a great opportunity for learners in Years 10, 11 and 12 to learn more about the software and technology used in the game and film industries.

- **Online Experience Days** – these events are run specifically within our online campus; they give you a taste of what it would be like studying with AIE online and help you decide if this style of delivery suits your learning needs.
- **Careers Expos** – school students and parents can visit the AIE stand at the major career expos in each state. We also attend a wide variety of regional and local careers expos and school-based events in most states.

1.1. AIE's Social Media

To keep up to date, find out more information about our events or just stay in touch with AIE, you can also follow us on social media. Why not take a look?

- [Facebook](#)
- [Instagram](#)
- [Twitter](#)
- [YouTube](#)

2. Application and Enrolment

You are our number one focus! We aim to help you reach your full potential when undertaking your selected course. We offer comprehensive information and advice as you apply for your course and during the enrolment process.

2.1. Applying for a Diploma, Advanced Diploma or Graduate Diploma

You can apply for our full time Diploma, Advanced Diploma and Graduate Diplomas online via the [AIE website](#).

Our full time courses generally commence in February each year. We also offer a June intake for selected programs. There is no ATAR requirement for these courses, so you can apply at any time for the intake of your choice. If you are accepted into a course after your application interview, AIE will hold an enrolment position for you.

2.1.1. Entry Requirements

Our full time courses have three standard entry requirements:

- Interview with an AIE trainer and assessor
- Presentation of a portfolio of your creative and related work

- Successful completion of Year 12 **OR** an Exit Level 3 score within the Australian Core Skills Framework.

As part of your application via our website, you will be required to book an interview at a time that suits you within the next three months. Your interview will generally be conducted face to face on campus but may be via video conferencing software if necessary.

More detailed information about what to expect at your interview and what you need to include in your portfolio is available on the [Interview and Portfolio Requirements](#) page of our website.

2.1.2. How to Enrol

When you are accepted into a Diploma, Advanced Diploma or Graduate Diploma course, you will be sent a Letter of Offer which formally advises that AIE is offering you a position in your selected course. The Letter of Offer contains course information, tuition and fee payment options and other relevant details.

If you wish to accept the offer of a course position, you must enrol using the online enrolment link provided in the Letter of Offer. There are two stages to the online enrolment process:

- **Stage 1** – Entering your personal details.
- **Stage 2** – Indicating your tuition payment arrangements, including if you wish to access a VET Student Loan (VETSL).

Our administration team will contact you if any enrolment stage is not completed correctly.

2.2. Enrolling in a Certificate

You can apply directly for our Certificate courses at any time online via the [AIE website](#).

We offer a variety of delivery modes for our Certificate courses such as face to face evening classes, block delivery (week blocks of training delivered face to face during school holiday periods), or online classes. Find the option that suits you best on our website.

If you want to enrol in an AIE Certificate course as part of your higher education schooling (HSC, VCE, SACE, or ACT Senior Secondary Certificate) you must talk to your careers advisor or contact the AIE campus administration team in your state for more information.

2.3. Credit Transfer and Recognition of Prior Learning

Once enrolled, you may be eligible to apply for credit or recognition of prior learning for some or all of your qualification. AIE recognises any relevant formal, informal and non-formal learning that you may have gained through previous formal or informal training, work experience and life experience. This recognition may be used to reduce the amount of learning required for a qualification.

For more information, please see AIE's [Recognition of Prior Learning \(RPL\) and Credit Transfer Policy and Procedure](#).

2.3.1. Credit Transfer

AIE recognises AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs), unless prevented by licensing or regulatory requirements. If you have successfully completed national Units of Competency with another RTO which are included in your new program, you will be granted credit for these units.

You will be required to complete an [Application Form for Credit Transfer](#) and produce **one of** the following forms of evidence:

- AQF certification documentation issued by any other RTO- or AQF-authorised issuing organisation.
- Authenticated VET transcripts issued by the Registrar.

The Head of School is responsible for reviewing all applications for Credit Transfer. AIE will authenticate your provided information.

There is no fee applicable for Credit Transfers.

You have the right to appeal a Credit Transfer decision following the complaints and appeals process found within this *Learner Handbook*.

2.3.2. Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses the competency(s) of a person that may have been acquired through formal, non-formal and informal learning as follows:

- **Formal learning** – learning that takes place through a structured program of instruction and linked to the attainment of a qualification (such as a university degree)
- **Non-formal learning** – learning through a structured program of instruction, but not leading to a formal qualification or statement (such as in-house professional development conducted by a business, sports club, or professional organisation)

- **Informal learning** – learning as a result of work-related, social, family, hobby or leisure activities (such as using online tutorials to teach yourself software skills, industry skills developed by working freelance or as an employee).

If you are considering applying for RPL, please contact your campus administration team to request an initial discussion about having your prior learning recognised. You may request a RPL applicant pack. The pack will provide you with advice and support about applying for recognition of prior learning and how to prepare your application.

The RPL process incurs a fee (further information found in the RPL applicant pack):

- **Application fee** – \$250 (refundable if you are deemed eligible for RPL)
- **RPL fee** – charged per Unit of Competency for which you are determined to be eligible for RPL.

2.3.2.1. RPL Process

To apply for RPL, you need to complete an [Application for Recognition of Prior Learning \(RPL\)](#) and pay the application fee.

You need to attend an RPL pre-review meeting with an assessor to discuss the following details and the evidence requirements of your application:

- The Units of Competency/subjects for which you wish to apply for recognition (refer to the course guide for more detail on individual subjects/units)
- The evidence you will need to supply, such as:
 - Formal certification of achievement in the field of study
 - Portfolio of work demonstrating the required skills and knowledge related to each unit/s of competence
 - Third party report/s from your employer/supervisor that support and confirm your skills and knowledge obtained in a workplace
- How you will supply and categorise the evidence
- Timeline for evidence submission; it may take time to collect your evidence, source third party reports, certify your qualifications, locate/produce examples of work
- The estimated fee structure for the recognition process (this allows you to amend the Units of Competency you wish to have considered to adjust the costs involved)
- The formal RPL applicant document to complete and submit with your evidence that indicates you have collected all your evidence and you are ready to be assessed.

The Head of School reviews all RPL applications. The recognition decision will:

- Be evidence-based, academically defensible, consistent, fair and transparent
- Be made promptly, so that access to your program is not unnecessarily delayed

- Allow for credit to be used towards prerequisites or other requirements for entry into a program, or for the partial fulfilment of the requirements of the program
- Be documented with written feedback, including any reasons for not giving credit.

You have the right to appeal an RPL decision following the complaints and appeals process found within this *Learner Handbook*.

2.4. Access and Equity

AIE values and celebrates the diversity of the AIE community. It further promotes the acceptance of the equality of all people and the right of all people to be treated with fairness, equal opportunity and justice regardless of a person's characteristics, including, but not limited to: age, gender expression, religious, educational, cultural or ethnic background, disability, sexuality, socioeconomic background, linguistic background, marital status and/or geographical location.

AIE learners are treated in a fair and equitable manner, free from bias, discrimination, harassment, bullying and vilification. All AIE learners are treated in compliance with legislation and standards. AIE acknowledges that:

- All enrolments are conducted in an ethical and fair manner in accordance with equal opportunity legislation
- All training and assessment procedures allow for reasonable adjustment to assist learners where required
- All learners have equitable access to training and assessment resources, information and support regardless of their demographic.

2.4.1. Discrimination, Harassment, Bullying and Victimisation

AIE takes the matter of discrimination, harassment, bullying and victimisation very seriously. All AIE learners and staff must comply with relevant Federal and State legislation.

It is illegal to discriminate, harass (including sexual harassment), bully or victimise another individual – this includes fellow learners and any AIE staff member or volunteer.

All learners have a right to:

- Enrolment decisions that are based on merit and not affected by irrelevant personal characteristics
- Learn free from discrimination, bullying and sexual harassment
- Raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised

- Reasonable flexibility in learning arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture.

2.4.1.1. Discrimination

Discrimination is treating someone less favourably due to a personal attribute, characteristic or circumstance protected by law. It is illegal to discriminate on the basis of:

- Age
- Disability
- Race, including colour, national or ethnic origin or immigrant status
- Sex, pregnancy, marital or relationship status, family responsibilities or breastfeeding
- Sexual orientation, gender identity or intersex status.

2.4.1.2. Harassment and Bullying

Harassment is characterised by a range of behaviours, including offensive, belittling or threatening behaviour directed at an individual or group. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. Harassment is often focused on the sex, cultural or racial background or disability of the individual or group – in these instances it can be viewed as discrimination.

Bullying is often characterised by conduct that can include behaviour such as threats and abusive and offensive words or conduct. Serious bullying may also include conduct or behaviour that is intended, or could reasonably be expected, to cause the victim of the bullying to engage in suicidal thoughts or thoughts or actions that involve self-harm.

Bullying and harassment can be verbal, physical or in writing, and includes behaviour that intimidates, degrades or humiliates another person. It is persistent and usually happens over a period of time, but can also be a one-off event. It includes, but is not limited to:

- Publicly humiliating someone
- Verbal abuse
- Spreading malicious rumours or gossip
- Single or multiple incidents
- Written or verbal statements and gestures
- Graffiti
- Initiation practices.

Bullying and harassment can occur outside of course time and off campus. This includes external industry conferences, social networking activities or via social media.

2.4.1.3. Sexual Harassment

Sexual harassment may include, but is not limited to: unwanted, unwelcome or uninvited behaviour of a sexual nature that results in a person or a group of people feeling humiliated, intimidated or offended. It is unlawful to sexually harass someone in a learning environment or workplace or related context.

Sexual harassment can take many different forms, including physical contact, gestures, verbal comments, the display of offensive material and uninvited intimacy. It may be the result of a single incident or of continuous behaviour. It can also include behaviour and practices that create a sexually hostile, sexually intimidating or sexually permeated environment. Sexual harassment can be blatant, subtle or covert. It can be pre-meditated or impromptu behaviour. The gender of either party is irrelevant. It is the nature of the behaviour and its impact that is assessed. Intent is irrelevant.

Examples of sexual harassment may include but are not limited to:

- Taking inappropriate photographs
- Stalking and delivering anonymous gifts or messages
- Continued requests for dates
- Unwelcome sexual advances, requests for sexual favours or sexual propositions
- Unwelcome comments about a person's sex life or physical appearance
- Suggestive behaviour (such as staring or inappropriate gestures)
- Uninvited intimacy or physical contact (such as pinching, brushing up against a person, slapping, touching, kissing, cuddling or fondling)
- Sexually offensive comments, taunts, slurs, jokes, innuendo or anecdotes
- Sexually offensive material (such as screensavers, photographs, pin-ups or calendars, music, videos, reading matter, pornography or inappropriate objects)
- Sexually offensive communications (such as inappropriate letters, emails, phone/video calls, text messages, blogs, social media, online chat or internet posts).

Sexual harassment is not consenting adult behaviour resulting from mutual attraction or respectful friendship. If you are involved in a consensual relationship on campus, you should always ensure that your behaviour is appropriate and professional. If a consensual relationship ends, and one party attempts to rekindle the relationship within the learning environment, any unwelcome behaviour can be viewed as sexual harassment.

AIE recognises that in any area of human interaction, the boundaries of what constitutes harassment, including sexual harassment, may vary from one person to another. In addition, individuals may have different boundaries for different relationships. It is the responsibility of each learner/staff member to recognise and respect the boundaries set by others.

2.4.1.4. Victimisation

Victimisation means subjecting a person to harm or disadvantage because they have:

- Lodged a complaint of discrimination or sexual harassment
- Provided information or documents regarding a complaint
- Reasonably asserted their rights, or supported someone else's rights, under anti-discrimination laws
- Refused to discriminate against another person, victimise or sexually harass them
- Made an allegation that a person has acted unlawfully under anti-discrimination laws.

If at any time you feel that you are being discriminated against, harassed, bullied or victimised, you have the right to make a complaint to the Head of School at your campus. Refer to the complaints and appeals process found within this *Learner Handbook*.

2.5. Code of Conduct

AIE aims to create a supportive and engaging learning environment for all learners, including those who are underage. We acknowledge our responsibility to ensure you are safe and protected while learning with us. We expect you to take an active role in developing your game- and film-related skills and knowledge, maintaining a positive attitude and considering others at all times.

2.5.1. Learner Rights and Responsibilities

You have a right to:

- Learn in a safe, protective environment free of harassment, bullying and discrimination
- Be treated with respect, honesty and fairness by trainers, staff and other learners
- Training and assessment that is fair and valid and is in accordance with the requirements of your qualification.

You have a responsibility to:

- Treat all fellow learners and staff equally, with mutual respect, honesty and fairness
- Be neatly presented in clean, fresh smelling, casual clothing
- Attend all scheduled classes (expected attendance is 80% or more)
- Be punctual to class and returning after breaks as per your campus requirements
- Contact your trainer and campus administration if you are going to be absent or late:

- A medical certificate is required for absences due to illness longer than one week
 - If you arrive late, your trainer may ask you to wait to enter the class until an appropriate time in the lesson so as not to distract other learners
 - Your time of arrival/departure will be recorded daily
- Complete all required assessment activities on or before the due date
 - Not present anyone else's work as your own or be involved in plagiarism
 - Not use inappropriate language or act in an inappropriate or discriminatory manner
 - Not eat or snack in class (drinks are acceptable with a lid or cover)
 - Have your mobile phone on silent and in your bag at all times during class
 - Use YouTube only for related industry tutorials (not for music)
 - Not use social media platforms for purposes not related to your learning
 - Maintain facilities in a clean and tidy condition
 - Not attend classes while under the influence of alcohol or drugs
 - Not wilfully damage the facility/equipment or engage in criminal or gross misconduct.

2.5.2. Staff Responsibilities

Trainers and AIE staff have a responsibility to:

- Provide a safe learning environment
- Treat learners with respect honesty and fairness at all times
- Not use mobile phones during class
- Be punctual at the beginning of each class and returning from breaks
- Not eat or snack in class (drinks are acceptable with a lid or cover)
- Undertake training and assessment activities that are fair, valid and recognise the abilities and needs of the individual
- Report any instances of bullying, harassment, abuse/suspected abuse or inappropriate behaviour in accordance with AIE policies and procedures.

2.5.3. Consequences for Breaching the Code of Conduct

In the first instance, staff may give a verbal reminder/warning to learners who breach the Code of Conduct. This provides learners with the opportunity to comply with the Code before the disciplinary procedure is implemented. The following actions are taken for breaches:

- **Learner file note (Cause for concern)** – will be recorded if verbal reminders or warnings are not complied with.

- **Request to meet with Head of School and/or delegate** – will be issued to learners who repeatedly breach the Code of Conduct. The meeting will review all evidence provided by the learner and relevant staff to decide on a course of action in line with AIE policies and procedures.

2.5.4. Gross Misconduct

The following actions are examples of gross misconduct:

- A breach of health and safety policy
- Theft of personal property/possessions
- Bullying, intimidation or harassment towards other learners or staff
- Possession of, attending under the influence of, or supplying illegal drugs or alcohol
- Possession or use of weapons
- Using an object to threaten, intimidate or injure another person.

2.5.4.1. Penalties for Gross Misconduct

The Head of School investigates and determines cases of gross misconduct. Penalties may apply if misconduct is established after an interview with the learner and full consideration of all facts. These penalties range from reprimand, probation, written and/or public apology, temporary/permanent exclusion from a course of study and legal action if appropriate.

You have rights of appeal per the complaints and appeals process in this *Learner Handbook*.

2.6. Work Health and Safety

AIE aims to provide you, its staff and all visitors with a safe and healthy study and work environment. We maintain WHS procedures that comply with legislative requirements.

NOTE: Federal legislation refers to Workplace Health and Safety (WHS). This legislation has not been enacted in Victoria and the existing legislation refers to Occupational Health and Safety. AIE uses the term WHS in all its current policies and procedures.

2.6.1. AIE's Responsibilities

AIE will:

- Provide a safe and healthy study environment and workplace
- Provide training to enable all staff and learners to work safely

- Comply with all relevant legislation and industry standards
- Provide adequate resources (such as first aid kits) to assist staff and learners to fulfil their responsibilities
- Record and investigate all reported injuries, accidents and near misses, and take action to prevent them recurring
- Conduct regular hazard audits of its premises
- Clearly display the names and contacts of campus WHS representatives and First Aid Officers around the campus.

The delivery and assessment of all AIE programs incorporates relevant WHS requirements.

2.6.2. AIE Staff Responsibilities

AIE staff will:

- Ensure all health and safety procedures are implemented at all times
- Identify and support measures to eliminate or minimise unsafe conditions
- Assume personal responsibility for their own safety and that of learners and other work colleagues by always operating in a safe and appropriate manner.

AIE prohibits smoking (except in designated smoking areas) and the possession and use of illegal drugs on its premises.

2.6.3. Your Responsibilities

You have legislated WHS duties and responsibilities. As a learner it is your duty to:

- Be aware of and follow all safety, emergency and fire regulations
- Know where the emergency exits and meeting points are for your campus
- Actively participate in any emergency training drills where practicable
- Report any unsafe conditions and/or defective equipment to your trainer, regardless of how minor they may seem
- Complete, or provide a statement towards, an accident/incident report if you witness or are involved in an incident
- Behave in a safe manner at all times and not endanger yourself, your fellow learners or AIE staff.

2.7. Language Literacy and Numeracy (LLN)

Before you commence your course, AIE will assess your language, literacy and numeracy (LLN) skills against the level required by your intended course. Generally, this will form part of the interview process. It may include verbal and/or written questions and/or a numeracy test. The purpose of the assessment is to determine whether any educational adjustments and/or support are required to assist you participate in your selected course.

Learners requiring additional LLN help should approach their Head of School to discuss their personal circumstances. Support will be given on an individual basis and may involve referral to an external agency recommended by AIE.

2.8. Unique Student Identifier (USI)

All domestic and onshore international learners engaged in vocational education and training (VET) with AIE in Australia are required to have a Unique Student Identifier (USI). This is a 10-character education number that uniquely identifies you. By creating a USI, you establish a secure online record of your nationally recognised training that you can access anytime and anywhere. Your USI will be yours for life.

You are required to apply for your USI yourself and it is your responsibility to keep the number recorded. AIE cannot issue you a qualification or a Statement of Attainment if you do not have or have not provided us with your USI, unless you have an approved exemption.

To create a USI, visit the [Get a USI](#) page on the USI website.

2.8.1. USI Exemption

You may apply for an exemption from having a USI but you must be aware of the consequences if you choose to do so. These include;

- Inability to apply for a VET Student Loan or other government supported financial assistance
- Ineligibility to receive an authenticated VET transcript from the USI system for training you completed.

You may apply for a [USI exemption](#) on the USI website. You must provide the reasons you wish to apply for an exemption and acknowledge the consequences.

If you are approved for a USI exemption you must provide written evidence of your exemption to AIE.

3. Tuition Assurance Arrangements

3.1. Tuition Assurance for Learners Accessing VET Student Loans

AIE is part of the VSL Tuition Protection arrangements set out in the [VET Student Loans Act 2016](#) (Cth) and [VET Student Loans Rules 2016](#).

This protects you in the event that we cease to provide a course of study that you are enrolled in. If this were to occur, you would have 2 options (select one):

- **VET Course Assurance Option** – an offer of a place in a similar VET course with another provider without the requirement to pay the other provider any tuition fee for any replacement units of study
- **VET Tuition Fee Repayment Option** – a refund of your upfront tuition fees for any unit of study that you commence but do not complete because we ceased to provide the course that the unit of study was part of.

3.2. Tuition Assurance for Learners Not Accessing VET Student Loans

AIE does not require you to prepay tuition fees. Should you choose to prepay tuition fees and the agreed training and assessment for which you have paid in advance is not provided by AIE, you will have 2 options (select one):

- An offer of a place in a similar VET course with another provider without the requirement to pay the other provider any tuition fee for any replacement units of study
- A refund of your upfront tuition fees for any unit of study that you commence but do not complete because we ceased to provide the course that the unit of study was part of.

AIE will protect tuition fees paid in advance, is committed to act in good faith and in keeping with our refund policy.

4. Tuition Fees and Payments

4.1. Course Fee Payment Methods

As an AIE learner, the course tuition fees you pay will depend on:

- The level of course you are enrolling in (Certificate or Diploma and above)
- If you are eligible for a government-subsidised place (Victorian, South Australian and ACT learners).

You will be issued with an invoice for the full tuition fee for your course prior to commencing.

AIE will accept a variety of payment methods, including:

- Credit card payments
- EFTPOS
- Direct deposits to the AIE bank account
- Direct debit (either a bank account or a credit card) via an approved payment plan
- VET Student Loans
- State-specific government funding programs.

4.2. Paying Course Fees (Diploma, Advanced Diploma or Graduate Diplomas)

If you are enrolled in a Diploma, Advanced Diploma or Graduate Diploma, you may choose to pay your tuition fee in full. Or, if you are eligible, you may access a VET Student Loan (VETSL). You may also choose a combination of both. Feel free to discuss your options with the administration team at your campus.

4.2.1. VET Student Loans

The VET Student Loans (VETSL) scheme is an Australian Government-issued loans program. It allows eligible VET learners studying approved courses to access a loan to fund their tuition fees. In some cases, the loan may not fund the total cost of the course, which would leave a portion of the tuition fee to be paid by the learner.

Once the learner's income reaches a certain threshold, they pay back the loan through the Australian taxation system. Please be aware that the Australian Government charges a loan fee which is added to your VETSL debt. The loan fee is not charged by AIE.

AIE is an approved VET Student Loan provider for the following courses:

- BSB80120 Graduate Diploma of Management (Learning)
- CUA60620 Advanced Diploma of Screen and Media
- 10702NAT Advanced Diploma of Professional Game Development
- ICT50220 Diploma of Information Technology
- CUA51020 Diploma of Screen and Media
- CUA51120 Diploma of Visual Arts.

4.2.1.1. VET Student Loans Eligibility Requirements

If you wish to access a VET Student Loan, you will need to provide additional documentation to prove your eligibility. This documentation includes:

- Proof of Citizenship (one of the following is acceptable):
 - An Australian Passport
 - An Australian Citizenship Certificate
 - An Australian Birth Certificate *and* if born after 20 August 1986; a parent's Australian Birth Certificate or Australian Citizenship Certificate
- Proof of Academic Suitability (one of the following is acceptable):
 - Australian Year 12 Certificate
 - AQF Certificate IV or Higher
 - Achieve an Exit Level 3 or higher in an approved Language, Literacy and Numeracy test (can be arranged through your campus administration team)
- A valid Tax File number:
 - A valid Tax File Number will be required when completing your eCAF (you do not need to provide this to AIE) or
 - Evidence of your application for a Tax File Number, including proof of lodgement.

Please contact your campus administration team if you require clarification on the eligibility criteria and other documentation you are required to provide. Further information about VETSL can be found in the [VET Student Loans Information Booklet](#) published by the Department of Employment and Workplace Relations.

There is a two-day cooling off period when you apply for a VETSL. After this time the Department of Employment and Workplace Relations will email you to confirm your details and finalise your application. Refer to the section below on Electronic Commonwealth Assistance Form (eCAF) for more information.

For more information about your eligibility, rights and obligations and other aspects of VETSL, please visit the [VET Information for Students](#) page of the Department of Employment and Workplace Relations website.

4.2.2. Electronic Commonwealth Assistance Form (eCAF)

If you apply for a VET Student Loan you will be required to complete an Electronic Commonwealth Assistance Form (eCAF). This is an electronic request for Commonwealth support. You are required to submit and have your eCAF approved before the census date of each Unit of Study if you wish to access a VET Student Loan for that Unit.

It is your responsibility to respond to any requests from AIE to confirm your eCAF.

4.2.3. Payment Due Dates

If you choose to pay your tuition fee in full you may do so as follows:

- In full by the first census date
- By the census date of each Unit of Study
- By an interest-free payment plan.

If you choose to access VETSL (or a portion of VETSL), you can select to pay any 'out of pocket' portion of your tuition fee, if applicable, as follows:

- In full by the first census date
- By the census date of each Unit of Study
- By an interest-free payment plan.

If you have not paid your fees, you will not be eligible to re-enrol in any future Units of Study without a formal arrangement with the Head of School.

Any upfront payments made prior to the relevant census date are refundable. For further information please refer to the Withdrawals and Refunds section.

4.2.4. Payment Plans

AIE understands that some learners may find it difficult to pay the full amount of their tuition fees or any out-of-pocket gap prior to the start of their course. AIE offers the option of paying fees via a payment plan. The plan sets out the payment of regular fee instalments over the duration of the course.

You will need to complete a *Payment Plan Application Form* if you wish to access this option. It is an interest free payment plan.

All payments must be made according to the terms and conditions in the Payment Plan.

AIE reserves the right to remove or restrict your access to AIE materials and classes if payments have not been made according to the Terms and Conditions outlined in the Payment Plan or other agreement. Continued non-payment of fees may result in cancellation of enrolment and non-issuance of certificates.

If you are on a Payment Plan and withdraw from your course after the census date you are still responsible for any fees owing for that Unit of Study at the time of your withdrawal. For further information please refer to the Withdrawals and Refunds section.

4.2.5. Fee for Service Charges

In some circumstances, AIE may charge learners a 'fee for service' amount. This may include:

- Individual unit/s enrolments not part of a full qualification
- Re-assessment charge in line with the Assessment Re-submission process found in this *Learner Handbook*
- Repeat enrolment in unit/s for additional learning and assessment in line with the Assessment Resubmission process found in this *Learner Handbook*.

Fee for service charges will be determined on a case-by-case basis.

4.2.6. Scholarships

In some instances, AIE may offer scholarships to learners based on merit and/or financial need. For details, please visit [AIE's Scholarships](#) webpage or contact your campus administration team.

4.3. Paying Course Fees (Certificates)

4.3.1. Upfront Payment

From the AIE website you may select to pay your fees in full prior to the start of the course. You may do this directly via the website or request an invoice. Full fee payment is required before the course commencement date.

4.3.2. Deposit Payment

From the AIE website you may select to pay a deposit to hold your place in the course. You will be issued with a follow up invoice for the balance. Full fee payment is required before the course commencement date.

4.3.3. Third Party Payment

From the AIE website you can select that a third party is paying your fee. This may include a job search agency, your school, insurance company or other approved organisation. You will be issued with an invoice to forward to the third party. Full fee payment is required before the course commencement date.

4.3.4. Payment Plans

In some circumstances AIE may approve a payment plan arrangement for Certificate learners. You will need to discuss this directly with the administration team at your local AIE campus.

You will need to complete a *Payment Plan Application Form* if you wish to access this option. It is an interest-free payment plan.

It requires an upfront payment followed by regularly scheduled payments. The upfront payment must be paid before the course commencement date.

Please be aware that you may jeopardise the continuation of your course if you fall behind on your scheduled payments.

4.4. Withdrawals and Refunds

4.4.1. Withdrawing From a Diploma, Advanced Diploma or Graduate Diploma

If at any time you are considering withdrawing from your course, you are encouraged to speak to your trainer or Head of School to discuss your situation.

If you decide to proceed with a course or Unit of Study withdrawal, you may do so at any time. However, you must do so in writing by completing a *Withdrawal Form*. AIE will process your withdrawal as at the date noted on the *Withdrawal Form*.

Do not assume that non-attendance is treated as an automatic withdrawal – you will still be liable for the fees for that study period.

It is very important that you are aware of your course's critical dates, particularly census dates. These may impact on your withdrawal or, more specifically, your eligibility for a fee refund. There are three (3) census dates in your course, one for each Unit of Study.

If you withdraw from your course or Unit of Study **after** the census date for that period, you will be liable for the tuition fee for that period. If you are accessing VET Student Loans to assist you to pay for your tuition fees, you will incur the VETSL debt for that period.

Please review the refund section below for more information.

4.4.2. Tuition Fee Refunds

If you withdraw from your course or Unit of Study, you will be eligible for a tuition fee refund of payments made (relevant to the Unit/s of Study) in the following circumstances:

- You withdraw on or before the census date of your course or the relevant Unit of Study
- You withdraw after the census date of your course or the relevant Unit of Study and successfully apply for a refund/remission of your fees due to special circumstances, supported by appropriate and approved documentary evidence.

If you are paying any part of your fees by payment plan you may be entitled to a refund of any fees paid via instalments for the relevant Unit/s of Study as per the above circumstances.

We will confirm the credit card or bank account details to which any refund you may be owed will be credited back to.

Cash refunds are not permitted.

If you applied for a VET Student Loan to assist you pay your tuition fees, you will not incur a VET Student Loan liability in the following circumstances:

- You withdraw on or before the census date of your course or the relevant Unit of Study
- You withdraw after the census date of your course or relevant Unit of Study and successfully apply for a refund/remission of your fees and the VET Student Loan due to special circumstances, supported by appropriate and approved documentary evidence.

4.4.3. Withdrawal Under Special Circumstances

Circumstances affecting refunds relating to withdrawal are deemed to be special if they:

- Are beyond your control
- Do not make their full impact on you until after the census date
- Make it impracticable for you to complete the requirements of the Unit of Study you are enrolled in.

When reviewing if your circumstances are special circumstances, we consider if you could:

- Complete your study with us online
- Complete any assessments or demonstrate any competencies required
- Achieve the requirements through other methods or arrangements.

When deciding if your circumstances are special circumstances, we may also consider:

- Your medical circumstances (as evidenced by a medical certificate)

- Personal or family circumstances that make it impractical to complete your studies.

Your campus' Head of School will review your application for refund/remission of fees due to special circumstances. You will be advised of the outcome within 30 days of your application being received. You have the right to appeal any decision as per the Complaints and Appeals process found in this *Learner Handbook*.

4.4.4. Impact of Withdrawal / Lack of Evidence of Participation on Skills First Funding (SFF) and Subsidised Training Funding (STF)

NOTE: For eligible Victorian and South Australian learners only.

If you are eligible for a government subsidised training position under Skills First Funding (SFF) or Subsidised Training (STF) in SA, please be aware that withdrawing/lack of participation from your course in certain circumstances may impact on this funding.

Lack of course participation or early withdrawal from your course may result in the SA Government or the Victorian Department of Education and Training withholding part, or all, of the SFF/STF funding paid on your behalf. This means you will become liable for any tuition fees which would have otherwise been covered by that SFF/STF.

If you are absent without notice from classes for an extended period (2 weeks), and/or if you do not submit assessments or communicate with AIE in this time, AIE reserves the right to cancel your SFF/STF. This means you will become liable for any tuition fees which would have otherwise been covered by that SFF/STF.

4.4.5. Cancellation of Enrolment by AIE

AIE may deem it necessary to cancel a learner's course enrolment so that they are no longer an active learner. AIE may take this action if we determine that you are no longer reasonably engaged with your course or if your enrolment is not genuine. AIE will examine if it is in your best interests to cancel your enrolment prior to the census date of the next (and subsequent) Unit/s of Study so that you do not incur the tuition fee debt and/or VETSL debt for that Unit.

AIE will consider a range of factors that may indicate a lack of learner engagement, such as: your failure to:

- Attend consecutively scheduled classes (either face to face or virtual) for a period of one or more weeks without notice
- Access the learning portal, virtual classroom or any course learning materials for a period of one or more weeks
- Submit assessment tasks for two (2) consecutive subjects within a Unit of Study as required to demonstrate satisfactory course progression

- Pay tuition fees for two (2) payment periods without attempt to repay
- Respond to multiple communication attempts made by AIE.

These factors in isolation do not automatically indicate that you are disengaged from your course. However, a combination of these factors may raise a cause for concern.

Please note that gross misconduct or other inappropriate behaviour may also result in AIE cancelling your course enrolment.

AIE will follow [Cancellation of Learner Enrolment Policy and Procedure](#) and advise you in writing if you are deemed to be at risk of having your course enrolment cancelled.

4.4.6. Transferring Between AIE Campuses

To accommodate changes in your personal circumstances, it is possible for you to transfer between AIE's face-to-face campuses or the Online Campus.

It is important that you provide AIE with as much notice as possible of your intention to transfer. You cannot transfer midway through a Unit of Study unless your circumstances are exceptional. Before you transfer, your current assessments must be completed, your results must be up to date and your tuition fees for the current Unit of Study must be finalised.

You will receive a Statement of Attainment for the units of competency you have successfully completed. You will receive a Credit Transfer for these units at your new campus so you will not have to repeat these subjects. You will be required to complete a new enrolment with your new campus and pay your tuition fees for the remaining Unit/s of Study to your new campus.

If you are transferring to the Online Campus, you will need to confirm the online delivery schedule specific to your course. The online courses do not necessarily follow the same delivery plan as the face to face campuses. You may not be able to transfer into your selected Unit of Study to commence immediately.

Please talk to your campus administration team for more information about transferring.

4.5. Refund and Cancellation (Certificates)

AIE has appropriate safeguards in place to protect monies you pay in advance for a Certificate course and to ensure these funds are not used until the relevant course/s have commenced.

AIE complies with the following refund and cancellation process for all Certificate courses.

4.5.1. AIE Cancellation

AIE reserves the right to cancel a Certificate course if we receive insufficient enrolments or if circumstances beyond our control require us to do so. AIE will provide you with a full refund of any fees paid.

4.5.2. Learner Cancellation or Withdrawal

If you want to withdraw from a Certificate course, you must do so in writing (email is sufficient) or by completing a *Withdrawal Form* if you have already commenced the course.

If you are eligible for a course fee refund it will be calculated as follows:

Number of days' notice	Refund
More than 10 working days before the course starts	Full refund of all fees paid – less non-refundable enrolment fee of \$65.00
Less than 5 working days before the course starts	90% refund of any fees paid – less non-refundable enrolment fee of \$65.00
Within 8 delivery hours after starting the course	80% refund of any fees paid – less non-refundable enrolment fee of \$65.00
More than 8 delivery hours after starting the course	No refund of any fees paid

NOTE: Your Head of School may exercise the right to amend or negotiate fee refunds or other training options in exceptional circumstances beyond your control. Please talk to your campus administration.

5. Support and Progression

5.1. Orientation

AIE conducts orientation sessions for all learners at the start of each course to help you feel comfortable in your new learning environment.

At the orientation you generally will:

- Meet your trainers and other AIE staff
- Tour your campus, facilities and equipment available
- Cover basic safety and emergency evacuation requirements
- Apply for a student concession travel card

- Get your photo taken for your ID card
- Participate in team-based activities to get to know your fellow learners
- Be able to ask any questions.

5.2. Student ID

As a full time AIE learner you will receive a student ID card for the duration of your course. Your ID card may entitle you to various concessions and discounts, such as travel, in the relevant state in which it was issued. AIE administration will take your photograph at the start of your enrolment to use on your ID card.

There is a \$10 administration fee for a replacement ID card.

5.3. Course Progress Requirements

All AIE courses are carefully designed and structured to help you build your skills and knowledge in a logical way.

You will generally start with small, clearly defined tasks that introduce you to new software and skills. You will be closely supervised and guided by your trainers. As your course progresses, you will gradually move to work on larger, more complex tasks using a variety of software as found in the games and film industries. You will have more complex problems to work through. You will be encouraged to take responsibility for and be self-directed in your learning. As your course progresses, your trainers will adopt more of a mentoring or facilitation role. At each stage of your course, you will be required to complete assessment tasks to demonstrate that you have achieved the necessary skills and knowledge specified by industry for that task.

If you are required to undertake any production-related subjects as part of your course, you will generally move into small multi-discipline teams to complete a game or film project. This reflects the experience of working with others in a small industry studio. It is an AIE requirement that you have satisfactorily completed all your individual assessments before you can proceed into any group work projects. This ensures that you have the necessary pre-requisite and personal skills to fulfil your team role as an artist, designer or programmer that your team members will be relying on.

Your trainers will monitor your progress as your course continues. They will guide and assist you to develop your skills and meet your assessment milestones. If you are concerned about your progress or meeting your deadlines, please talk to your trainer. If you need an assessment extension, please complete an *Assessment Extension Form*.

5.4. Attendance

As stated in the Code of Conduct, it is your responsibility to attend all scheduled classes. AIE recommends a minimum of 80% classroom attendance. Poor attendance affects your learning and skill development opportunities. It impacts on your colleagues, particularly during group work, and it reduces your trainers' opportunities to assess the origin and quality of your work. It may also impact on your eligibility to receive government funding.

If you are absent or late, you are required to contact your trainer **and** your campus administration team, just as you would in the workplace. The following conditions apply:

- A medical certificate is required for absences of longer than one week
- If you arrive late, trainers may ask you to wait to enter the class until an appropriate time in the lesson so as not to distract other learners
- Your time of arrival / departure will be recorded daily.

5.5. Learner Support and Welfare

At AIE we are committed to promoting positive mental health and wellbeing for all members of the AIE Community.

According to the [World Health Organisation](#), mental health is 'a state of wellbeing in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and is able to make a contribution to his or her community'.

AIE defines mental health using the **PERMA Plus** model for wellbeing:

P	Positive emotions
E	Engagement
R	Relationships
M	Meaning
A	Accomplishment
Plus	Optimism, Nutrition, Physical Exercise and Sleep

AIE provides referrals to professional counselling services for full-time learners should you need it. You can access this service for an initial consultation at AIE's expense. Further counselling requirements are then negotiated between you and the counselling service. Please talk to your Head of School to discuss your personal situation. We can't help you if we don't know that you need it.

The following resources may also be of assistance:

Service	Purpose	Phone
Lifeline	24-hour telephone counselling	13 11 14
Suicide Call Back Service	Telehealth service for anyone affected by suicide or suicidal thoughts	1300 659 467
Beyond Blue	Depression and anxiety information	1300 22 4636
Beyond Blue youth site	Depression and anxiety information specifically for youths	1300 22 4636
Kids Help Line	Phone/online counselling services for youths	1800 55 1800
Head to Health	Help in finding the right mental health resources for your situation	N/A
Headspace	National resource dedicated to improving wellbeing	National Office: (03) 9027 0100 NOTE: check website for local centres
Head of School/Deputy Head of School	Head of School can point you towards local health resources with connections to AIE	See Campus Contacts

5.6. Underage Learners

AIE provides a safe and protective environment for all learners, including those who are underage. We realise that these learners may be less mature or socially skilled than older learners and require:

- Greater protection from bullying/harassment
- Modelling of positive social interactions and skills
- Greater level of care, support and supervision to minimise exposure to risk.

All AIE staff hold a current Working with Children Check. All staff are required by law to report any suspicion of child abuse.

5.7. Learner Feedback (In-Course Surveys)

You have a vital role to play in AIE's continuous improvement processes. At various times during your course you will be encouraged to participate in learner surveys to provide feedback and comment on your learning experience. This may include delivery and assessment methods, course content, resources and equipment, and administrative and teaching support. Your feedback will help AIE improve its operations for current and future learners.

You may also provide your feedback at other times by talking to/emailing, your trainers, your administration team or your Head of School.

At times, you may be requested to participate in other surveys on behalf of government agencies such as the annual National Student Outcomes Survey administered by the [National Centre for Vocational Education Research \(NCVER\)](#).

5.8. Use of Technology

5.8.1. Software Use

As a learner at AIE, you will have access to the use of a wide variety of educationally licenced, industry current software programs.

The unauthorised duplication of copyrighted computer software is considered as theft and is against the law. It will not be tolerated at AIE. We will comply with all licensing terms and conditions regulating the use of any software we acquire. We have controls in place to prevent the attempted making or use of unauthorised software copies.

You will face disciplinary action if you are found to have breached the Software Use policy.

5.8.2. Use of Generative Artificial Intelligence (AI)

Generative artificial intelligence (genAI) is technology designed to create new content from prompts or existing data it has been trained on, using AI algorithms. It can produce text, graphics, code, images, audio and video. Popular examples include ChatGPT, DALL-E and GitHub Co-Pilot.

AIE provides a supportive learning environment to help you develop the critical thinking skills, theoretical understanding and practical abilities required in your chosen career area. AIE does not ban the use of genAI. Used correctly, it is a valuable tool that will assist you learn and work. It can help you brainstorm, proofread and improve your written materials, organise your thoughts and ideas, ask better questions or look for a broader range of information or answers to a problem.

However, it's also important that you use genAI responsibly.

- Use genAI sparingly your assessments, as one of a few tools to improve your work but not the only tool
- Double check the accuracy of the information it provides (AI is only as good as the data you feed it and it can't tell when its wrong)
- Always acknowledge the use of genAI in your references.

Every subject you undertake at AIE will have different evidence requirements and conditions. If you are considering using a genAI tool you must consult with your trainer as to whether its use is appropriate and acceptable.

There may also be some assessments where the use of genAI has been deemed not appropriate and inadmissible by AIE. For example, genAI cannot be used to generate code in any programming assessment task. Industry advice is that learners must be able to demonstrate mastery of programming languages to be considered for employment.

Your trainer will analyse your assessment work for evidence of AI generated text. It is recommended you keep the original prompt and response to clearly demonstrate your personal work if required.

5.8.3. Equipment Use

The AIE learning environment is designed to replicate game and film industry workplaces. You will work in small studio classrooms, set up with all the computer hardware, software and office equipment you need. You will also have access to specialised course equipment, such as cameras, green screens, sound/recording equipment, VR headsets and other game development consoles and devices as required.

The classrooms and all equipment are shared between learners. Please respect all AIE equipment for your comfort and that of your fellow learners. Broken or non-functional equipment should be reported to your trainer or administration immediately.

Please note that the following are ***not permitted***:

- Connecting your own equipment to the network, including laptops and computers
- Installation of any software program of any description onto an AIE computer, with the exception of software that is available via Software Centre (the centralised repository of software licenced by AIE for learner use)
- Changing the configuration of any computer, other than the screen resolution, sound and volume
- Modifying or interfering with the hardware of any computer, including opening the case
- Unplugging the computer, monitors or speakers for any reason
- Removing keyboards, mice or other equipment for use with personal laptops.

5.8.4. Network Use

The AIE network exists to support your learning and skill development. It provides you access to the software and equipment you need. We expect all learners to use the network in a professional and responsible manner. All AIE network and computer access is controlled and monitored. Breaches or evidence of inappropriate use will be acted on.

AIE computers and network must not be used:

- In any manner that is discriminatory, harassing or obscene
- For any other purpose that is illegal, against AIE policy or not in the AIE's best interests
- For illegal, offensive or copyright-infringing material – this includes, but is not limited to, mp3 files, pornography (including soft porn, cartoons), movies, animations, TV shows, illegal/unlicensed applications, illicit/malicious software, offensive or violent web videos, or other material that is not otherwise directly related to your coursework.

Potentially offensive material that is **course-related** must be approved by your trainer before storing it on AIE computers or the network. It must be clearly labelled. You must respect the rights of all AIE learners and staff to study and work in a non-hostile environment.

Keep your password secure at all times and log out when you are not at your computer. You must not log in using the username or password of any other learner or staff member or otherwise attempt to impersonate any other learner or staff member for any purpose. Any sort of hacking, cracking or other attempts to bypass or compromise the security of the AIE computers or network will be disciplined accordingly.

You will have access to the internet while on campus. Usage is limited to educational use only and is monitored by AIE. You must not stream material, access illegal and inappropriate content or install unapproved applications.

The classroom computers are not backed up. If a computer needs to be rebuilt or replaced, or if another person uses the computer and deletes your files, all data on the computer will be lost. It is your responsibility to back up your work.

5.8.5. Shared Classroom Network Storage (On-Campus Learners Only)

Throughout your course you will have access to the Classes Drive on the AIE server.

The Classes Drive is a class specific, shared folder that enables your trainer and colleagues to share files, resources and other information within your class. Everyone in your class has access to this folder.

All storage on the AIE computers and network are only to be used for course-related material and educational use. Personal files should be kept on personal media such as a USB or external hard drive.

It is important that you remember to back up all your work every day while you are at AIE, especially your assessment task submissions. It is good practice to store your files in three separate locations (for example USB, external hard drive and the Cloud) to ensure you don't lose any of your work.

5.8.6. Personal Equipment Requirements

You are required to have the following items of personal equipment as an AIE learner (any specific requirements for Online learners are noted):

- **Computer specifications:** if you are a campus-based learner, you will use the equipment provided by AIE. However, we strongly suggest you have a suitable computer at home also to complete assessment tasks and practice your skills. If you are an Online learner, you will be required to use your own computer.
 - In both cases you should be able to run the majority of software AIE used on computers less than three years old. The key computer components are the CPU, GPU and RAM. For information on these acronyms and what we currently recommend, please see the [Computer Specifications](#) page on the AIE website.
- **Audio equipment:**
 - **Headphones:** headphones are required to allow you to participate in online classes and listen to sound files. When on campus you will need headphones with a long cable to plug into your computer (preferably USB powered). Extension cords for audio cables can be purchased from most electrical goods stores.
 - **Microphone:** if your course involves full or partial online delivery you are also required to have a microphone to enable you to engage verbally with your trainer and colleagues and record sound files.
- **Webcam:** if your course involves full or partial online delivery you are required to have a webcam at home. This helps you engage effectively with your trainer and colleagues, particularly on group projects, team activities and discussions.
- **Internet:** if your course involves full or partial online delivery you are required to have sufficient internet speeds (512 kbps minimum recommended) to download software and participate in streamed classes. This will include screen sharing and webcam operation during the classes.
- **A self-powered, removable storage device (min capacity 32GB):** a USB thumb/flash drive or a portable hard drive to back up your own work daily. Storage devices that require their own power are not permitted on campus as they could impact the power supply to other learners' computers.
- **Lined notebook and pens:** to take notes in class.
- **Visual Art Diary/sketch book** (*not required for programming learners*): for sketching ideas and concepts.
- **Pencils** (*not required for programming learners*): an assortment of good quality HB and other sketching pencils; include drawing equipment such as sharpeners, erasers, rulers, and so on.
- **Drawing tablet** (*required for Online art learners; highly recommended for campus based art learners*): any supported drawing tablet will enhance your digital art pipeline experience. A list of supported tablets is available from <https://it.aie.edu/wiki/display/AIEKB/Supported+Drawing+Tablets>. A small number of tablets will be available for loan from Reception at each campus.

5.8.7. Learning Management System

AIE uses a Learning Management System called Canvas to support your learning. Canvas is an online learning platform that contains all the teaching resources, assessment materials and other information about the subjects you are studying. You will use Canvas to:

- Review subject and assessment guides
- Access subject content, learning material and other teaching resources
- Submit all parts of your assessment tasks to be assessed – work not submitted to Canvas will not be considered for assessment, unless specifically advised otherwise by your trainer
- Receive your assessment results including feedback and resubmission requirements if applicable
- Keep track of your progress throughout your course.

You will get your learner login for Canvas when you enrol. You are able to access Canvas from home or away from the campus.

5.9. Intellectual Property (IP)

AIE retains the right to all Intellectual Property (IP) developed by you and your colleagues during your studies. You may request that the assigned IP you have created or developed be returned to you after you have completed your studies at AIE.

This is the standard policy as it is often difficult to identify the originator of IP because:

- A significant amount of work created by learners in a learning context is often based on the original IP of others, including reference material from textbooks, DVDs, internet resources and work created by trainers
- The majority of IP generation happens in a highly peer-influenced and/or collaborative team environment.

Wherever feasible, AIE will transfer IP to you on completion of your study. AIE will transfer IP in most circumstances where the following conditions are met:

- You can prove that you are the primary originators of the IP
- There is no dispute of ownership by any number of learners who jointly created the IP
- The IP is not, or AIE reasonably believes will not be, fully or partly incorporated in any Graduate Diploma project.

Where these conditions are not met, AIE will determine to whom the IP should most reasonably be transferred.

AIE retains the right to use any learner work, photos, moving imagery or testimonials solely for marketing, promotional and related activities. You may choose to opt-out of appearing in photos or moving imagery by completing the [Opt-Out Form](#) on the AIE website.

For more information, please see the [Intellectual Property Terms and Conditions](#) on the AIE website.

6. Training and Assessment

All AIE trainers maintain a high level of professional conduct throughout the training delivery and assessment process. Where practicable, your trainers will make reasonable adjustments to their training and assessment practices so as not to disadvantage particular learners, such as those with a disability, health issue or lower language literacy or numeracy skills. Your trainers will also conduct assessments that are valid, fair, reliable and flexible for all learners.

AIE trainers also work to the Code of Conduct. They will:

- Treat every learner with dignity and fairness, recognising that all individuals are entitled to their personal views on politics, religion and other matters (provided they do not contravene the AIE bullying and harassment policy)
- Acknowledge that learners possess valuable life experience and skills and have much to contribute in a learning environment
- Be supportive of all learners to encourage them to reach their potential
- Monitor learner behaviour to ensure it is appropriate and safe
- Follow AIE policies and procedures in relation to all aspects of course delivery and assessment
- Ensure the assessment process, including the assessment decision, is documented correctly.

6.1. Training and Delivery

AIE training courses have been carefully planned, with industry input, to deliver the knowledge and provide the skills training required by employees in the games and film industries.

Our training delivery is very practical in nature, allowing you to learn and practice new skills, techniques or software in an adult-focused learning environment. Our trainers are all industry professionals who will guide and facilitate your learning, working with you to help you reach your full potential.

You will have full access to the presentation notes, activities, subject and assessment guides and other learning materials through the Canvas learning management system for the duration of your course. If you are an online learner, you will have access to the live class recordings as well so you can always go back to review the content.

You are provided with a training and delivery schedule for your course when you commence. The schedule will detail the subjects you are undertaking, the number of weeks planned for each subject and when your assessment task/s are due. It will show you the individual Units of Competency that make up each subject. The schedule will also clearly highlight the Unit of Study periods, the census date for each Unit and the campus holiday breaks.

6.2. Competency-Based Training and Assessment

AIE is a vocational education and training (VET) provider, predominantly delivering nationally accredited training. We operate in an educational system known as Competency-Based Training and Assessment which places emphasis on what you can do in the workplace as a result of completing training.

To be awarded a qualification, you will need to successfully complete each Unit of Competency associated with that qualification. AIE often bundles several individual Units of Competency together into course 'subjects' that better reflect work practices or skills in the games and film industry. You will not receive a mark or grade for your assessments in each unit or subject. You will receive a **Competent** result if you have demonstrated the skills and knowledge requirements of the unit(s). You will receive a **Not Yet Competent** result if your assessment has not met unit requirements. You will receive feedback on your assessment/s about how to improve your work to meet the requirements. You will have the opportunity to resubmit your work for re-assessment according to the assessment submission process.

6.3. Assessment Process

Assessment is the process of collecting a range of evidence produced by you and making judgments on whether you have demonstrated competency. The purpose of assessment is to confirm that you can perform at the standard expected in the workplace as expressed in the relevant industry or enterprise competency standards.

Assessment methods used at AIE may include:

- A variety of written work
- Oral questions
- Practical demonstrations
- Case studies
- Role-play
- Assignment/portfolio presentations.

You will be provided with a subject and assessment guide as you commence each subject. The guide details the assessment requirements, or assessment rubrics, that you must demonstrate. Please review the guide carefully and talk to your trainer if you do not understand your assessment requirements.

6.3.1. Assessment Submission

You are required to submit all parts of your assessment work for each subject via Canvas. Work not submitted to Canvas, or provided in any other format, will not be assessed unless your trainer specifically advises you of an alternative submission process.

6.3.2. Assessment Extension

It is your responsibility to submit your work for assessment by the scheduled due date. If, due to illness or other unforeseen circumstances, you are unable to submit your work by the due date you must make alternative arrangements with your trainer ahead of time. Please obtain an *Assessment Extension Form* from your trainer or campus administration to request an extension **BEFORE** the due date. If possible, speak to your trainer directly about your extension request. If you are away from the campus, please forward the form to your trainer for consideration. Supporting evidence, such as a medical certificate or other verification documentation, must be submitted with the extension form.

In most circumstances where an extension is granted, the extension will cover the amount of time you were unable to participate in learning activities or undertake work. For example, if you miss 2 days due to sickness you will be granted a 2-day extension with the provision of a medical certificate. Extensions for other reasons will be determined at the trainer's discretion and may be referred to the Head of School if deemed necessary.

6.3.3. Assessment Re-Submission

If your assessment result is Not Yet Competent, you will be provided with trainer feedback on the amendments or improvements required to satisfactorily meet the requirements. You will be granted 2 further opportunities to re-submit your work. Your first re-submission date will be one week after receiving your initial result. If a second re-submission is required, your trainer will negotiate the due date with you. You will be required to complete an *Assessment Extension Form* in conjunction with your trainer/Head of School.

Continued unsatisfactory submissions highlight a gap in your skill and knowledge development for that subject and the potential need for additional training. You will be referred to the Head of School to discuss the most appropriate course of action which may include:

- Charge of a re-assessment fee of \$150.00
- Re-enrolment in the subject
- Consideration of extenuating circumstances.

Please note that *non submission* of an assessment, without an approved extension request in place, will be counted as one of your assessment opportunities.

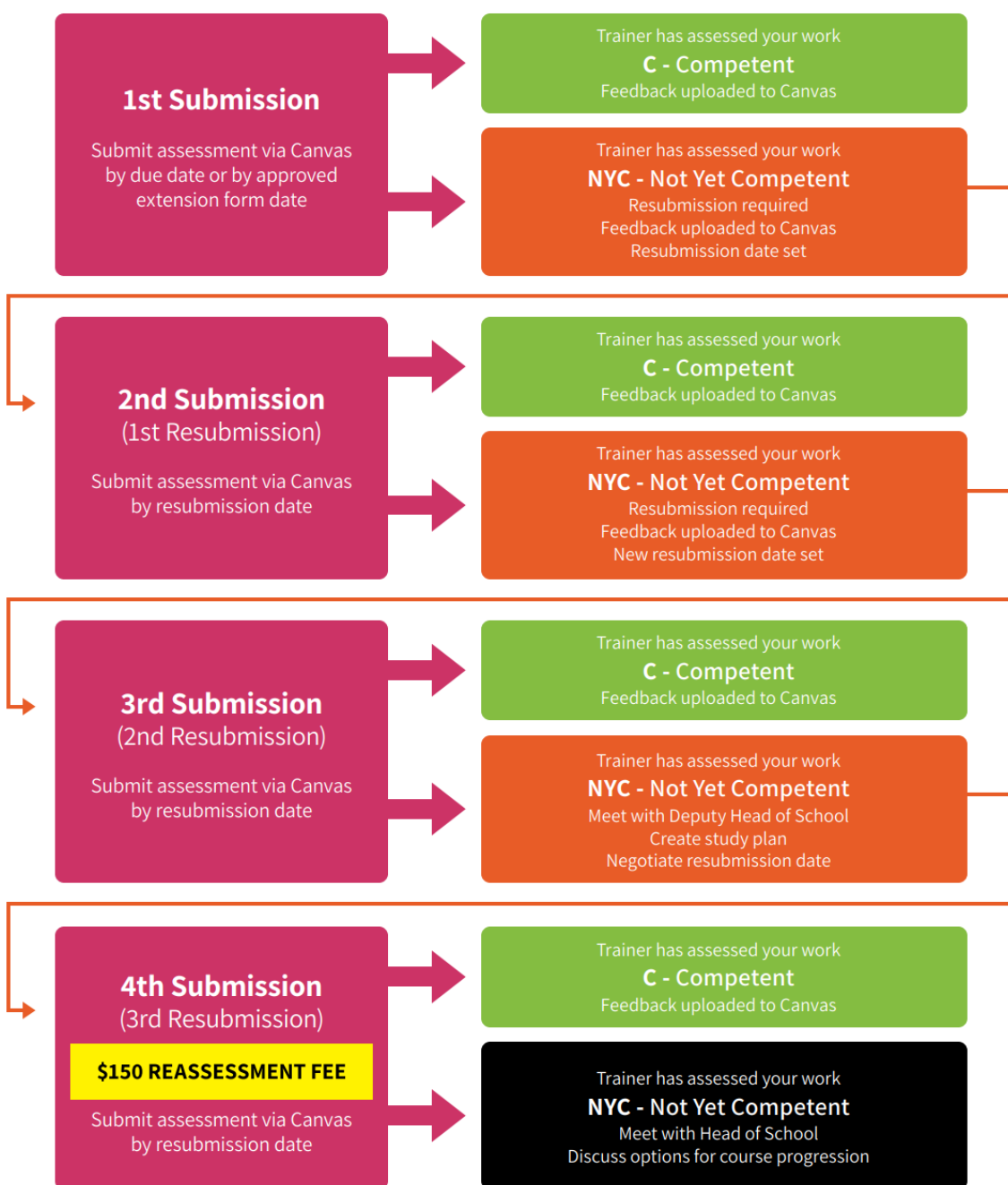
Please review the assessment re-submission process flow chart for more details.

6.3.1. Assessment Re-Submission Process



Assessment Resubmission Process

Late assessment submissions (without an approved extension date) will count towards your three assessment resubmission chances.



6.3.2. Late Assessment Submission

If you are enrolled in the Online (Evening) Campus in a Diploma, Advanced Diploma or Graduate Diploma qualification, you have a 6-week grace period after the completion date of any subject to submit your assessment work. This arrangement reflects the different delivery format of the Online Evening qualifications. For any work submitted after this time you may be charged late fee of \$75 per task. The fee may be waived at the discretion of the Head of School in special circumstances.

If you are enrolled in a Certificate qualification at any campus, you may be charged a late fee of \$75 per task for assessment work submitted for assessment more than 6 weeks after the completion date of the course. The fee may be waived at the discretion of the HOS in special circumstances.

6.3.3. Confirmation of Assessment Result

You will receive your assessment results, trainer feedback and any applicable re-submission requirements via Canvas. **It is important that you acknowledge, understand and have the opportunity to query your assessment result.**

If you are dissatisfied with your result, please talk to your trainer informally to discuss your concerns. If you are not satisfied with the outcome of these discussions, you may request further investigation by the Head of School or delegate. Re-assessment options may include a review by the Head of Faculty or an external third party. Please use the [Complaints and Appeals Form](#) to request a re assessment.

If you are still dissatisfied, you have the right to appeal as per the Complaints and Appeals process found within this *Learner Handbook*.

6.4. Plagiarism, Cheating and Collusion

Plagiarism, cheating and collusion or similar academic misconduct are actions that may be taken by learners in an attempt to gain an unfair advantage in the course of their study.

- **Plagiarism** is taking another person's words, ideas, work or code (including from the internet) and present them as your own work without acknowledgment
- **Cheating** is seeking to obtain an unfair advantage in an assessment. This includes using generative artificial intelligence to produce assessment work. Assessment work, or part thereof, created by genAI must be acknowledged in your reference list and cannot be the only evidence submitted for assessment.
- **Collusion** is an agreement between 2 or more people to intentionally cooperate and gain an unfair advantage in assessment such as:

- Unacknowledged participation or contribution in an assessment task
- Unacknowledged copying/use of another person's work in an assessment task
- Completing an individual task with one or more other people.

Any work that AIE finds to be the result of plagiarism, cheating or collusion will be deemed inadmissible for assessment purposes and resulted as Not Yet Competent. If your trainer suspects you of academic misconduct, you will be reported to the Head of School. You may face the following disciplinary action:

- Loss of right to re-submission
- Re-enrolment in subject (including fee payment).

If you believe the decision against you is unjust you have the right to appeal as per the Complaints and Appeals process found within this *Learner Handbook*.

6.5. Access to Records

If you wish to view your personal learner file and the personal data that AIE holds, please complete the [Request for Access to Personal Learner Record and Information Form](#) and provide proof of your identity to your campus administration. There is no charge for you to access your file.

To access your current academic record, please contact campus administration. Learners may request an unofficial transcript for the qualification they are currently enrolled in free of charge.

6.5.1. Learner Records Management

AIE has a system of records management that is designed to ensure the integrity, accuracy and currency of learner, staff and client records.

Our records management procedures cover the management of learner and course files, including processes for retention, archiving, retrieval and transfer of records. Our procedures are consistent with contractual and legal requirements and the requirements of the *Standards for Registered Training Organisations (RTOs) 2015* and amendments. Records management is undertaken with strict adherence to current privacy legislation.

All records will be retained for the period determined by the legislation applicable to the category of record.

AIE uses an electronic student record management system. This system provides electronic storage and back up of all learner records and has the capacity to provide data that is compliant with the requirements of the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) and other external reporting requirements.

The electronic student record management system retains the following information in its learner records:

- Learner enrolment form/application form
- Copies of correspondence
- Contact records
- Records of Competencies
- Records of Attendance
- Records of learner contacts/meetings/other communication
- Scanned copies of enrolment related documentation and personal documents such as medical certificates
- Records of Language Literacy and Numeracy (LLN) outcomes.

The electronic student record management system has restricted access to ensure the privacy of any sensitive and confidential information.

6.5.2. Archival of Learner Records

Evidence (assessment data and grading metadata) of your participation, or of the competencies you achieved, while at AIE will be archived according to the following process:

Lifecycle	Notes
Zero to 6 months after submission of the assessment	The data and metadata will remain as is within the LMS available for grading.
7 months after grading of assessment	The raw data and metadata will remain as in the LMS.
12 months after grading of the assessment and learner completion in the SMS	The raw data and metadata will be moved to a cold storage service and deleted from the LMS.
36 months after grading of the assessment and learner completion in the SMS	The raw data is deleted from all storage services. The grading metadata remains in cold storage service and is retained for 30 years.
30 years after grading of the assessment	All data, including metadata, will be deleted from the cold storage service.

AIE is required to retain records of your qualification/s for a 30-year period as per the *Standards for Registered Training Organisations (RTOs) 2015* and subsequent amendments.

Refer to the Completion and Certification section for information on how to request a re-print of your qualification or Statement of Attainment.

7. Completion and Certification

7.1. Issuance of Certification

AIE will issue all certification as per Standard 3 of the *Standards for Registered Training Organisations (RTOs) 2015* and subsequent amendments. You will receive **one of either a:**

- Qualification (comprising a testamur and a record of results) on successful completion of your full course OR
- Statement of Attainment on partial completion of your course, showing the Units of Competency you successfully completed.

AIE will issue your certification within 30 days of completing your qualification or units if:

- You have provided AIE with your USI
- You have no outstanding tuition fees
- You have returned all AIE loaned equipment if applicable.

Your qualification will be posted to the postal address listed on your enrolment. AIE cannot provide your qualification to another party. It is your responsibility to ensure that you update AIE if your address changes during your course enrolment. AIE cannot provide your qualification to another party.

AIE controls, records and reports on the qualifications and Statements of Attainment we issue to reissue them if necessary and/or to transfer them in the event that AIE closes. AIE archives and safely stores these records for 30 years.

7.2. Re-Issue of Certification

AIE reissues a formal qualification or Statement of Attainment upon written request. Please complete the [Request for Transcript or Reprint of Qualification Form](#). You are required to provide proof of your identify. The following charges apply to this service:

- For qualifications/statements achieved within the last 5 years:.....**\$25**
- For qualifications/statements older than 5 years:.....**\$100**

An unofficial transcript for the qualification you are **currently enrolled in** can be obtained free of charge by contacting your campus administration.

7.3. Graduation

AIE campuses graduate Advanced Diploma and Graduate Diploma of Management Learning (GDML) cohorts once a year to award the previous year's graduands.

To graduate with your class, you must have:

- Successfully completed all the required Units of Competency of your qualification
- Provided AIE with your USI number
- Paid your tuition fees in full
- Advised AIE that you wish to graduate and indicated if you will or will not be attending the ceremony.

Online learners are welcome to attend the graduation ceremony at their closest campus.

8. Complaints and Appeals

AIE endeavours to provide professional and high quality educational services at all times. However, sometimes things go wrong. You may be dissatisfied with some aspect of our training delivery or an assessment result, or you may have been negatively affected by a situation or an incident that means you wish to make a complaint.

Your complaint may be of an academic or non-academic nature. An academic complaint may relate to assessment, academic progress, course content, the quality of course delivery, academic achievement in a course of study or enrolment cancellation. A non-academic complaint may relate to operational, administrative, discrimination or harassment issues.

AIE will deal with all complaints promptly and constructively, respecting your right to complain if you feel you have been unjustly treated. AIE staff will maintain the confidentiality of all complaints. Staff will only disclose details of any complaint to those who need to be involved in resolving it.

In handling a complaint or appeal, AIE will:

- Record each complaint/appeal, its outcome, and the reasons for the decision, in writing
- Provide opportunity for the learner to be accompanied and assisted by a support person at any relevant meetings
- Provide opportunity for it to be heard by an independent person or panel
- Act on the subject of any complaint found to be substantiated
- Retain records of the complaint/appeal securely for a minimum of 5 years and allow parties to the complaint appropriate access to those records.

8.1. Making an Informal Complaint

Often complaints are informal in nature and can be resolved amicably and quickly. You may have a complaint about an assessment result you received, or about a service, a campus issue or some behaviour you experienced at AIE that you don't want to write down, but that you want action to be taken on to address the complaint. AIE encourages you to make an informal complaint as soon as possible after the incident to get it addressed quickly.

Follow this process:

- In the first instance please talk to your trainer, administration, or Head of School/delegate to raise your issue; you may be accompanied by a support person in any face to face discussions
- Staff will take any informal complaint you make seriously and will make every effort to resolve the issue. You will be kept updated of the resolution process
- A record of your informal complaint will be noted in the student management system.

AIE will commence assessment of the complaint within 10 working days. If your complaint is not resolved within 5 working days after commencement of assessment, you should proceed to make a formal complaint.

8.2. Making a Formal Complaint

Lodge a formal written complaint using the [Complaints and Appeals Form](#) on the AIE website. If you do not want to complete the form because the complaint involves personal/sensitive issues (such as discrimination, sexual harassment, victimisation or vilification), you can request to make your complaint verbally and confidentially. You have 12 months from the initial incident to make a formal complaint. The CEO of AIE must be notified of all formal learner complaints as soon as practicable.

AIE will investigate your complaint by:

- Interviewing you to offer our support and find out the details of the complaint (you may be accompanied and assisted a support person at all relevant meetings)
- Finding out if you have a preference for how the complaint might be resolved
- Offering you counselling and support services, if you want them, while the complaint is being investigated
- Commence assessment of the complaint within 5 working days
- Working with you (and/or mediating between you and other persons) to resolve the complaint, if possible, within 15 working days.

If your complaint is not resolved within 15 working days, proceed to the appeal process.

8.3. Making an Appeal

If you are not satisfied with the resolution, outcome or decision of your formal complaint or assessment outcome, you can appeal to the AIE complaints/appeals committee.

You must complete a [Complaints and Appeals Form](#) (the Appeals section) on the AIE website and forward this directly to the CEO/delegate. Your appeal should include your original formal complaint together with details of the grounds of the appeal, the avenues of conciliation previously undertaken and your desired outcome. The request for appeal must be forwarded within 15 working days of receiving the formal response to your complaint.

The complaints/appeals committee shall be determined by the CEO and be composed of at least 3 people; for example:

- A Director or independent Head of Faculty (as Chair)
- A learner representative
- A Counsellor/other support person
- An AIE independent trainer from another stream.

The Committee shall meet within 10 working days of receipt of the appeal. You may formally present your case to the committee in person. You may be accompanied by a support person at the hearing.

The Chair of the committee will advise you in writing of the outcome of your appeal within 10 working days of the hearing.

If the matter remains unresolved you may request to proceed to external mediation.

8.4. External Professional Mediation

External mediation services can be organised through [Resolution Institute](#), who can appoint an independent mediator to the learner's case. Learners can also search for their own mediator through Resolution Institute by navigating to the [Australian Dispute Resolver Directory](#), refining the search parameters if necessary, and clicking 'Search'. They can then browse appropriate mediators and organise one for their case.

Note: There is a financial cost, starting from \$500 for the first four hours, for the use of external mediation services through Resolution Institute. This cost and any subsequent costs will be split equally between the learner and AIE.

All parties must commit to resolving the complaint and sign an agreement agreeing to the outcomes. The agreement is drafted by the mediator.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other education provider policies or under statute or any other law.

8.4.1. Further Support

You can escalate your complaints to or obtain assistance and advice from the [Australian Skills Quality Authority \(ASQA\)](#) and/or the [Australian Human Rights Commission \(AHRC\)](#). If you are accessing VET Student Loans, you may also contact the [National Student Ombudsman](#) for advice. You must have already attempted to resolve your dispute with AIE.

8.5. Withdrawal of Complaint

You may choose to withdraw your complaint at any time during the process. To do so, you must advise the person handling your complaint in writing. At this point the investigation will stop, and the matter will be deemed concluded.

AIE will keep appropriate records of complaint/appeals for at least 5 years and allow parties to the complaint appropriate access to these records.

8.6. Improvement Actions

Any improvement action arising from a learner complaint or appeal is recorded in AIE's *Continuous Improvement Register*. This register is reviewed by the Compliance Officer and Heads of School at least 3 times per year and a report provided to the CEO. The CEO is required to report all complaint/appeals to the Board of Directors.

9. General

9.1. Corporate Governance

[AIE](#) is a not-for-profit, private registered training organisation. All operations are overseen by:

- Chairman/Chief Executive Officer, Mr John De Margheriti
- Chief Executive Officer, Mrs Vicki De Margheriti
- The AIE Board of Directors.

Day-to-day operations are managed by the AIE Executive Team, including the Chief Operations Officer, Heads of School, Compliance Officer, Chief Technology Officer and Chief Financial Officer.

9.2. Privacy

AIE complies with *Privacy Act 1988* (Cth) and *Privacy Amendment Act 2014* (Cth) and has published a [Learner Privacy Policy and Procedure](#) to ensure the privacy of all learners.

The *Privacy Act* includes 13 Australian Privacy Principles (APPs) that set out the standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information). Any confidential information obtained by AIE, or individuals/bodies acting on its behalf, will be safeguarded by secure storage and accessed only by designated persons. No information will be disclosed to a third party without the written consent of the client or learner, except as required under the *Standards for Registered Training Organisations (RTOs) 2015* or by law. Details provided may be checked with or supplied to other authorised agencies; for example, the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for external reporting purposes or the Department of Employment and Workplace Relations to allow the allocation of a Commonwealth Higher Education Student Support Number (CHESSN).

AIE advises that it collects, holds and uses the following personal information:

- Information required for completion of AVETMISS data
- Copies of photographic personal identification, relevant qualifications and certificates to assist AIE to determine eligibility for study or employment at AIE
- For some courses that are undertaken through or in conjunction with government funding, any government requirements for assessing eligibility
- Training contracts signed by multiple parties where a learner enrolls in a course under a training contract
- Academic progress results
- Learner attendance records
- Health and medical information (if required by the course)
- Learner support information
- Personal contact and identification details, emergency contact details and next of kin details
- Complaints and appeals information where a complaint or appeal has been lodged
- Language, literacy and numeracy assessments.

9.3. Quality Assurance

Our quality goals are to:

- Provide best practice training and assessment services

- Maintain and improve quality training, assessment, and other services through systematic continuous improvement processes
- Fully comply with all relevant Commonwealth and State legislative and regulatory requirements for the operation of Registered Training Organisations
- Ensure continuous improvement of our operational processes to meet the current and future demands of all our stakeholders.

AIE manages the quality of its training and assessment and other operations through a number of key processes and documents. These are based on the requirements of the VET Quality Framework, including:

- *The Standards for Registered Organisations (RTOs) 2015*
- The Australian Qualifications Framework
- The Data Provisions Requirements
- The Financial Viability Risk Assessment Requirements
- The Fit and Proper Person Requirements.

9.4. Continuous Improvement

Our continuous improvement procedures are designed to assure the ongoing improvement of our services and facilities for current and future learners and clients. These include resources and equipment, administrative and teaching support, accessibility and delivery methods, curriculum maintenance, and professional development.

Opportunities to improve our systems and processes arise through the following:

- Evaluation feedback from learners, either directly or through in-course surveys
- Industry/employer input and feedback
- Curriculum conferences
- Trainer feedback through faculty meetings
- Executive meetings
- Curriculum moderation and validation sessions
- Internal/external audits.

You are always welcome to provide us with feedback or suggestions on how we could improve our services or facilities. We encourage you to participate in the learner in-course surveys that AIE administers. However, please feel free to talk to your trainers or to the administration staff at any time or send your Head of School an email if you would like to bring something to our attention.

10. Information for International Students

10.1. Overview

As an international student you are encouraged to familiarise yourself with this *Learner Handbook*. Most of the information in this *Learner Handbook* is equally relevant for both domestic and international students. However, some information is slightly different or only applies to international students. These are discussed below.

10.2. Official Point of Contact

Talk to your official point of contact about your course requirements, studying or living in Australia, support services or if you are having difficulties with your course. The official point of contact for international students for each campus are:

Campus	Contact Person	Email
Adelaide	Travis Hart, Head of School	travis.hart@aie.edu.au
Canberra	Chris Higgins, Head of School	chris.higgins@aie.edu.au
Melbourne	Frank Farfalla, Head of School	frankf@aie.edu.au
Online	Chris Higgins, Head of School	chris.higgins@aie.edu.au
Sydney	Alexandra Mannell, Head of School	alexandra.mannell@aie.edu.au

10.3. Tuition Assurance

AIE is part of the Tuition Protection Service (TPS), an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider
- Receive a refund of their unspent tuition fees.

10.4. Entry Requirements

10.4.1. Learner Age

You must be over 18 to be eligible for study at AIE.

10.4.2. English Language Requirements

You must provide evidence that you meet the minimum level of English language proficiency to complete the course. AIE will accept language tests such as IELTS with a minimum score of 5.5 or equivalent (TEFOL, IBT (International Baccalaureate), PTE Academic, Cambridge).

Alternatively, you may be able to provide evidence of exemption to the English language requirements by means of previous educational qualifications, work experience or course credit. Please discuss exemption categories with your agent or campus administration.

10.4.3. Interview and Portfolio

You will undertake an interview with a trainer to assess your suitability for the course and discuss specific requirements you may have. The interview may be conducted online if you are not yet in Australia or in person if you are. During the interview, you will present a portfolio of work to demonstrate the knowledge and skills you are bringing into the course.

See the [Interview and Portfolio Requirements](#) page on the AIE website for more information.

10.5. Orientation and Support Services

The AIE study experience is welcoming, friendly and supportive for international students. Making friends and having help when it is needed can make a big difference when you are studying away from home.

AIE provides an orientation session for all learners to help familiarise you with AIE's expectations. AIE will also run focused orientation sessions for international students to provide you with additional useful information about studying and living in Australia.

AIE can provide you with the following support services:

- English language and academic/learning support
- Counselling and mental health
- Health and disability.

Please talk to your campus contact person for more information about these services.

10.5.1. Additional Information for International Students

Topic	Resource
Mental health support	OSHC – 4 Steps to Access mental Health Support
Housing and tenancy services	Insider Guides – Accommodation
Financial support services	Good Universities Guide – Student Income
Health and disability services	Insider Guides – Health
Support services	Study Australia – Support Services for Students
	Service NSW – Working While Studying
Adjusting to tertiary study	Good Universities Guide – Adjusting to Study
Making friends in Australia	Council of International Students Australia – Making Friends in Australia
	Insider Guides – 7 Habits of International Students Who Make Tonnes of Friends
Working in Australia including employment rights and resolving workplace issues	Study Australia – Work While You Study
	Council of International Students Australia – Work Rights
City guide to information about studying and living in Australia	Adelaide: Study Adelaide Melbourne: Study Melbourne Canberra: Study Canberra Sydney: Study NSW
Safety and security	Council of International Students Australia – Safety and Security

10.6. Critical Incidents

It's important that you keep your personal contact and emergency contact details current with AIE so that we can quickly contact you or your family in the case of a critical incident.

A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. This does not include serious academic misconduct.

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, physical, sexual or other abuse
- Other non-life threatening events.

AIE's [Safety, Emergency and Critical Incident Policy and Procedure](#) includes procedures to follow in the event of a critical incident.

10.7. Transferring Between Providers

If you wish to apply for a release from your AIE course before you have completed 6 months of your course, please talk to your campus administration. You will be referred to the [Transfer Between Registered Providers Policy and Procedure](#) on the AIE website.

The [Department of Home Affairs](#) also provides important information about providers and changing courses.

10.8. Visa Requirements

It is very important that you understand the conditions of your visa. You are required to:

- Maintain satisfactory course progress and a minimum of 80% classroom attendance
- Meet all tuition fee payment due dates
- Notify AIE within 7 days of any change to your contact details, including residential address, mobile number and email address
- Not work more than 40 hours per fortnight while your course is in session
- Maintain health insurance cover for the entirety of your stay in Australia
- Allow 2 to 3 months for the entire visa process if you need to apply for a new visa. Make sure your current visa does not expire by applying for any visa changes well before the expiry date.

AIE staff are not permitted to provide specific visa advice to international students.

10.9. Deferring, Suspending or Cancelling Enrolment

Deferrals and suspensions of enrolment can only occur in very specific circumstances. This may be initiated by a range of circumstances:

- By you in the case of:
 - Family bereavement
 - Serious health issues
- By AIE in the case of:
 - A breach of visa conditions
 - Failure to pay fees
 - Gross misconduct or inappropriate misbehaviour
 - Other condition as listed.

For more information, please refer to AIE's [Cancellation of Learner Enrolment Policy and Procedure](#) on the AIE website.

10.10. Complaints and Appeals

If you wish to make a complaint, please refer to the Complaints and Appeals process in this *Learner Handbook*.

If you are not satisfied with resolution of your complaint, you can appeal the decision.

If you are not satisfied with the outcome of AIE's internal Complaints and Appeals process, you can contact the [Australian Human Rights Commission \(AHRC\)](#) or [Australian Skills Quality Authority \(ASQA\)](#). You can also go to the [National Student Ombudsman](#), who investigates complaints by international students against their private education provider. This service is free.

The purpose of external appeals is usually to determine whether AIE's policies and procedures have been followed correctly, not to resolve the dispute. However, if an external appeals process decides or recommends in favour of your case, AIE must immediately implement the decision/recommendation and/or take the preventive/corrective action required by the decision and advise you that this action has been taken.