AUSTRALIAN INSTITUTE OF ICT™

EVERTHOUGHT COLLEGE OF CONSTRUCTION

AIICT

Student Handbook

www.aiict.edu.au

AUSTRALIAN INSTITUTE OF ICT™
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Student Handbook

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Welcome to Australian Institute of ICT (AIICT)

Congratulations on taking the first step to achieve your dream of furthering your education, your career and your future.

Throughout life, we will gain experiences, knowledge and skills in a variety of ways. At AIICT, you will learn to take control of your studies. Our trainers will help you develop new skills and guide you through the theory and practical components of your course. You will be able to study at a time that suits you. Our trainers will help keep you on track, and to make sure that you finish within the timeframes for each unit of study.

At AIICT, we value our students and recognise that each has an unlimited potential to achieve. We encourage all students to think and act for themselves. We have created a supportive learning environment where students can feel confident and secure.

Positive learning outcomes will come from your regular participation and discussions with your trainers and other students.

Your efforts will be rewarded with the new skills and knowledge that you gain and the qualification that you earn.

From the team at AIICT and myself, we would like to take this opportunity to thank you for trusting us with your education and your future. We promise to work with you, to provide the tools to support your graduation and to develop the skills and knowledge for you to build a successful career in the industry of your choice.

Regards,

General Manager

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Introduction

Everthought College of Construction Pty Ltd (ECOC) trading as Australian Institute of ICT (AIICT), RTO Number 51681. AIICT is powered by DDLS Australia Pty Ltd, which means that we are able to provide you with the backing and resources of Australia's largest provider of vendor-certified ICT training in Australia.

AIICT is committed to providing exceptional training and education through unique, supportive and practical learning methods to ensure that students get the most out of their learning experiences.

AIICT's trainers are highly qualified, industry professionals who will share their wealth of knowledge throughout the educational journey. The trainers challenge students, guiding them to solve real-world scenarios using innovative tools and techniques. AIICT aims to ensure that when their students graduate, they leave with the foundations they require to start a successful career or move on to university.

This student handbook provides information that students will need throughout their study with AIICT. On occasion, amendments may be required to sections of this handbook to ensure its kept current with policies, legislation and other areas associated with the education provided. Access to the most current version of the student handbook is on the AIICT website.

To help maintain AIICT's high standards, please take time to read this information and complete the Student Handbook Acknowledgement Declaration that accompanies this handbook. Students are required to sign the declaration and agree to the terms and conditions as outlined in this handbook as a requirement as part of their enrolment.

For any questions about AIICT or their policies and procedures, please feel free to speak to the friendly staff, by calling 1800 515 110. Furthermore, suggestions and feedback are always welcome. AIICT look forward to starting students on their learning journey.

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Code of Practice

AIICT maintains a highly ethical, responsible and committed approach to providing high standards of vocational education and training. AIICT's main objectives include safeguarding the educational interest and welfare of students and staff while maintaining the standards of training in line with the Vocational Education and Training (VET) Quality Framework regulated by the Australian Skills Quality Authority (ASQA).

AIICT provides staff, trainers and assessors who:

- are experienced in their industry;
- always act professionally;
- provide the highest level of skills, knowledge and training;
- treat all students with respect;
- undertake their duties with honesty, integrity and diligence;
- maintain student confidentially;
- conduct fair, valid, flexible and reliable assessments; and
- always ethically represent AIICT.

Quality

AIICT complies with all requirements of the Standards for Registered Training Organisations (RTO's) 2015, along with all other relevant federal and state legislation. This legislation includes education practices and general business practices such as safety, privacy, and rights. There are also several legislative requirements that students will be made aware of throughout their course.

AIICT will observe all Australian federal, state and territory laws governing Vocational Education and training. AIICT will also meet all legislative requirements.

- Age Discrimination Act 2004
- Copyright Act 1968 (2006)
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986

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- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988
- Skilling Australia's Workforce Act 2005
- Work Health and Safety Act (as applicable in each State)
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework (AQF)
- Higher Education Support Act 2003
- Australian Consumer Law
- Fair Work Act 2009
- National Vocational Education and Training Regulator Act 2011

To view current legislation, please visit the Australasian Legal Information Institute website – www.austlii.edu.au.

Enrolment and Orientation

AIICT recruits students reasonably and ethically and provides a caring and happy learning environment where all students, irrespective of age, sexual gender and preference, marital status, religious beliefs, ethnicity and nationality always receive encouragement and help. AIICT and its teaching staff are committed to nurturing the individual potential of each student. They recognise the rights of all students and abide by the anti-discrimination and equal opportunity regulations and ensure that all students also abide by these laws. AIICT treats all students fairly, providing access to external advice and support when needed and provides a complaints and appeals procedure. Student feedback is encouraged at any and every stage of their course, which is part of the AIICT continuous improvement policy.

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Student Selection

Students are selected on merit, their capability to complete the course and their capacity to meet the published criteria. AIICT ensures that throughout the process of selection and admission, applicants are treated fairly, courteously and expeditiously.

Each enrolment is supported through the Pre-Enrolment Profile as part of the application process, which provides students with the information to assist decisions around the correct course. All new enrolments attract a ten (10) day cooling off period.

Entry Requirements

AIICT courses are designed to assist students to enter the workforce as soon as possible after completion of their qualification and prepare them with the necessary skills to be a productive employee from day one in their chosen career and industry.

AIICT courses are created so that students of all experience levels and ability benefit from a wide range of foundation, vocational and high-level skills training.

Entry requirements for each course are as follows:

- Minimum age requirement: 17 years (Students under the age of 18 must submit a consent form from a parent or guardian).
- Language, literacy and numeracy proficiency (Capability Quiz).
- Computer literacy.
- Ability to undertake the work at the qualification level.
- Undertake Pre-enrolment Profile (PEP).
- Complete the online Student Enrolment and Student Enrolment Agreement.

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Studying.

Each qualification within the education sector must meet the Australian Qualifications Framework. This framework provides the learning outcomes for each qualification level. Study requires graduates to have knowledge and skills for work and further learning. The types of skills that students will be able to perform are:

At Certificate III Level	At Certificate IV Level	At Diploma Level
• undertake defined activities • provide solutions to a limited range of predictable problems	• complete routine and non-routine activities • provide and transmit solutions to a variety of predictable and sometimes unpredictable problems	• analyse information to complete a range of activities • provide and transmit solutions to sometimes complex problems • transmit information and skills to others

Application and Enrolment

Outlined in the table below are the steps to complete the enrolment process for all AIICT courses.

Step	Online students
1	To be eligible to enroll, individuals will need to make sure they meet all the entry requirements. If they decide they would like more information or would like to enroll they can make an enquiry to AIICT.
2	Once the enquiry has been submitted, the individual will receive a phone call from one of AIICT's course advisors to help them navigate through any questions they have about the course. The course advisor will also discuss the next steps needed to complete enrolment.
3	If the prospective student wishes to continue, they will need to complete the formal enrolment process. During this they will also need to complete the Student Enrolment Agreement along with payment. As part of this step, any supporting documentation along with identification to verify the application will need to be provided by the individual. Full fee and payment plan options will be available to the student during payment.
4	Once this process is completed the student will be required to complete the Capability quiz. The Capability Quiz contains questions to assess an individual's language, literacy and numeracy levels to help AIICT understand how they can best support them. Once the student has shown proficiency their enrolment will be processed.
5	Once formally enrolled, the AIICT team will send the student all of the information they need to begin their learning journey, including an invitation to attend an online orientation session.
6	The student then needs to attend the online orientation workshop with their trainer, which will help them kick-start their studies and prepare them for success in their course. Once that is done, they are ready to start studying.

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Orientation

Online students will receive their induction via an online conferencing tool or telephone. It will:

- cover the information contained in the Student Handbook, including rights as a student;
- verify student access to the various tools to be used
- show students how to access StudySpot our learning management system, where they can find all their study resources;
- ensure students are familiar with the resources;
- introduce students to their trainers and other support staff;
- outline their overall course assessment requirements; and
- outline where to access more information, as required.

What are Streams?

AIICT have tailored their courses into streams; these streams are groupings of units that have a similar work outcome or relationship and therefore enable students to apply learning more readily. Progression to subsequent streams is dependent on the successful completion of all units within the current stream.

Student Information

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number linked to an online account that allows students to see their training results from all providers. The USI account will be linked to the National VET Data Collection, making it easier for students to find and collate their VET achievements into a single authenticated transcript.

Students will be required to give their USI to AIICT when they enrol to study. Please note that enrolment may be delayed if a USI number is not provided and certificates, transcripts or statements of attainment will not be issued without this number.

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Individuals can create their USI for free, and the process is quick and easy. For further information on the USI scheme or how to create a USI, please visit the Department of Industry website: https://www.usi.gov.au/students/how-do-i-create-usi

If assistance creating a USI is required, please speak to a Trainer or Student Support Officer.

Technology Access

AIICT promotes the use of mobile technology as a learning tool for all of its programs, providing students with an easily accessible online platform to complete their studies. In particular, they will have access to studyspot.com.au where they can upload and download assessments and record practicals, for example. Where necessary, course software will also be provided to students.

To effectively complete some of the tasks required students will need to have access to a computer that:

- has a minimum 16gb of ram;
- has MS Windows 10 or Mac OS 10 or later revisions;
- be virtualisation capable;
- and have access to a stable internet connection.

StudySpot

StudySpot is a web-based support and resource centre designed specifically to provide support for students throughout their studies. Students will be able to communicate with their trainer through StudySpot and submit all their assessments by uploading documents in StudySpot.

Forums allow students to make direct contact with other students on the course and are a useful way of gaining support from fellow participants. At designated times, access to online seminars with trainers and assessors will be made available. Access to courses is available on StudySpot 24/7. Please refer to the StudySpot Student User Guide for system support.

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Change of Details

Students are required to notify AIICT, in writing, of any change of address or contact phone number, including mobile phone numbers and email addresses. Any information given by the student to the college is considered private and confidential.

Fees and Financial Support

The total course cost including enrolment fee is located on our website and course brochures.

	Certificate III	Certificate IV	Diploma	Boot Camp Programs
Full Fee	Total – 10% discount	Total – 10% discount	Total – 10% discount	Total – 10% discount
Payment Plan **	12 monthly payments	15 monthly payments	18 monthly payments	18 monthly payments
Zip Pay **	12 or 18 monthly payments	12 or 18 monthly payments	12 or 18 monthly payments	12 or 18 monthly payments

If you have any questions about how the payment plan works, simply reach out to our customer service team on 1800 515 110 or email us at admin@aiict.edu.au.

When applying to any course at AIICT, there is a once off **non-refundable** $350 enrolment fee per course enrolment (each time you enrol into a course). The enrolment fee must be paid in full before an application is considered.

Pre-Enrolment Checklist

As part of orientation, students will be given a Pre-Enrolment Checklist for their course. This checklist is used to ensure that they understand the course that they are enrolling into, what they can expect of the course and the college including the support services available to them during their journey with AIICT.

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Learning Strategies

AIICT provides support to help students thrive, no matter what style of learner they are. Individual learning is guided through contact with their appointed trainer. The trainer will suggest follow-up reading, including the course text, additional resources and video content that is relevant to a student's development.

Materials and links to resources are available on StudySpot. Student learner guides may be provided in printed format on request.

A discussion forum is available on StudySpot, and engagement with other learners in the same course is encouraged.

Learning online will include:

- regular contact for training, support and to maintain engagement through goal setting, time management and planning;
- collaborative learning experiences to enhance development and overcome issues of isolation;
- ensuring that students have the technological skills to succeed;
- access to literacy and numeracy support; and
- access to job readiness activities.

Throughout the learning activities and through contact with their trainer, multiple technologies and resources are provided to enable a learner centred approach at a time that suits the student. These are outlined in more detail below.

Trainers conduct weekly one-on-one training sessions with students to discuss their progress. In each weekly training or contact session, trainers will also encourage engagement in online workshops and collaborative learning activities. Online workshops and group learning activities are run by the individual's trainer as well as specialist trainers within the faculty.

Learner materials and links to resources are available on StudySpot. Student learner guides may be provided in printed format on request.

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Tailored Individual Learning Plans

Everyone has different learning needs and to ensure that students get the most from their course, a learning plan will be developed to meet an individual's needs. This plan will outline how the student will achieve the minimum requirement of 15 hours per week of study, ensuring that their course is completed within assigned timeframes. The plan is tailored to support the student's learning needs and outlines any additional support that will aid their learning.

Responsibilities as a Learner

- With the support of the appointed trainer, students agree and commit to an Individual Learning Plan including completing a minimum of 15 hours of study per week.
- Utilise the learning support mechanisms that AIICT supply to aid learning.
- Communicate with trainers on any wins or challenges that arise during the course.
- Abide by the AIICT Student Policies and Procedures.
- Notify the appointed trainer should any details or requirements for learning change.
- Follow AIICT's Code of Conduct.

Rights as a Student

- To be treated fairly and with respect.
- Learn in an environment that is free of discrimination and harassment.
- Pursue educational goals in a supportive and stimulating learning environment.
- Have records and personal information stored and maintained in a confidential, secure and professional manner.
- Receive information about assessment procedures and learning progression in a timely and professional manner
- To receive the services offered and marketed upon enrolment.

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RPL and Credit Transfer

What is Recognition of Prior Learning (RPL)?

RPL is an assessment process that involves assessing a student's relevant industry experience, relevant learning, including formal, informal and non-formal learning to determine if it can be credited towards their study. There is no reduction in the course costs for an RPL assessment. All RPL will be charged at the same rate as the course units and will require proof of competency and currency. If a student thinks they may be entitled to RPL, they are encouraged to discuss this with their course advisor or trainer at their earliest convenience.

What is a Credit Transfer?

A credit transfer is the recognition of academic credits gained through formal study at Registered Training Organisations (RTOs). If a student thinks they may be entitled to a credit transfer, they are encouraged to discuss this with their course advisor or trainer at their earliest convenience. It will be the student's responsibility to provide AIICT with certified copies of their academic transcript.

Approved credit transfers incur no unit cost to the student. However, applications are required to be provided to AIICT and approved before payment. Trainers can provide their students with more information about this application and, if they are interested, support them with the application process. All credit transfer applications will be subject to verification of transcripts with the issuing authority. False or misleading information will be reported to the police and may result in the student being withdrawn from the course.

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Qualification Transition

From time to time, the Government undertakes a review of courses offered by Registered Training Organisations to ensure that they are up to date and current. If a course is found to be outdated, this course may be updated, Australia wide, across all RTO's. This process ensures courses offered across all RTO's are relevant to the industry and that students are job ready once they have completed their qualification.

For AIICT students, this can mean that their current course may be superseded, whereby they will need to be transitioned into the upgraded course. This does not mean that their current course is no longer valid, it will still be recognised in the industry.

Students will be given an opportunity to complete their current qualification before the transition date is reached. If, however, students cannot complete in time, AIICT will assist with their transition and credit transfers will apply where relevant.

For further information on our Qualification Transition Policy, please visit the AIICT website.

Support Services

AIICT is committed to providing students with educational and support services throughout their study. The nature of the support will be determined based on an assessment of the individual's needs.

Once a student's needs are identified, a support plan will be developed for them. If a student thinks they require additional support, they need to be sure to state this upon enrolment.

The following provides some examples of the support services AIICT provide at no additional cost.

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- Language, Literacy and Numeracy (Capability Quiz): Assessment methods may be modified to enable students to be assessed and alternative assessment options may be provided where special needs are identified.
- English language support: Extra literacy courses may be recommended.
- Assistive Technology: Increased font size, speech to text or text to speech.
- Additional materials: Workshops on presentation skills, report writing and communication.
- Assistance in using technology: Computer software training (Word, Excel, PowerPoint).

Additionally, AIICT provides students with a range of generic online workshops, which includes:

- Presentation skills
- Basic excel
- Basic word
- Numeracy
- Comprehension
- Unpacking or question analysis
- English grammar
- Communication
- Report writing

Student Life

Policies

AIICT maintains an ethical and responsible approach in the provision of education, training and assessment of all students, with its main concerns centred on safeguarding the educational interest and welfare of students and staff. With this in mind, it is imperative that students obtain, read, and understand each of the policies mentioned in this handbook. Further information regarding these policies can be found on the AIICT website.

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Conduct

It is expected that all AIICT trainers, staff and students will always be treated with courtesy and respect.

This conduct extends to the provision of assessment items. All assessment material submitted must be respectful of staff, students and others. Assessments and any other material used for study must not offend others. This includes unlawful material, nudity, inappropriate language, racial discrimination, sexual discrimination, terms or other content that may be offensive to others.

Copyright

All marketing, training, resource, course and assessment material is copyrighted in whole by AIICT and may not be reproduced in any form without the express written permission of AIICT.

Printed Material Copyright Policy

Students may make copies of one or more articles on the same subject in a publication for their study and research, provided the copies conform to the relevant copyright law for the materials being copied.

Referencing

Students must use the Harvard referencing style for any material taken from published documents. Please refer to the Citing and Referencing Guide: Harvard Style for referencing information.
http://www.otago.ac.nz/library/pdf/harvard_citing_and_referencing_guide_2007.pdf

Plagiarism

Assignments, projects and essays must be the student's work, including material from staff, students or the internet. Whenever a student uses the words or work of another person either by direct quotation, paraphrasing or by the use of the other's ideas, the author and the source must be identified through the use of formal referencing.

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AIICT is committed to ensuring the highest quality course content and student experience. For this reason, AIICT will not tolerate any party plagiarising or copying another person's work. Any suspected case of plagiarism will be investigated, and action taken accordingly. Individuals involved will have the opportunity to give evidence and explain their conduct. Where misconduct is proven, a penalty that reflects the nature of the plagiarism will be imposed. Penalties may range from a formal caution to the course being cancelled.

Please refer to the Plagiarism Policy and Procedure on the AIICT website for more information.

Cheating

Assignments, projects and essays must be the student's work, including material from staff, students or the internet. Whenever a student uses the work of another person and submits the work as their own, it will be classed as cheating.

AIICT is committed to ensuring the highest quality course content and student experience. For this reason, AIICT will not tolerate any party cheating or passing others work off as their own. Any suspected case of cheating will be investigated, and action taken accordingly.

Individuals involved will have the opportunity to give evidence and explain their conduct. Where proven, a penalty that reflects the nature of the cheating will be imposed. Penalties may range from a formal caution to the course being cancelled.

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Breaches of our Policies - Non-Academic Misconduct and Discipline

AIICT reserves the right to review the enrolment status of any student whose conduct or performance is not of an acceptable standard or if there is a breach of any policy stated within this handbook. Penalties for breaches of rules, or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. A warning will be given for minor breaches and students will be suspended from training for more serious breaches. Students may be requested to leave the course where major or repeated breaches have occurred and where all discipline avenues have been exhausted.

Non-academic misconduct includes but is not limited to the following:

- Behaving in a manner that tarnishes AIICT's reputation and name.
- Threatening, harassing, abusing, discriminating or vilifying AIICT staff members or students.
- Disrupting classes and failing to follow trainers' and other AIICT personnel's reasonable directions.
- Falsifying medical certificates.
- Providing AIICT with false documents, e.g. qualifications, statements of attainment, evidence, references.
- Non-payment of fees by the due date.
- Not abiding by the Code of Practice.
- Non-adherence to any policy or behavioural standard outlined in this handbook.
- Failing to adhere to the WHS requirements.

Please note: Unlawful acts will be reported to the police.

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Work Health and Safety

AIICT emphasises that WHS is everybody's responsibility. All staff, students and visitors are informed of WHS requirements and responsibilities during induction and orientation sessions.

Students have a responsibility to:

- carry out their studies and work in a manner which will not put at risk their personal health and safety or that of any other person;
- refuse to carry out work or undertake any activity which is demonstrably unsafe or has the potential to cause harm;
- request training or information if they believe they lack the skills required to do their job, study or any associated task in a safe manner; and
- discuss any work, health and safety issues, including ergonomic concerns, with their trainer.

After Completing the Course

Evaluation of Training

AIICT continually strives to improve its courses, resources, training and assessments. Throughout the course, students may be asked to give feedback regarding their training, which AIICT hope they take the time to provide. Responses are discussed at various validation and management meetings where ideas may improve AIICT practices and primarily the courses they provide.

AIICT want to thank students in advance for completing their surveys and for helping them to improve their systems.

Issuing of Results

Students must be assessed as competent (C) in all units of competency listed in their course to be eligible for the qualification. If students are found to be Not Yet Competent (NYC), they will be given feedback and asked to resubmit their assessment for further consideration.

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When students have completed a unit of competency, their results are entered into AIICT's student management system, and evidence is kept on file according to regulatory requirements.

Should students withdraw from the course, they will be issued with a Statement of Attainment for the units of competency they have successfully completed.

Please note: Under the Standards for Registered Training Organisations (RTOs) 2015, AQF testamur(s) will be issued within 30 calendar days of the learner's final assessment being deemed competent.

Complaint and Appeals

AIICT is committed to developing and maintaining an effective, timely, fair and equitable complaint handling system, which is easily accessible to all complainants. A complaint is a person's expression of dissatisfaction with any aspect of AIICT's services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction/orientation process;
- the quality of education provided;
- academic issues, including student progress, assessment, curriculum and awards in a VET course of study handling of personal information and access to personal records; or
- the way someone has been treated.

For information on how to submit a complaint, please refer to the Complaints and Appeals Policy and Procedure on the AIICT website.

Cancellation

Students who wish to withdraw from a course or unit of study must do so in writing. Please send an email to admin@aiict.edu.au and include the following information:

- Students Name, Address and Contact details
- Student ID
- Course of study being undertaken
- Reasons for cancellation

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Please refer to the Withdrawal and Refund (Fee- for-Service) Policy on the AIICT website for more information.

Refund of Fee for Service Course Fees

AIICT is committed to ensuring fair and reasonable withdrawal and refund practices.

AIICT will:

- Implement and maintain a process for fair and reasonable withdrawal and refund of fees paid.
- Provide refunds for course fees and charges paid by students / third parties, where training and assessment activities and/or products have not been delivered.
- Provide refunds for course fees and charges paid by students / third parties, where a student cannot pass the capability quiz (LLN) after two attempts.
- Not provide a refund for a fee-for-service course where training resources and materials have been provided or accessed by the client.
- Not refund Administration and Enrolment fees.
- Pay all refunds within 10 business days of the date the application for withdrawal and refund is approved.

Please refer to the Withdrawal and Refund (Fee- for-Service) Policy on the AIICT website for more information.

Record Keeping and Privacy

AIICT is firmly committed to honouring an individual's privacy. In the course of business, AIICT may collect information from students' enrolment applications, either electronically or in hard copy format, including information that personally identifies individuals. AIICT may also make records of communications between individuals and AIICT.

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In collecting personal information, AIICT will comply with the requirements of the VET Provider Guidelines and the Australian Privacy Principles as set out in the Privacy Act 1988 (Cth).

All collected information is private, confidential, and access is restricted to authorised personnel only. The privacy of students is paramount. For a full version of AIICT's Privacy Policy and Procedures, please visit the AIICT website.

Access to Records

Students have the right to view copies of their records, and to request corrections of any incorrect information on those records. Students can request access to view their records, including a print out of the computerised records held on the AIICT database. If students want to access their records at any time, they must contact training@aiict.edu.au and request access to their records. The compliance team will make copies of the requested documents and send them to the student via mail.

In some cases, AIICT may release personal information where required to by law or when requested by state authorities for reporting and audit purposes. This may include:

- The Police
- Department of Human Services (Centrelink)
- Department of Education
- Australian Skills Quality Authority (ASQA)
- National Centre for Vocational Education Research (NCVER)

Third Parties Accessing Student Records

Students have the right to request a third party to have access to their student information and records. Under the Australian Privacy Principles, students will need to specify the type of information that they want a third party to have access too. Both the student and the third party will need to complete the Third Party Access Request Form, located on the AIICT website.

For additional information on AIICT policies and procedures, please visit the AIICT website.

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