MANUAL OF POLICIES
Revised edition April 2012
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Academic Freedom and Responsibility
The Academic Staff will not make any statement, verbally or written, or act in any way that may contravene the policies and the code of ethics of the AIHM.

Academic Misconduct
The Board of the AIHM requires that details of the Academic Misconduct be submitted to the Dean of Studies who will confer with relevant persons and determine whether the Academic Misconduct requires further investigation and if it can be settled easily, or otherwise.

The Dean of Studies will then inform the complainant in writing of the outcome. If the Dean of Studies determines that the Misconduct claim is substantiated and requires further investigation, the staff member/s concerned will be required to prepare a written response to the claim. The Dean of Studies advises the staff member/s not to make contact with the complainant regarding the misconduct issue until the process has been resolved. Conciliation of the complaint is to be chaired by the Dean of Studies.

Academic Performance
Each student will be assessed on an ongoing basis and their competencies determined based upon their written, verbal or demonstrated performances. Each assessment set to ascertain the relevant competencies should be completed with a minimum of 60% competency shown in written assessments.

Academic Personnel Matters
The Board delegates authority to the Dean of Studies and the Director of Clinical Studies for all matters Academic.

Academic Staff Professional and Administrative
The Dean of Studies has ultimate control for the daily management of all of the staff of the AIHM.

Access and Equity
The AIHM does not discriminate on the basis of race, age, colour, religion, national origin, gender, disability, sexual orientation or veteran status.

This Access and Equity policy covers the selection criteria for all students; including those who are, or would be entitled to VET FEE-HELP assistance under Clause 43 of Schedule 1A of the Act and who seek to enrol with the AIHM in a VET course or VET unit of study that meets the requirement under sub-clause 45 (1) of Schedule 1A of the Act and the treatment of all students; including those who are, or would be entitled to VET FEE-HELP assistance under Clause 43 of Schedule 1A of the Act undertaking a VET course or VET unit of study.

All persons seeking to enrol at the AIHM courses including in the AIHM VET courses or VET units of study are treated fairly and equitably.

The AIHM has a fair and transparent procedure for enrolment that is based on clearly defined criteria and entry requirements. Students will be selected on their merits based on the published criteria.

The AIHM will make all the courses including the VET courses and VET units of study accessible to persons who aspire to the fields of natural therapies either for personal growth or
as a career options. These VET courses and VET units of study are open to a wide range of people from various backgrounds, cultures, ages, however all students must be a minimum of 18 years of age, and have completed Year 12 school leavers qualification or the equivalent, or be a mature age entry student.

Admission to the VET courses or VET units of study is by application only. In the submission completed by the applicant, they are asked to complete a statement explaining their understanding of natural therapies, their experience of natural therapies and the purpose of their application for a place in the VET course or VET unit of study, their personal hobbies, interests and philosophy of life. Each applicant will be interviewed and assessed for their suitability for a place in the VET course or VET unit of study for which they are applying.

The selection criteria are

- Ability to cope practically with the demands of the VET course and the required study time commitments, projects and assignment workload and assessments.
- Ability to embrace and apply the fundamentals of natural therapies to their own lifestyle
- Ability to undertake the VET course at the required academic level

The selection interview will be conducted by the Dean of Studies, or the staff member nominated by the Dean of Studies, who will check the original of the certificates and references enclosed with the application and confirm any further supporting evidence supplied by the applicant.

If a student is prevented from participating in any particular activity that is a requirement of the VET course or VET unit of study, possible remedial action will be suggested.

The AIHM emphasises a commitment to equity and cultural diversity, and to providing a caring and supportive environment for students so as to achieve their full potential.

The following list of organisations is published in the “Other Links” section of the AIHM website for access by members of the general public and the benefits of prospective and current students of the AIHM:

- Australian Dyslexia Association 07 55765045
- National Reading & Writing Hotline 1300 655 506
- Hyperactivity Attention Deficiency Disorder Association (NSW) www.users.bigpond.com.hyperadd
- Australian Association for the Deaf www.aad.org.au
- The Racial Discrimination Act 1975 promotes equality before the law for all persons, regardless of their race, colour or national or ethnic origin and makes discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful
- The Sex Discrimination Act 1984 promotes equality between men and women and eliminates discrimination on the basis of sex, marital status or pregnancy and, with respect to dismissals, family responsibilities. The Act also eliminates sexual harassment at work, in educational institutions, in the provision of goods and services, in the provision of accommodation and the delivery of Commonwealth programs.

The Disability Act eliminates discrimination against people with disabilities, promotes community acceptance of the principle that people with disabilities have the same fundamental rights as all
members of the community, and ensures as far as practicable that people with disabilities have the same rights to equality before the law as other people in the community.

The AIHM will not condone unlawful discrimination and has an Internal Mediation and Grievance Procedure which is designed to address grievances based on allegations of unlawful discrimination (including sexual harassment) or unfairness of administrative processes. See Grievance Policy

The AIHM complies with the Equal Opportunity Act (1984). Accordingly, equal opportunity of employment and admission shall be extended to all persons and the AIHM shall promote equal opportunity and treatment through a positive and continuing affirmative action program. The Equal Opportunity Officer is located in the Administration Office.

Wheelchair Access
All lecture rooms and administration have wheelchair access and there is also wheelchair access to bathroom facilities.

Delivery Options
The AIHM offers VET units of study, both weekends and weekdays, with some VET units of study being offered in the evenings and online. These various options provide flexible study options for students to enrol in various VET courses depending on their needs and requirements.

Access to AIHM Buildings and Facilities
Students are not permitted to enter any building of the AIHM without approval from an AIHM staff member. In the case of the AIHM Student Clinic Dispensary, access will only be granted during scheduled clinical training hours and with the approval of a clinical supervisor.

Emergency access to the dispensary outside scheduled clinic sessions (first aid requirements) can be done but only with approval from the AIHM staff and students must be accompanied at all times with an authorised staff member.

Alcohol and Drugs (includes cigarette smoking)
The AIHM recognises the obligation of the administration, faculty, staff, and students to support and maintain a community atmosphere that emphasises the development of healthy lifestyles and the making of responsible, informed decisions concerning drug and alcohol use. Efforts to provide this atmosphere will include: education through curriculum infusion, programs, and printed materials; intervention; treatment referral; and especially the support of healthy alternatives to use of drugs or alcohol.

The goal of these efforts is to provide factual information about use and abuse and to increase awareness of indicators of harmful involvement; to educate students, faculty, and staff concerning options for dealing with excessive consumption by self and/or others; and to educate concerning possible interventions to prevent further abuse.

Intervention, Treatment, and Referral
Whenever a person is concerned about another's abuse of chemicals, the concerned individual is encouraged to speak privately with the abuser. Faculty and staff needing assistance should access the Employee Assistance Program by calling the Registrar. Students needing assistance should consult with counsellors at the AIHM Registrars office for counselling and/or referral.
Use of Drugs, Alcohol and Cigarettes on the Campus.
The use of ALL forms of non-prescribed recreational drugs is prohibited on the AIHM campus.

The use of alcoholic beverages is prohibited on the AIHM campus except with the prior permission of the Board.

The smoking of cigarettes is prohibited in ALL public areas and buildings of the AIHM. In addition, the smoking of cigarettes in bush areas of the campus is prohibited during the period of the government fire bans.

Annual Leave
All full time and part time permanent staff members are required to take their annual leave entitlement on an annual basis. Annual leave will not be approved for periods in excess of 2 consecutive weeks during the operating period of the AIHM. A maximum of 4 weeks may be granted only during the AIHM’s holiday period, between terms at the discretion of the Dean of Studies. This is to ensure a consistent and efficient service can be provided at all times by the AIHM.

All leave, regardless of the length of leave requested, must be submitted in writing on a “Leave Application Form” detailing the first day of leave, the date of return to work and the total number of working days being requested for leave.

The staff member requesting the annual leave must ensure their duties and responsibilities are fully explained to the replacement staff member who will undertake their duties during their absence. All annual leave applications will be considered taking into account the availability of replacement staff and the existing commitments of the AIHM.

Assessment Methods

All the vocational education courses are assessed against the training package competencies which takes place in the AIHM clinic.

Theoretical knowledge is provided by the lecturers with predetermined outcome.

Assessment conducted on the theoretical components is used mainly for the internal purpose of evaluating students’ level of understanding of the subject matter and ensuring that they have gained appropriate knowledge in order to recommend them for higher level of learning.

Theoretical subjects are also graded for the following reasons:
  a. To meet the needs of the higher education providers who seek students’ ranks to offer placement in university programmes.
  b. To provide students’ feedback about their level of understanding of the subject and take necessary action.
  c. To meet the expectation of students to provide them with ranking of the understanding of theory components.
  d. As an evidence of the required level of knowledge of the subject which will help assessors/supervisors to determine their suitability to place in the clinic at an appropriate level. Final decision about competency will only be made at the clinic and no grading will be given.

Prior to the commencement of a VET course, students will be informed of the assessment methods to be used. The AIHM may implement verbal, written or practical assessment tools to
ensure that students are fully competent in the areas of study. In the event that a student is not judged to be sufficiently competent at the end of the assessment period, they will be supported in the undertaking of additional assessment until they are competent.

All assessments that are set by an assessor that does not hold a TAA40104 Certificate IV in Training and Assessment or TAE40110 Certificate IV in Training and Education will be reviewed by a second, suitably qualified, person prior to being given to the students to ensure that the relevant competencies are being assessed.

All assessment tools will be reviewed on an annual basis to ensure the AIHM’s assessments remain valid, current and relevant to client and industry needs.

Where there is more than one assessor involved in the delivery and assessment of a VET unit of study, an assessment will be designed with input from all assessors in order to judge the students levels of competency.
Asset and Debt Management
Asset and debt management is the responsibility of the Board.

Assignment Development, Submission and Marking
Two weeks prior to the commencement of the VET course, the respective Contractor shall provide to the AIHM the VET course outline, details of assignments set for the VET course, and a set of lecture notes for the VET course or a lecture summary for every lecture.

This information is to be provided in electronic (Word) format and emailed to the Registrar. ‘VET Course Outline and Assignments’ plus ‘Lecture Notes/Summaries’ need to be provided and updated as required. These files will be uploaded by the AIHM to the Internet for access by enrolled students.

The Contractor is to ensure that all VET course content material is accurate and complete and that files/documents are easily identifiable by accurate headings.

If the Contractor provides students with hard copy ‘handouts’ during the course of the term, or any other additional material, this material must first be made available to the AIHM for approval, in an agreed format. Penalties will be imposed for the late submission of the set work.

The Contractor shall be paid $[as set in the individual contract] for the marking of each major assignment, that is, each assignment that is over 400 words in length, and $[as set in the individual contract] for the marking of each minor (less than 400 word) assignment. The Contractor shall be paid $[as set in the individual contract] for the marking of each examination paper.

Unless otherwise agreed by the parties, the Contractor shall be required to complete within a two-week period the marking of all examination papers and assignments and return these to the AIHM. The Contractor shall also retain a record of assignment and examination marks for all students.

The number of short and long assignments given in each term should be pre-determined and agreed upon by the Contractor and the Dean of Studies prior to term commencement.

Attendance
Once a student has been accepted into a course they are required to maintain a minimum attendance of 80% of all contact study hours.

If any student is absent without advising the administration for 2 consecutive classes they will be contacted to find out the reason for their absence.

Attendance registers are maintained for each subject the student is enrolled in and attendance is recorded at each lecture.

It is the responsibility of AIHM to monitor the progress of its students and ensure that they are able to complete their studies during the expected timeframe. If the student appears to be behind in their academic progress the intervention strategy shall be implemented.

To initiate the intervention strategy either the Senior Administration Secretary or the Registrar will initially contact students where a potential breach of visa conditions may occur; particularly
in the areas of attendance, academic performance and if the student is not in position to complete the course within the expected duration as specified on the student's CoE. If necessary, a written warning may be issued. It may also be required for the student to be counselled by the Dean of Studies if no improvement is seen following the initial contact.

AIHM has the obligation to inform the student that they are able to access the complaints and appeal process within 20 working days of being informed of the breach of conditions.

Information provided by the student may be made available to Commonwealth and State agencies and that the AIHM is required to advise the Commonwealth (DIAC and DEEWR) about enrolment changes and/or any breach of visa conditions by an international student.

Audit
The Administration staff will conduct internal audits/self-assessments on an annual basis to ensure the AIHM’s Policies and Procedures remain in accordance with the NVR Standards for RTO.

All staff will give full assistance to any external audit, as and when required.

Awards, Honours, and Recognition
Awards will be made to students for excellence in academic activities and outstanding contributions to the AIHM’s lifestyle. Awards will be made to academic staff for excellence of service/s and also to members of the public etc. for services rendered to the AIHM or the profession of Natural Therapy.

Board Authority
The Board delegates authority to the Dean of Studies and the Director of Clinical Studies for all matters Academic. The Board delegates authority to the Dean of Studies for all daily administrative matters.

Board and Individual Responsibilities
The Board has the ultimate responsibility for the operation of the AIHM but has developed a structure detailing the responsibilities of individual positions.

Building and Facility Usage
The Board supports building and facility usage for education, health and other activities that the Board deems complimentary to the goals and ethics of the AIHM.

Business Enterprises at the AIHM
The Board supports business enterprises established on the campus that compliment the goals and ethics of the AIHM and do not conflict with government and local government regulations.

Business Planning
The AIHM will ensure that it maintains a realistic Business Plan that is reviewed on an annual basis. The Business Plan will be available to all relevant staff members in an effort to ensure all concerned carry it out.
Campus Health and Safety
The AIHM requires that all relevant Occupational Health and Safety regulations are observed on the campus at all times.

Census dates
A census date for a VET unit of study is the closing date for a student to apply for VET FEE-HELP assistance and the date a student incurs a VET FEE-HELP debt (the tuition fees) for the VET unit of study undertaken. The census date is set by the VET provider and can be no earlier than 20% of the way through a VET unit of study. Individual VET unit of study census dates will be published on an annual basis and available on the AIHM's VET course outline documents on the AIHM website. Census dates will be published by April 1st and October 1st each year for VET units of study with census dates for the following 6 months.

Certificate IV requirement policy
AIHM is committed to guide and support its training staff where they do not hold the currently required Training Qualifications or those determined by the National Quality Council or its successor. The Leadership staff shall be responsible to ensure that every staff member that provides training and assessment services on behalf of AIHM is supervised in their pre and post training and assessment activities.

Certificate IV requirement Procedure
- Staff employed by AIHM who do not hold the required Training Qualifications and involved in training and assessment for the immediate term shall be required to participate in Non Cert IV supervision events provided by appointed and qualified training staff at the beginning of each term.
- Leadership staff shall ensure that capable and qualified staff conduct regular supervision of staff who do not have the required Training Qualification.
- Regular supervision shall involve pre and post training and assessment delivery meetings and be available for guidance during the period of delivery.
- Leadership staff shall ensure that all supervision conducted is appropriate to the level of training and assessment that staff are involved in providing.
- All Non Cert IV supervision shall be entered into the Non Cert IV Supervision Log with communication examples and descriptions of the supervision events.
Change of address - Students
All students and staff are required to notify the SAS or registrar of any address changes within five working days. For international students failure to do this may affect the status of the student visa.

Change of address - AIHM.
AIHM will notify all staff, students and relevant governing bodies at least 20 working days prior to any relocation of the premises.

Changes of Management or Ownership
In the event that AIHM has a change of management or ownership, The Dean of Studies has the responsibility of advising the designated authorities as soon as practicable prior to the change taking effect, or within 10 working days of the change taking effect if the change cannot be determined until it takes effect.

Communications with Specific Agencies/Organisations
The Dean of Studies, or a staff member specifically assigned by the Dean of Studies, will handle all communications/correspondence with any of the following agencies and/or organisations:

i. Accountant
ii. Any higher education providers
iii. Australian Taxation Office
iv. Department of Educational Services
v. Department of Immigration
vi. Training Accreditation Council

Complaints and Appeals
The complaints and appeals policy of AIHM shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the fortnightly management meeting detailing the actions required to arrive at satisfactory resolve of each complaint.

Complaints and Appeals Procedure

Internal Process

### AIHM Non-Cert IV Supervision Log

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<th>Date</th>
<th>Supervision Event Description</th>
<th>Attended By</th>
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<td>E.g. Bob in providing supervision to Mike met and discussed. …Units…. training delivery issues? review feedback…. include all correspondence involved in initiating and reiterating meeting purpose…</td>
<td>Bob and Mike</td>
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Staff members
On receiving a complaint all AIHM staff and or the Registrar shall advice the complainant that their written complaint will be reported to the next management meeting or dealt with within 10 days of lodgment, regardless of the staff member’s perception of the importance of their complaint. The student shall also be informed that their enrolment and access to course lessons will be maintained during the complaints and appeal process.

The staff member must advise the student that they may choose a student support person to be present and with them at all meetings associated with the complaints and appeals process.

The staff member must also advise the complainant, that if their complaint is not satisfactorily answered by the management meeting and its representative, they may request an ‘independent adjudicator’, and that they may formally present the complaint themselves.

The staff member shall raise a client feedback form to identify the complainants’ grievance in an accurate manner, providing the same to the next scheduled management meeting or at least within 10 days of lodgment.

The staff member shall inform that student that all records (in any form) of the Complaints and Appeals process shall be maintained on the students file within AIHM’s student records.

If overseas student wants to complain or appeal the decision, they can contact the Overseas Students Ombudsman. The overseas students Ombudsman is free and independent. To find out more students can log in to www.oso.gov.au or phone 1300 362 072

The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia.

The legal basis for the Ombudsman role is the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011, passed by the Australian Parliament on 21 March 2011.

The Ombudsman also provides information about best practice complaints handling to help private education providers manage internal complaints effectively and publishes reports on problems and broader issues in international education identified through investigations.

The Ombudsman:

- provides a free service
- is independent and impartial, and does not represent either overseas students or private education providers
- can make recommendations arising out of investigations
- is a function of the Commonwealth Ombudsman.

CEO / Management meeting
On receiving a client feedback form detailing a grievance, the CEO or management meeting shall discuss the nature of the grievance and identify the cause of the grievance and the appropriate cause of action to satisfy the complainant’s grievance and if requested by the student provide an appropriate time for the student to present their complaint personally.

The CEO shall complete the client feedback form recording the proposed solution and reason for the outcome and advice the complainant of the proposed solution in writing.
The written advice to the complainant shall detail the proposed solution and reason for the outcome and include information and procedures concerning the complainant’s right to appeal the proposed solution and their right to request for an independent adjudicator which be at no or little cost to the complainant.

External Process
*Independent Adjudicator Requests (ACPET)*

On the receipt of advice of a decision appeal and the request for an independent adjudicator from a student, the Registrar shall provide the complainant with the required [ACPET External Review form](#), advising the student that once lodged, they will need to support their appeal in writing within 14 days. The complainant should also be advised that the fee for the External Review process will need to be paid directly to ACPET by the complainant and that any external review outcomes in favor of the student will result in AIHM reimbursing the student for the External Review fee.

The Registrar shall also prepare any documents supporting AIHM’s position within the dispute and provide the same with 14 days of notice provided by ACPET. All records of the external review will be maintained on the students enrolment records.

The student complainant should also be advised that they are entitled to attend any convened independent adjudication meeting with a preferred support person.

The outcome of the arranged meeting between the complainant and the independent adjudicator shall be communicated in writing by the independent adjudicator to AIHM Management. The CEO shall raise the Independent Adjudicator outcomes at the next scheduled meeting of AIHM management. Corrective and preventative actions or appeal decisions granted in favour of the student should be implemented by AIHM management immediately.

The student should also be advised that following the External Review, any ongoing support, interventions or counsel may attract a service fee.
Please send this form and any supporting documents to student.appeals@acpet.edu.au or to Student Appeals, ACPET, PO Box 551, East Melbourne Vic 8002.

Application for External Review
(Please note – Prior to applying for External Review an Internal Review must have been conducted)

1. **Personal Details**

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2. **Course Details**

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Conflict of Interest
Staff or contractors should not sell or canvas any product, any course, or any service outside of the AIHM without the written Permission of the Board.

Continuous Improvement Policy
AIHM management are committed to the proactive continuous improvement of its services and operations. The Continuous Improvement Strategy delivers an Annual schedule of management review meetings every two weeks with a focus on AIHM’s RTO business activities including the following areas that align especially with NVR Standards 15, 16 & 17

Scope of Policy
- Training and Assessment Services
- Client Outcomes
- RTO Management Systems

Training and Assessment Services
Training and Assessment Services are continuously improved through actions taken by management in response to data collected within the AIHM Continuous Improvement Schedule. Training and Assessment Continuous Improvements are the result of actions taken in response to data collected within Assessment Validation Audits, Internal Audits and through Student & Training Staff feedback, Industry & Employer feedback. Continuous Improvement actions taken are in recorded in the management meeting minutes.

Client Outcomes
Client outcomes are continuously improved through actions informed by the collection of satisfaction data. Stakeholder feedback forms are available to staff members and clients of AIHM and are available to all stakeholders in receipt of or engaged in providing any service to AIHM. All actions taken in response to Stakeholder feedback forms are recorded in the management meeting minutes.

RTO Management Systems
The RTO management systems are continuously improved through cumulative actions taken in response to the Continuous Improvement Schedule which includes staff and client feedback and on going review of the NVR Standards for Continuing Registration. All actions taken are recorded in the management meeting minutes.

Management team meeting policy
AIHM senior staff shall meet for management meetings on a fortnightly basis to review and analyse collected data and plan AIHM’s continuous improvement activities. All staff will be provided with opportunity to present individual needs, stakeholder feedback forms, continuous improvement items or client feedback advice to the management meeting. The agenda and content of each meeting will be directed by the Continuous Improvement Schedule.
Management team meeting procedures

- The CEO will advice the day, time and subject of the management meeting to all members of the AIHM management team.

- The CEO shall ensure that the appointed Minutes Secretary accurately records the management team meetings.

- The CEO shall ensure that all current stakeholder feedback forms presented by staff are reviewed and analysed for relevant corrective actions that may contribute to improvements to the operations of AIHM.

- The Minutes Secretary shall ensure that all stakeholder feedback forms and client feedback surveys are stored in the appropriate files.

- All items of the management meeting agenda shall be accorded to a staff member for action.

- The Minutes Secretary shall ensure that the recorded management meeting minutes are stored and copies of the minutes are circulated among the members of the management leadership team.

Student Complaints that are raised by staff using a Stakeholder feedback form must be accompanied by a written and signed complaint from the student complainant.
Course Progress

AIHM Management and staff are committed to monitoring, recording and assessing the course progress of each enrolled student in the course that they are enrolled within each study period (minimum 10 weeks or at least each 6 month period). AIHM Management and training staff apply Intervention Strategies when students demonstrate unsatisfactory course progress in any study period.

Course Progress Procedure

The Registrar shall ensure that they have indicated their adoption of the DEEWR – DIAC Course Progress Policy through the PRISMS page and select ‘Yes’ where the questions is asked ‘DEEWR – DIAC Course Progress Policy & Procedure implemented’?

AIHM Training staff shall be responsible to:

Ensure students are informed of the course of study workload within each study period.

Ensure that the course progress requirements are clearly defined for all enrolled students prior to the commencement of each study period.

Ensure that all students are aware of the intervention strategy that will be implemented should an unsatisfactory progress be reported in 50% or more of the units attempted in any given study period (student handbook).

Ensure that enrolled students are assessed for their course progress at the end of each study period.

Ensure that the course progress intervention strategy is implemented within the first four weeks of the next study period.

Maintain records of course progress Registrar.

In identifying a student who is demonstrating unsatisfactory Course progress AIHM training staff shall:

Ensure that the Registrar is informed in writing (email or memo) when a student has recorded 50% or more of the units attempted as unsatisfactory in any study period.

ensure that once the Registrar has been informed of a students course progress failure, participate in the implementation of the AIHM Intervention Strategy as soon as practicable, providing course progress advice and necessary counsel to the student. Appropriate interventions may include the following:

- counseling concerning the appropriateness and suitability of courses undertaken by the student.
- guidance and reference to the units of competency where NYC’s have been recorded.
- reduction in course load (refer to course load monitoring policy)
- additional English language support.
- knowledge and practical skills support from units of competency (UOC) trainer/assessor
- invitation for inclusion in supporting study groups or tutoring
- assigning a trainer mentor for ongoing monitoring
- information concerning the rescheduling of re assessment events.
- information concerning the potential need to report the student to DIAC if they maintain unsatisfactory course progress for two consecutive study periods.
- written DIAC notice advice.
- complaints and appeals procedures.

ensure the initial contact with the student is undertaken utilising the course progress intervention strategy form which must be signed by the student in recognition of their agreement to the planned course progress interventions and information provided in the initial contact.

ensure the completed ‘course progress intervention form’ is signed by the trainer and returned to the Registrar following the initial contact.

ensure that student’s ongoing progress results from the AIHM Intervention Strategy is reported in writing to the Registrar on a regular basis.

**Reporting Unsatisfactory Progress**

Where a AIHM Training staff have provided written advice of a students unsatisfactory course progress in 50% or more of the units attempted in any study period the Registrar shall provide a **Unsatisfactory course progress advice letter** to the student informing them of the course progress intervention strategy.

Where a student has demonstrated unsatisfactory course progress in 50% or more of the units attempted in any 2 consecutive study periods the Registrar shall:
- provide written advice to the student of the AIHM’s intention to report their unsatisfactory course progress to DEEWR and provide additional advice and support where required.
- where a student appeals the course progress decision the Registrar shall ensure that procedures for appeal advice is provided to the student and that they are informed that they have 20 working days to submit their appeal in writing.
- provide a report with documented evidence of interventions strategies implemented with the student to the Principal Executive Officer (PEO) and outlining the reasons that the student should be reported for unsatisfactory progress.

**Appeal procedures**

The grounds on which a student may appeal the assessment decision include:
- the AIHM’s failure to record or calculate a student’s marks accurately.
- compassionate or compelling circumstances
- the provider’s failure to implement its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

On receiving a students appeal against a report of unsatisfactory progress in two consecutive study periods, the Registrar shall:

- ensure that the appeal is recorded in writing by the student and that the written appeal is provided to AIHM management for immediate consideration and referral to the External Independent Adjudicator (refer to Complaints and Appeals)

ensure that if the appeal is successful and the students is found to have a course progress that is above 50% the student will not be reported to DIAC via PRISMS and there will be no further requirement for intervention strategies.

ensure that if the appeal does show that the student has demonstrated unsatisfactory progress and there are compassionate or compelling reasons for their lack of progress, ongoing support must be provided through AIHM’s intervention strategy and the student is not reported to DIAC via PRISMS.
The Registrar shall report to the Principal Executive Officer (PEO) all unsuccessful appeals and also where:
- the student has not chosen to access the complaints and appeals process within the 20 working day period or if the student withdrew from the appeals process
- or the process is completed and is adjudicated in the favor of AIHM (i.e. the students appeal was unsuccessful)

The PEO must notify the secretary of DEEWR through PRISMS as soon as practicable after receiving a final report of unsatisfactory course progress from the Registrar.

Course Attendance
It should be understood by all AIHM Staff that a student may be at risk of failing within their course progress if they are falling behind in consistent attendance in training courses. Students who are at risk of failing below 80% are in contravention of AIHM’s rules of enrolment and will be at risk of having their enrolment suspended or cancelled.

A student who misses 2 consecutive days should be reported to the Registrar as soon as practicable
The Registrar will enquire concerning their welfare and whereabouts and report any concerns to AIHM management.
The Registrar shall request a medical certificate where a student is reporting health issues and course attendance difficulties.
All student non attendance will be monitored by Staff and student attendance roll will be reviewed weekly by the Registrar.
Student non attendance will be reported in writing to AIHM Management.
Students demonstrating consistent non attendance and at risk of falling below 80% attendance will be warned in writing and advised by AIHM Management of its policies and procedures for course enrolment suspension and or cancellation.

Critical Incident Policy
AIHM Management and staff are committed to effective Critical Incident prevention, response and measures, ensuring that the educational and welfare needs of enrolled students are managed with all due care and appropriate intervention measures.

Definitions
Critical Incident Event
A critical incident may include any real or risk of personal trauma experienced by a student, where physical life or health is threatened or personal health issues are experienced, or any criminal offence perpetrated against them, any accident, civil unrest or natural disaster where a student’s welfare is at risk.

Acute Stress Disorder
The essential feature of Acute Stress Disorder is the development of characteristic anxiety, dissociative, and other symptoms that occur within 1 month after exposure to an extreme traumatic stressor, such as related to a critical incident. The symptoms must cause significant distress, signifi cantly interfere with normal functioning, or impair the individual’s ability to pursue necessary task.

Post Traumatic Stress Disorder
The essential feature of Post Traumatic Stress Disorder is the development of characteristic systems, lasting more than 1 month, following exposure to an extreme traumatic stressor, involving either:
- Direct personal experience of an event that involves actual or threatened death or serious injury, or other threat to one’s physical integrity.
• Witnessing an event that involves death, injury or a threat to the physical integrity of another person.
• Learning about unexpected or violent death, serious harm, or threat of death or injury experienced by a family member or other close associate.
• The onset of systems may be delayed more than 6 months.

Procedure
In the event of any Critical Incident event, AIHM Management and staff will respond with the following procedures:

Roles and Responsibilities
The Registrar should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of AIHM’s enrolled students.

In the event of a Critical Incident Event the Registrar (or CEO in the Registrar’s absence) shall;
• Assess the level of risk and type of Critical Incident and the required resource implications.
• Apply the appropriate intervention measures to the level of risk and type of critical incident.
• Report any relevant resource implications directly to AIHM Management or the CEO.

Intervention Measures
In identifying a Critical Incident Event the registrar shall determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

Prevention Measure
Where a potential Critical Registrar shall:
• Identify the risk potential, including the verification of any potential source of danger or threat to student welfare.
• Establish the OHS, legal parameters and duty of care implications carried by AIHM.
• Identify students who may be at risk.
• Report any potential avoidance actions that may be implemented by AIHM Management.

Critical Incident Response Measure
Where an actual Critical incident is about to occur or has occurred AIHM Management and Staff shall:
• Take avoidance action to ensure the safety and welfare of students where enrolled students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation.
• Determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services). Please refer to the Emergency services contact chart.

• Where a student has experienced a physical injury AIHM staff shall:
  - assess the level of injury
  - remove the student from immediate danger
  - evacuate other students from the accident site
  - in the case of low level injury request the assistance of AIHM staff with current First Aid qualifications (Dr Sarath Jayawardana) to apply First Aid, with the additional potential for the students transport to Thompson Lake Medical Centre.
  - in the case of high level injury take immediate action to gain the attendance of an ambulance service and request the attendance of AIHM staff with current First Aid Qualifications
• Make direct contact with the Registrar (or in their absence the CEO) and advise the type of critical incident and actions taken so far in the critical incident event.
• Ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
• Where possible and appropriate take immediate action to gain the presence of qualified counsellors who may assist in the support of distressed or traumatised students.
  - Counselling support services are available through:
    Name of organisation: Keystone Counselling (Merrilyn Hughes)
    Address and Contact details: Unit 1/95 Bannister Road, Canning Vale WA 6155

Post Incident measures

Where a Critical Incident has occurred the Registrar shall within 5 days, ensure that the following steps are taken in completing a written report to AIHM Management.

• Request a written report from staff who were directly involved in the incident or present when it occurred.
• Identify and interview students whom may have been involved or present during the Critical incident.
• Identify any emergency service contacts utilised during the critical incident.
• List pastoral or external support personal that were involved during the critical incident.
• Provide a detailed summary of the Critical Incident to AIHM management.

Management Review

Following the receipt of a Critical Incident report the CEO and AIHM management staff shall ensure that the report is reviewed at the next management meeting and improvement items documented and filed for additional review within the Annual Internal Audit.

Customer Complaints

All complaints received from any source such as prospective students, clinic clients or any other visitor to the campus or user of the AIHM facilities will be taken in writing and forwarded to the Dean of Studies for investigation and action.

The Dean of Studies will personally contact the complainant to advise them of action that has been taken to rectify the problem they encountered. All customer complaints will be discussed with the appropriate staff member or individual concerned and a permanent remedy will be sought. (See also Grievance Policy).

Deferring, Cancelling or suspending a student’s enrolment

AIHM Management and staff are committed to assessing and recording all deferments, suspensions or cancellations of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities for appeal. AIHM management will only suspend or defer enrolment on the grounds of –
  a. compassionate and compelling circumstances.
  b. misbehaviour by the student.

Deferment Procedure

The Registrar must:
• Respond to each request for course study deferment by requiring a written request from the student that identifies the reason for which they require a course of study deferment.

• On receiving a request for course study deferment ensure that the student is aware of AIHM’s appeals process.

• Notify the AIHM management staff of the pending application providing a copy of the written request for consideration in the next AIHM management meeting.

The AIHM Management meeting shall ensure that the deferment request is considered:

On the grounds of the written request and ensuring that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided.

These circumstances may include:
- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies
- a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists’ reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Deferment Request Responses
Following the AIHM’s management meeting where the student’s request is considered the Registrar shall:

• Ensure that the student is informed of the resulting decision of the AIHM Management meeting in a timely manner.

• Ensure that all records of the request and supporting evidence are copied and placed on the students file.

• Maintain the enrolment of the student should the student seek an appeal through the internal or independent adjudicator appeals process.

• Ensure that the student is advised to contact the office of DIAC so that they are informed as to the impact of their deferment on their existing student visa.

• Ensure that the student is advised that their course fees may also be affected by a deferment.

• Report the student’s change of enrolment to DIAC via PRISMS as soon as practicable after a decision on deferment has been finalized and recorded by AIHM management.

• Respond to advice from DIAC concerning the issuance of a new ECOE through PRISMS.

Suspension or Cancellation Procedure
Where a student’s conduct has been found to violate AIHM’s rules of enrolment and where warning has been provided the Registrar shall:

• Inform the student that their misconduct has resulted in a report being made to AIHM management.

• Ensure that the student is aware that they may access AIHM’s internal appeals process and independent adjudicator.

• Inform the student should a decision to suspend or cancel their enrolment is made by AIHM management, that they have 20 working days to appeal following the decision.
(AIHM management has 10 days to commence the process after the appeal is received)

- Provide a written report to the next AIHM management meeting detailing the misconduct offense and the manner in which their conduct has been dealt with thus far (the report should detail dates times and persons involved).

**Suspension or Cancellation Responses**

In receiving a report of misconduct AIHM management shall:

- Validate the actions of all staff involved seeking further advice, verbal or written.
- Where necessary, seek further advice from the student or students involved maintaining an unbiased approach to the student or students involved.
- Decide whether an enrolment suspension or enrolment cancellation is warranted.
- Ensure that in upholding the decision to suspend or cancel the student’s enrolment, the student is informed in writing, stating the reason for AIHM Managements’ decision and reaffirming the student right to the internal appeals process and independent adjudicator within 20 working days.
- Maintain the student’s enrolment if the student chooses to access AIHM’s internal appeals process except in the case of extenuating circumstances (definition follows).
- Only report the student’s change in enrolment to DIAC via PRISMS if the student does not appeal the decision or if the student requests an independent adjudicator.
- Report the student’s change in enrolment to DIAC via PRISMS before the outcome of any internal/external appeals process if extenuating circumstances exist.

Extenuating circumstances’ relating to the welfare of the student may include, but are not limited to the following. The student:

- refuses to maintain approved care arrangements (only for students under 18 years of age);
- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student’s wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

**Divulgence of AIHM Information**

Any request for information regarding the business activities or statistic relating to the AIHM in any way will be referred to the Dean of Studies. No other staff member, or contractor, is to release any information directly relating to the operations of the AIHM.

**Donations & Gifts**

All donations and gifts given on behalf of the AIHM will be done following consultation and subsequent approval of the Board.

**Dress Code**

All students and staff are required to maintain neat, clean and respectable clothing, including appropriate footwear in accordance with Occupational Health & Safety guidelines, while on the campus attending any classes or when representing the AIHM externally. Students must conform to the clinic uniform as set out in the Student Logbook while attending the clinic.
Educational Agents
AIHM Management will only enter into service arrangements with Education, Migration Agencies or Agents when their service activities have been agreed to and a memorandum of understanding or contract of service is ratified and signed by the CEO.

In entering into a service agreement with an Education, Migration Agent or Agency (Agent), the CEO shall ensure that the memorandum of understanding or contract of agreement includes the requirements for:

- biannual review of the activities of the agent
- updates of the agency name, name of the principal agent, legal entity and street address/es listed on the AIHM website.
- quarterly reports of agent activities
- corrective action procedures
- scheduled student enrolment information updates
- termination conditions (immediate where failures to meet national code or migration act 1958 requirements are encountered)

Biannual Review

Biannual Review by AIHM Management of the Agent must include:
- the CEO’s review of quarterly reports of Agent activities
- the CEO’s review of client satisfaction data
- the CEO’s review of current marketing materials in use by Agent

Quarterly Reports

A quarterly report must be provided by all Agents acting on behalf of AIHM that includes:
- advice concerning the number of AIHM Student Prospectus’s made available to potential students
- advice concerning the number of students that have completed AIHM application forms
- advice concerning the number of students that have made application for VISA’s using the services of the Agent
- advice concerning the number of students that have successfully gained VISA’s to study at AIHM through the services of the Agent

Further to the establishment of the MOU or Contract of Agreement the CEO shall ensure that:
- Agents are provided with current and up to date information that relates to AIHM’s training and assessment services on offer to overseas students.
- Agents provide current contact details for inclusion in the AIHM Website. Contact details will include the agency name, name of the principal agent, legal entity and street address/es.
- Agents operating on AIHM behalf will be required to produce relevant certifications that relate to their service provision.
- Agents operating on AIHM’s behalf are screened (current references) to ensure that their service history is without contravention of the rules of the Migration agent’s code of practice or provisions of the Migration Act 1958.
- Agents will not be engaged in any service delivery where the Agent is known to have engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers). or
- facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
- providing immigration advice where not authorised under the Migration Act 1958 to do so.

Corrective action procedures

- Should evidence of incorrect or misleading information be identified by AIHM Management as being supplied by the SERVICE PROVIDER an immediate request for a written clarification will be sought by the AIHM CEO. Should the response identify a misunderstanding or error of Educational services on offer by AIHM, a request to rectify this immediately will be issued by AIHM in writing with a written response concerning corrective actions applied to be received by AIHM from the SERVICE PROVIDER within 3 days of the initial request.
- Where an Agent refuses to respond to a corrective action enquiry or fails to abide by a corrective action request the AIHM CEO shall cancel the service agreement immediately of the Agent and confirm the cancellation in writing.
- The cancellation of the service agreement shall take effect 7 days from the receipt of the written advice from the AIHM CEO.

Educational Resources

AIHM Management and staff are committed to monitoring the availability and currency of equipment, facilities and learning resources available to International Students ensuring that all training and assessment services are provided in a manner that maximises the learning outcomes for each enrolled student.

Educational Resources Procedures

The Dean of Studies shall:

- Ensure that following each enrolment period all training facilities are reviewed to determine the current enrolments and their relationship with the registered capacity of the training facilities.
- Ensure that any enrolment period that increases the college’s student numbers within 20% of the college’s registered capacity is reported to Management for further review and capacity planning.
- Ensure that a current condition audit of all facilities, equipment, training and library resources is undertaken annually.
- Request in writing the findings from the ‘current condition audit’ to AIHM management for further review and action.
- Maintain and annually update a Resources Inventory and training Facilities Floor Plan.

Materials

Academic staff members are expected to provide their own lecture notes to the students if there are no existing materials provided by the AIHM. All lecture materials, notes, diagrams etc are to be submitted to the Registrar in advance to ensure that ALL copyright clearances have been granted, any NVR requirements are met, and that the materials do not contravene the policies and ethics of the AIHM.

English Proficiency (this section applies to international students who are not eligible for VET FEE-HELP hence no reference is made to “VET”.)

All courses at the AIHM are delivered in English. Students are therefore required to have a high level of proficiency in written and oral English. Students whose native, or first, language is not
English, and or according to the requirements of DIAC, will need to provide the results of a TOEFL or IELTS (or the equivalent) examination prior to enrolment at AIHM. The minimum requirement is a TOEFL score of 550 or an IELTS score of 6.

The final decision on acceptance of any applicant will be based on an interview with the Dean of Studies.

If, once the course has commenced, there are some difficulties which arise with the level of English proficiency required, then the student is encouraged to speak initially to the Registrar or the Dean of Studies who can direct them for external assistance. There are several educational facilities located in Perth offering intensive English language programs and these are listed in the Yellow Pages telephone directory under Language Instruction. These facilities should be contacted directly in relation to the fees charged and the course content.

**Enrolment Eligibility**

All students who enrol at AIHM need to meet the following criteria.

**Australian Students**

YEAR 12 or equivalent  
TEE School Leaver Certificates  
Minimum age: 18 years

NON YEAR 12  
Year 10 + equivalent of: TEE, TAFE Course, and Vocational Study  
Minimum age: 18 years

**Overseas Students (where English is the native language)**

Equivalent to A Level/Year 12  
Minimum age: 18 years

**Overseas Students (where English is not the native language)**

TOEFL minimum score of 550 or  
IELTS minimum score of 6  
Equivalent to A Level/Year 12

If an applicant does not meet the required criteria for entry, the Registrar is required to send a letter stating the grounds for the refusal of the application. Included in this letter are to be suggestions of what the applicant could do to meet the entry requirements. If the applicant is refused due to not meeting the minimum age requirement, AIHM is to suggest reading materials and possible short courses for the applicant until they meet the age requirement.

**Enrolment**

The AIHM encourages all prospective students to apply to the AIHM to further their knowledge and understanding of Natural Therapies either for a career option or simply for personal benefits.

Enrolments for AIHM VET courses close on pre-determined dates as set by AIHM. (no more than 1 week prior to VET course commencement) and are published in VET course timetables each term. VET course timetables are provided in hard copy and also via the student web site at 4 weeks prior to the commencement of the term.
A late enrolment penalty of $50.00 will be applied if enrolment is not completed within one week after commencement of the VET unit of study.

**FEE-HELP – VET (Vocational Education Training)**

Not applicable to overseas students.

VET FEE-HELP will assist eligible full fee-paying students who are enrolled in one of the following VET accredited courses through the AIHM to pay for all or part of their tuition fees. These VET courses all have an existing credit transfer/articulation pathway to a bachelor degree with the CSU:

- Advanced Diploma of Ayurveda
- Advanced Diploma of Homoeopathy
- Advanced Diploma of Naturopathy
- Advanced Diploma of Nutritional Medicine
- Advanced Diploma of Western Herbal Medicine
- Diploma of Remedial Massage

AIHM deals with all matters regarding students VET FEE-HELP loans with fairness and equity. This includes the granting of the loan, withdrawal from the VET course, and situations involving bereavement and other situations which are not caused by the student, but nonetheless affect his or her status.

**Eligibility for VET FEE-HELP**

Eligible full-time and part-time full fee-paying students will be able to apply for VET FEE-HELP.

A Student is entitled to VET FEE-HELP Assistance if they:

- Are an Australian citizen or permanent humanitarian visa holder who will be resident in Australia for the duration of the VET unit of study in which they are seeking VET FEE-HELP assistance;
- Are a full fee-paying student enrolled on or before the census date in an eligible VET unit of study through an approved VET provider and remains enrolled in the VET unit of study at the end of the census date;
- meet the tax file number requirements;
- have completed, signed and submitted a valid Request for VET FEE-HELP Assistance form for the VET unit or the VET course of which the VET unit forms a part, on or before the census date; and
- have not exceeded the FEE-HELP limit.

Over a student’s lifetime, whether they receive a loan under VET FEE-HELP for VET studies or FEE-HELP, the same FEE-HELP limit applies. In 2010, the FEE-HELP loan limit is $85,062 (CPI annually) for most courses and $106,328 (CPI annually) for medicine, dentistry and veterinary science courses that lead to registration as practitioners in those fields. There is a 20% loan fee that applies for all VET courses. The FEE-HELP loan limit does not include the loan fee.

Eligible students who are approved to receive VET FEE-HELP assistance to help pay for all or part of their tuition fees will effectively have a loan with the Australian Government.

The Australian Government pays the VET provider, on behalf of the student, the debt the student has incurred for tuition fees for each VET unit of study the student is enrolled at the time the census date** is reached.
Application for VET FEE-HELP

To apply for VET FEE-HELP students must complete a Request for VET FEE-HELP Assistance form, which is available from the AIHM administration office, and declare they have read the VET FEE-HELP Information booklet and are aware of their obligations under the program.

Students must complete and sign the form and return it to the Registrar of the AIHM on or before the census date (or the earlier date set by the AIHM) for the first VET unit of study for which you wish to obtain VET FEE-HELP assistance. If you have not submitted a completed Request for VET FEE-HELP Assistance form on or before the census date for the VET unit of study, you will not be entitled to VET FEE-HELP assistance for that VET unit of study and the Australian Government will not pay your tuition fee for that VET unit of study.

Copies or facsimiles of the Request for VET FEE-HELP Assistance form are not acceptable.

When completing the form, you must tick all relevant boxes and sign the Declaration. Students should contact the AIHM administration if they are unsure how to complete the form.

Students can apply for assistance for all tuition fees or can elect to pay part of their tuition fees up front and obtain a VET FEE-HELP loan for the balance. The request for VET FEE-HELP assistance is valid for the duration of the VET course.

Students will be required to complete a new Request for VET FEE-HELP Assistance form in the following circumstances:
- For their initial application for VET FEE-HELP assistance for a VET course they are studying at the AIHM
- If the student transfers to a new VET course of study at the AIHM; OR
- If the student changes education provider

Withdrawal under VET FEE-HELP

If a student who has completed a Request for VET FEE-HELP Assistance form withdraws from a VET unit of study, including where the student withdraws from the full VET course of study, on or before the census date**, the student will not incur a VET FEE-HELP debt for that VET unit of study. Withdrawal fees will still apply (refer to the Withdrawal Policy in this manual).

If a student who has completed a Request for VET FEE-HELP Assistance form withdraws from a VET unit of study, including where the student withdraws from the full VET course of study, after the census date**, the student will incur a VET FEE-HELP debt for that VET unit of study. No withdrawal fee will apply (refer to the Withdrawal Policy in this manual).

Re-crediting of VET FEE-HELP

Students who withdraw from their VET studies (or VET units of study) after the census date, can apply in certain circumstances to have their FEE-HELP balance re-credited (refer also to the Withdrawal Policy in this Manual).

A student may apply to the AIHM for a re-credit of FEE-HELP balance if they withdraw from a VET course or VET unit of study after the census date or the student has not completed the requirements of that VET unit of study.

A student may not apply for a re-credit if they have successfully completed the VET unit of study. A student who receives a fail grade is considered not to have successfully completed the requirements for the VET unit of study.

Application for re-credit of FEE-HELP balance must be made in writing to the Training Manager AIHM, within 12 months of the withdrawal date, or if the student has not withdrawn, within 12
months of the end of the period of study the VET unit was to be undertaken. Where the AIHM allows a student to defer completion of their VET studies, the 12 month period applies from the end of the extended deferral period.

Applications for re-credit can be posted to the AIHM to PO Box 3079, SUCCESS, WA, 6964 or sent by email to info@aihm.wa.edu.au

The application should include any independent supporting documentation, such as letter from the student’s doctor/medical provider or counsellor, to support their claim.

Each application will be examined and determined on its merits. The AIHM will consider the student’s claims together with any supporting documentary evidence that substantiates the claim.

The AIHM will ensure that steps are taken as soon as practicable by the Training Manager to consider the application for re-credit of a student’s FEE-HELP balance. The Training Manager will give a written response of the decision on applications for re-credit of FEE-HELP balance within one month of receiving them in writing. The letter to the applicant will include a statement of reasons for the decision and of their rights for a review of the decision if the person is unhappy with the outcome. The person will also be advised in this notice, that the time limit for applying to the AIHM for a review of a decision is 28 days from the day the person first received notice of the decision.

The letter to the applicant will also include advice that the applicant has the right of appeal to the Administrative Appeals Tribunal (AAT), Deputy Registrar, Level 5, 111 St Georges Terrace, Perth, WA, 6000. ☎ 08 93277200. Web site: www.aat.gov.au and that if an appeal is lodged with the AAT, an application fee of $682 may be charged by the AAT. Information correct @ 26/03/10

A review of a decision may be requested by the person affected by the original decision, or without a request if AIHM is satisfied that there is sufficient reason to do so.

A request for a review of a decision by AIHM not to re-credit FEE-HELP balance must be made in writing to the Dean of Studies and must state the reasons why the application for review is being made.

The Dean of Studies will acknowledge in writing receipt of an application for a review of a decision within 14 days. This written acknowledgement will include advice that if the applicant has not been informed of a decision concerning the review within 45 days of the Dean of Studies receiving the request for review, then the Dean of Studies is taken to have confirmed the original decision of the Training Manager. A decision by the Dean of Studies shall supersede any decision made by the Training Manager.

The Dean of Studies will reconsider the original decision and may:
(i) confirm the decision; or
(ii) vary the decision; or
(iii) set aside the decision and substitute a new decision.

The Dean of Studies will inform the applicant, in writing, of the decision and reasons for making the decision. In addition, this notification will advise the applicant of their right to appeal to the AAT (contact details and possible cost of appeal as aforementioned), for a review of the decision if they are unsatisfied with the outcome.
The Dean of Studies AIHM will inform the Training Manager AIHM in writing of the outcome of the review. If the original decision has been varied, the Training Manager is responsible for advising the Department of Education, Employment and Workplace Relations (DEEWR) in writing of the decision to re-credit the applicants FEE-HELP balance.

Upon written notification from DEEWR, the AIHM will supply to DEEWR all requested original documentation within 5 working days. Documents will be sent to DEEWR by courier or Express Post and a copy of all documentation will be kept on the applicant’s personal file at the AIHM.

**Special Circumstances**
The AIHM must, where it is satisfied that *special circumstances* apply, re-credit a students FEE-HELP balance with an amount equal to the amount of VET FEE-HELP assistance the student received for that VET course or VET unit of study.

The AIHM must re-credit if it is satisfied that special circumstances apply to the student that were:

- Beyond the student’s control;
- Did not make their full impact on the person until, on or after the census date; and
- Made it impracticable for the student to complete the requirements for the VET unit of study in the period during which the student undertook, or was due to undertake the VET unit of study.

Special circumstances do NOT include, for example, but not limited to;

- Lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- A student’s incapacity to repay a VET FEE-HELP loan, as repayments are income contingent and the student can apply for a deferral of a compulsory repayment in certain circumstances.

*Beyond the student’s control*
Circumstances could be considered beyond a student’s control if a situation occurs that a reasonable person would consider is not due to the student’s own action or inaction, either directly or indirectly, and for which the student is not responsible. This would generally be expected to be unusual, uncommon or abnormal. For example, lack of knowledge of how VET FEE-HELP works, or the requirements regarding census dates would NOT be considered beyond a student’s control.

*Did not make their full impact on the person until, on or after the census date*
Circumstances could be considered not to make their full impact on the student until on, or after, the census date of the VET unit of study if the circumstances occur:

- Before the census date, but worsen unexpectedly after the census date;
- Before the census date, but the full effect or magnitude does not become apparent until after that day; or
- On, or after, the census date

*impracticable for the student to complete the requirements*
Circumstances that make it impracticable for the student to complete the requirements for their VET unit of study may include (but not limited to):

- Medical circumstances. For example, where a student’s medical condition has changed to such an extent that he or she is unable to continue studying;
- Family/personal circumstances. For example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a person to continue VET studies;
- Employment related circumstances. For example, where a student’s employment status or arrangements have changed so that the student is unable to continue his or her VET studies, and this change is beyond the student’s control; or
- VET course related circumstances. For example, where the AIHM has changed the VET unit of study it had offered, and the student is disadvantaged by either not being able to complete the VET unit of study, or not being given credit towards other VET units of study or VET courses.

A student is unable to complete the requirements for a VET unit of study if the student is, for example but not limited to, unable to:
- Undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet their compulsory VET course requirements; or
- Complete the required assessable work; or
- Sit the required assessments; or
- Complete any other VET course requirements because of their inability to meet the above.

**Repayment of VET FEE-HELP loan**

Students repay their VET FEE-HELP debt to the Australian Government through the tax system once they reach the minimum income threshold level for repayment, which for 2012 is $47,195 (CPI annually).

Students can make voluntary repayments on their VET FEE-HELP loan at any time to the ATO (Australian Taxation Office). Voluntary repayments of $500 or more will receive a 10% bonus for example a payment of $600 will reduce the outstanding balance by $660.

* VET FEE-HELP - New Zealand citizens

New Zealand citizen, unless they are also Australian citizens, are NOT eligible to access VET FEE-HELP assistance.

Most New Zealand citizens, who arrive in Australia, are the holders of a temporary visa called a Special Category Visa (SCV). This is not a permanent visa. Although a SCV allows it’s holder to visit, live and work in Australia indefinitely, it does not give them access to VET FEE-HELP assistance.

Following the 2001 changes to social security arrangements for NZ citizens, the Department of Immigration and Citizenship may issue a Certificate of Status of New Zealand Citizen in Australia form 1162 to New Zealand citizens. This certificate certifies the status of it’s holder as a permanent resident in Australia for the purpose of ascertaining certain social security payments, but does NOT give the holder access to VET FEE-HELP assistance.

**What is a census date?**

A census date for a VET unit of study is the closing date for a student to apply for VET FEE-HELP assistance and the date a student incurs a VET FEE-HELP debt (the tuition fees) for the VET unit undertaken. The census date is set by the VET provider and can be no earlier than 20% of the way through a VET unit of study. Individual VET unit of study census dates will be published on an annual basis and available on the AIHM’s VET course outline documents on the AIHM website at [www.aihm.wa.edu.au](http://www.aihm.wa.edu.au)
Fees
Fee paying Australian students are expected to pay their VET unit fees by paying no more than $1000.00 prior to the commencement of the course. The remaining balance should be paid before the census dates no more than $1500.00 per instalment.

All fees for any given term must be paid by the census date.

Fees Received in Advance
All fees that are paid to the AIHM in advance, by overseas students, will be placed into the AIHM Trust Account upon receipt and drawn on a pro rata basis as the student enrols each term.

Filing System
All the AIHM’s filing systems are designed for easy reference and location of files. The current filing system was reviewed in 2001 and relies on a colour coding system of file identification.

Financial Management
All financial transactions conducted in and by the AIHM will be accurately recorded and receipted for processing by the bookkeeper or accountant.

All financial records will be accurately maintained for reference by the Board of Directors, external audit purposes and the Certified CPA, as and when required.

Founding Date, Corporate Name, and Seal
The Australian Institute of Holistic Medicine was founded in 1992 as the legal entity, The Australian Institute of Holistic Medicine Pty Ltd.

Graduation
Students who have been assessed as competent in all the required theoretical and practical components of any given VET course and have completed all administrative aspects of their course including payments, are eligible for graduation.

Certificates will be awarded at the annual Graduation awards ceremony.

Induction
All staff members will undergo an interview with Dean of Studies prior to the commencement of their employment to ensure they are familiar with NVR/RTO requirements, the AIHM Rules and Regulations, the terms of their contracts (where applicable) and their position descriptions and responsibilities. Induction will also include critical incidents and the ESOS framework.

The Dean of Studies will record the details of the Induction in their personnel file.

Issuing of NRT Qualifications and Statements of Attainment
AIHM will only issue NRT Qualifications and Statements of Attainment that:
  i. Have accredited logos;
  ii. Are within the current scope of registration;
  iii. Certify the achievement of qualifications or industry competency standards from nationally endorsed Training Packages or accredited courses.
AIHM will issue, record and report NRT Qualifications and Statements of Attainment that:

i. Meet the requirements in the current AQF Implementation Handbook (July 2011), including the national codes;

ii. Identify the units of competency from the Training Package, or competencies or modules from accredited courses that the student has attained; and

iii. Identify the AIHM by its provider number (0355)

Key Performance Indicators
The AIHM has identified key areas that need to be measured on a term-by-term basis, these will be reviewed and analysed at the end of each term.

Language, Literacy and Numeracy
The AIHM is dedicated to ensuring that all students receive a quality education and if any student requires additional assistance in any area of language, literacy or numeracy, the AIHM will provide the necessary support or refer the student to an appropriate external service for assistance.

Legal Defence and Indemnification of Employees
The AIHM supports its employees within the terms of its Public Liability and Professional Indemnity Insurance Policies.

Libraries and Archives
The AIHM provides a library facility for use by ALL academic staff and students. Staff and students are expected to abide by the rules governing the borrowing and use of library materials.

All AIHM students are able to access the Murdoch University Library facilities by presenting a letter of reference from the AIHM administration and becoming a Library member at Murdoch for a small fee.

Marketing/Advertising
The AIHM will ensure that all advertising and marketing carried out, by and on behalf of the AIHM and its VET courses, will comply with the requirements for the use of any Nationally Recognised Training Logo Specifications and only use these logos in relation to appropriate VET courses.

The AIHM will obtain prior written permission from any person or organisation for use of any marketing or advertising material, which refers to that person or organisation and it must abide by any conditions of that permission.

The AIHM will accurately represent to prospective students, training products and services that lead to NRT qualifications or Statements of Attainment and ensure that advertised outcomes are consistent with these qualifications.

The Dean of Studies will approve all advertising, promotional and marketing materials prior to publication or distribution.

Any form of advertising or marketing of products or services done on the AIHM campus, should only be done with the prior written approval of the Dean of Studies.
Methods of Payment
The AIHM offers all students various options to pay the required VET unit fees. Students may elect any of the following payment options (depending on their eligibility for VET FEE HELP) at any time during the period of their studies. The payment options include;

1. Payment by instalments
2. Term-by-term single payments
3. Bulk payments to cover one year in advance
4. Bulk payments to cover the whole VET course; or
5. VET FEE HELP where candidates are eligible.

When paying by instalments the final instalment must be received on or before the census date.

For payment options 2, 3 & 4 students should be aware that enrolments close 7 days prior to the commencement of the VET unit of study however a late enrolment penalty of $50.00 will be applied if enrolment and payment is not received within one week after commencement of the VET unit of study.

Mission Statement
Dedicated to produce quality health care providers, who practice what they preach and to maintain the highest standard of education, research and practice in the field of natural medicine with utmost care and respect for the human being.

Monitoring course Loads
Load Monitoring Policy
AIHM Management and staff are committed to ensuring that all enrolling students are monitored within their study loads to ensure that they are able to complete their training within their enrolment period.

Load Monitoring Procedure
During the period of enrolment AIHM staff shall:

- ensure that the enrolments of students and their study loads are in keeping with their enrolment durations as stipulated by their CoE’s
- ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.
- only extend the students study where the student is unable to complete their study or training within the expected duration where advice is provided that the following reason prevail:
  - compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
  - the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- an approved deferment or suspension of study has been granted under Standard 13

- record this variation and the reasons for it on the students file.
- report all variations to a student's expected enrolment duration via PRISMS when the study variation extends past expected enrolment duration stipulated by their CoE.
- not allow a study load for any student to contain more than 25% distance education or any study period to contain distance only units of study.
- except in the circumstances specified in 9.2, not allow the expected duration of study specified in the student’s CoE to exceed the CRICOS registered course duration.

Recognition of Learning
Where the student provides proof of a qualification from another Registered Training Organisation for an accredited VET course or VET unit of competency as set out in the Health Training Package, then the AIHM will grant exemption from the VET subjects claimed by the student. No fee will be charged by AIHM to grant this recognition.

Nepotism and Consensual Relationships
The AIHM does not interfere with private choices regarding personal relationships when these relationships do not interfere with the goals and policies of the AIHM. However, consensual romantic or sexual relationships in which one party retains a direct supervisory or evaluative role over the other party are unethical.

Therefore, persons with direct supervisory or evaluative responsibilities who are involved in such relationships shall assure that decisions and evaluations concerning the person of lesser authority are conducted by another person.

There are inherent risks in any romantic or sexual relationship between individuals in unequal positions (such as teacher and student, supervisor and employee). These relationships may be less consensual than perceived by the individual whose position confers power.

The relationship also may be viewed in different ways by each of the parties, particularly in retrospect. Furthermore, circumstances may change, and conduct that was previously welcome may become unwelcome. Even when both parties have consented at the outset to a romantic or sexual involvement, this past consent does not remove grounds for a charge of a violation of sexual harassment based upon subsequent unwelcome conduct.

Ordering of Products or Services
Placement of any orders should only be made after obtaining a minimum of 3 separate quotations for submission to the Dean of Studies, who will then authorise the most suitable quote where applicable.
Outside Affiliations
The AIHM encourages ALL staff and students to take up memberships of the representative bodies and organisations that share similar goals to the AIHM.

Outside Consulting, Service Activities, and Other Work
ALL full-time staff members require the written permission of the Board before they engage in paid outside income producing activities.

Overseas Students
The AIHM encourages and supports students from outside Australia to apply to the college and endeavours to ensure that their requirements will be met. This will be done in accordance with any requirements and guidelines set out by the governing bodies responsible for the education and protection of overseas students.

Parental Leave for Academic Employees
All leave entitlements are in accordance with the registered State or Federal awards where applicable.

Photocopying
All students and staff are able to access the Administration block photocopier.

Students are able to obtain a PIN from the administration and this number will give them access to use the photocopier. Students without a PIN can still have access to the photocopier when an administrative staff member is on duty for a fee. However this practice is discouraged.

Pollution Prevention and Waste Abatement
The AIHM will ensure that wherever possible all steps are taken to limit the impact of the AIHM on the surrounding natural environment by implementing policies regarding recycling and disposal of rubbish and dispensary waste products.

Premises Relocation
AIHM will notify the designated authority and the enrolled students of any intention to relocate the premises including AIHM student clinic at least 20 working days before the relocation.

Privacy Policy
The AIHM will comply with the information privacy principles (IPPs), as set out in Section 14 of the Privacy Act 1988, when it handles personal information from clients, students and staff members. This includes the handling of any personal information obtained for the purposes of VET FEE-HELP assistance and the repayment of loans under HESA.

The Information Privacy Principles are as follows:

• Principle 1 – Manner and purpose of collection of personal information
• Principle 2 – Solicitation of personal information from individual concerned
• Principle 3 – Solicitation of personal information generally
• Principle 4 – Storage and security of personal information
• Principle 5 – Information relating to records kept by record keeper
• Principle 6 – Access to records containing personal information
• Principle 7 – Alteration of records containing personal information
• Principle 8 – Record-keeper to check accuracy etc. of personal information before use
• Principle 9 – Personal information to be used only for relevant purposes
• Principle 10 – Limits on use of personal information
• Principle 11 – Limits on disclosure of personal information

Please note: The Information Privacy Principles can be viewed in full by:
1. accessing the following web site address:
2. via the AIHM web site; or
3. by requesting the information from the Registrar, Training Manager or Dean of Studies of the AIHM.

The AIHM agrees not to divulge to any third party or use any information regarding clients, students or staff members without the written permission and agreement of the client, student or staff member.

All personal information gathered is only to be used for the purposes for which it was collected, or for other purposes if compelled by law, in accordance with IPPs 1-3.

The AIHM will document and implement procedures to assure the security, privacy, integrity, accuracy and currency of records including but not limited to:

i. The secure storage and back up of electronic records;
ii. Suitable storage arrangements, including appropriate filing procedures;
iii. Retention, archiving and retrieval of student results for a period of 30 years and transfer consistent with State registering body requirements;
iv. Retention, archiving, retrieval and transfer of all other records consistent with contractual and legal requirements and the requirements of the State registering body;
v. Compliance with external reporting requirements;
vi. Safeguarding any confidential information for clients, students and staff members; including suitable security arrangements for all records containing personal information;
vii. Records are accurate, up-to-date, complete and not misleading. Where the record is found to be inaccurate, the appropriate correction is made.
viii. Notation of a student’s request for amendment of a record which they believe it is inaccurate, but where the record is found to be accurate, on the actual record itself.
ix. Personal information will only be used for the purposes for which it was collected, or for other purposes where expressly allowed by IPP10.
x. Ensuring that written permission is received from the person in question prior to releasing any information to a third party unless compelled by law and in accordance with IPP11; and
xi. Students, clients and staff members have access to their own files and information at no cost.

A student enrolled with the AIHM may apply to the Registrar for a copy of the VET personal information that the AIHM holds in relation to that student. The AIHM shall provide a copy of the information within 7 business days of receiving such an application.

Where a student is applying for VET FEE-HELP they must give their informed consent to their information being provided to the Australian Government. The Request for VET FEE-HELP Assistance form asks for the student’s consent to provide information to DEEWR.

Private Practice
ALL full-time staff members require the written permission of the Board before they engage in paid outside income producing activities such as the establishment of a private practice.
Private Practice Plan
The Board of the AIHM requires that a plan detailing the staff member’s time involvement in outside activities be submitted before permission will be considered. This plan will enable the Board to determine whether or there are conflicts with the staff member’s duties at the AIHM.

Professional Development
All staff members and contractors are strongly encouraged to undertake further self-education programs to improve their knowledge. Applications should be made to the Dean of Studies requesting that the AIHM subsidises the cost of relevant training courses that will improve the quality of training provided by the AIHM.

Publication of Investigation Results
Any internal reports or investigations will not be published or made public without the permission of the Board.

Purchasing
The Board supports a value for money purchasing policy. Purchase of products and/or services should only be made after submission of a minimum of 3 separate quotations to the Dean of Studies, who will then authorise the most suitable quote where applicable.

Recognition of Prior Learning and Credit Transfer
Where the applicant has received qualifications, either from an overseas facility or another Australian educational facility, or can demonstrate their competency in the subject matter through vocational life experience, they are eligible to enrol in a pre-requisite VET unit within the VET course of study that enables a comprehensive skills analysis and competency assessment to occur.

Recognition of Prior Learning for Overseas Students
In case of overseas students, if the RPL is granted for any unit/s which leads to a shortening of the student’s course, the following is done:

a. If the RPL is granted before the student visa is granted, the actual net course duration (as reduced by RPL) is noted in the confirmation of enrolment issued to the student for that course, or
b. If the RPL is granted after the student visa is granted, report the change of course duration via PRISMS under section 19 of the ESOS Act.

* For the RPL process, please refer to our current procedure manual page 13.

Credit Transfer
Students who have completed formal studies else where that are equal to the course of studies that they are applying at AIHM may negotiate their eligibility for credit transfer at the time of enrolment. AIHM will take in to account the availability and equivalence of the learning outcome, volume of learning program of study, including content and learning and assessment approaches.

Once accepted the duration of the course will be adjusted and confirmation of enrolment will be issued to reflect on the reduced course duration.
Records Management
The AIHM will document and implement procedures to assure the integrity, accuracy and currency of records including but not limited to:

ii. The secure storage and back up of electronic records;

iii. Retention, archiving and retrieval of student results for a period of 30 years and transfer consistent with State registering body requirements;

iv. Retention, archiving, retrieval and transfer of all other records consistent with contractual and legal requirements and the requirements of the State registering body;

v. Compliance with external reporting requirements;

vi. Safeguarding any confidential information for clients, students and staff members;

vii. Ensuring that written permission is received from the person in question prior to releasing any information to a third party unless compelled by law; and

viii. Students, clients and staff members have access to their own files and information.

AIHM will maintain current and up-to-date records of:

i. The verified qualifications and experience of all staff and people working on behalf of the AIHM as trainers or assessors;

ii. Enrolments and student and staff member participations; and

iii. Fees paid and refunds issued.

Refund Policy (local students)
Fees detailed here apply to all AIHM students, including VET FEE-HELP students. Any fees charged are done as a disincentive for students submitting late withdrawals from VET units of study. Refunds are applicable for VET unit fees paid only in the following circumstances:

| Prior to the commencement of the VET unit of study | No fee will be charged |
| All VET unit fees received will be refunded in full |
| One week after the commencement date for the VET unit of study and two weeks prior to the census date** | $75.00 per VET unit of study withdrawal fee will be applied. |
| Any balance of VET unit fees received will be refunded |
| After the census date** | No refund of VET unit fees received |
| No additional fees charged |
| Application for re-credit of FEE-HELP balance can be made (see also Withdrawal Policy) |

** What is a census date?
A census date for a VET unit of study is the closing date for a student to apply for VET FEE-HELP assistance and the date a student incurs a VET FEE-HELP debt (the tuition fees) for the VET unit undertaken. The census date is set by the VET provider and can be no earlier than 20% of the way through a VET unit of study. Individual VET units of study census dates will be published on an annual basis and available on the AIHM’s course outline documents on the AIHM website.

All requests for a refund prior to the census date must be made in writing to the Registrar who will then review the application to determine whether a refund is applicable based on the above criteria. If confirmed, the Registrar will complete a Student Refund Authority, attaching the written request, and forward it to the Dean of Studies for approval. The request will then be passed to the bookkeeper for processing. If the application is not eligible for a refund under the above criteria the Registrar will reply directly back to the applicant.

Application for re-credit of FEE-HELP balance must be made in writing to the Training Manager the AIHM, within 12 months of the withdrawal date, or if the student has not withdrawn, within 12
months of the end of the period of study the VET unit was to be undertaken. Where the AIHM allows a student to defer completion of their studies, the 12 month period applies from the end of the extended deferral period.

Applications for re-credit of FEE-HELP balance can be posted to the AIHM to PO Box 3079, SUCCESS, WA, 6964 or sent by email to info@aihm.wa.edu.au

The application should include any independent supporting documentation, such as letter from the student’s doctor/medical provider or counsellor, to support their claim.

Each application will be examined and determined on it’s merits. The AIHM will consider the student’s claims together with any supporting documentary evidence that substantiates the claim.

The AIHM will ensure that steps are taken as soon as practicable by the Training Manager to consider the application for re-credit of a student’s FEE-HELP balance. The Training Manager will give a written response of the decision on applications for re-credit of FEE-HELP balance within one month of receiving them in writing. The letter to the applicant will include a statement of reasons for the decision and of their rights for a review of the decision if the person is unhappy with the outcome. The person will also be advised in this notice, that the time limit for applying to the AIHM for a review of a decision is 28 days from the day the person first received notice of the decision.

The letter to the applicant will also include advice that the applicant has the right of appeal to the ACPET External Tribunal Board - Student Appeals, ACPET, PO Box 551, East Melbourne Vic 8002. student.appeals@acpet.edu.au, with the application form to be included.

A review of a decision may be requested by the person affected by the original decision, or without a request if AIHM is satisfied that there is sufficient reason to do so.

A request for a review of a decision by AIHM not to re-credit FEE-HELP balance must be made in writing to the Dean of Studies and must state the reasons why the application for review is being made.

The Dean of Studies will acknowledge in writing the receipt of an application for a review of a decision within 5 days. A decision by the Dean of Studies shall supersede any decision made by the Training Manager.

The Dean of Studies will reconsider the original decision and may:

(i) confirm the decision; or
(ii) vary the decision; or
(iii) set aside the decision and substitute a new decision.

The Dean of Studies will inform the applicant, in writing, of the decision and reasons for making the decision within 10 working days of the appeal being lodged. In addition, this notification will advise the applicant of their right to appeal to the ACPET for a review of the decision if they are unsatisfied with the outcome.

The Dean of Studies will advise the Training Manager in writing of the outcome of the review. If the original decision has been varied, the Training Manager is responsible for advising the Department of Education, Employment and Workplace Relations (DEEWR) in writing of the decision. Where a decision results in the re-crediting of a person’s FEE-HELP balance and/or the refund of a person’s up-front payments, the AIHM is required to repay to the Commonwealth any amounts of VET FEE-HELP assistance that it received on the person’s.
Upon written notification from DEEWR, the AIHM will supply to DEEWR all requested original documentation within 5 business days. Documents will be sent by courier or Express Post and a copy of all documentation will be retained by the AIHM in the applicant’s personal file.

Refund Policy (overseas students)

AIHM will provide a total refund of Course Money paid in advance or for tuition already received including application fees where:

a) the course does not start on the agreed starting day.
b) the course ceases to be provided at any time after it starts but before it is completed; or
c) the course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

AIHM will apply the following refunds where applicable:

Courses longer in duration than 10 weeks

Where a written application is received for a Course Money Refund AIHM staff will:

- provide a total refund of course money paid in advance where a Visa.
- provide a full refund of course money paid in advance, where enrolling students provide more than 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be less the maximum of 10% or $1000, whichever is the lesser, for administrative expenses.
- provide a partial refund of course money paid in advance, where enrolling students provide more than 4 weeks and up to 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 70% of a semesters fees less the maximum of 10% or $1000, whichever is the lesser, for administrative expenses.
- provide a partial refund of course money paid in advance, where enrolling students provide less than 4 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 40% of a semesters fees, less the maximum of 10% or $1000, whichever is the lesser, for administrative expenses.
- provide a partial refund to students who withdraw after the commencement of the course up til the first 4 weeks. The refund shall be 30 % of a semesters fees, less the maximum of 10% or $1000, whichever is the lesser, for administrative expenses.
- apply no refund where a student has withdrawn from the course after the 4th week of the course.
- a student who has paid for more than two semesters in advance and withdraws during semester and more than four weeks before the commencement of the following semester, will receive no refund of fees for the current semester and at least 70% of the following semester’s fees and a full refund of fees paid for any subsequent semester.
- should AIHM Management withdraw its offer or fails to provide the program offered or terminates its course delivery before or after semester/Education Service commences AIHM will provide a full refund of course money.
- should AIHM Management withdraw a student from a Course because the student has seriously breached international student visa conditions or a provider’s rules, no refund of the current semester’s fees and 40% of fees applicable to a subsequent semester and a full refund of fees paid for any subsequent semester.

Refund Procedures
Where a student believes that they have grounds for a course fee refund, students should:

- Submit a written request for course fee refund to the Registrar
- State valid reasons for their course refund application.
- Allow 7 days for the application to be processed by AIHM Management
- Recognise that AIHM’s Management refund policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.
- When receiving a written course fee refund application the Registrar shall:
  - Present the application to AIHM management
  - Provide the student in writing the resulting decision of AIHM Management.
  - Advise the student of their right to appeal the decision of AIHM Management.

Research Secrecy
Information relative to any Research Program involving the AIHM should not be divulged to any party outside of that particular Research Program without the written permission of the Board.

Retirement and Terminal Leaves
All leave entitlements are in accordance with the registered State or Federal awards where applicable.

Risk Assessment
The AIHM will ensure that as part of the Annual Business Plan review, a Risk Assessment is carried out to ensure that all possible risks to the running and operation of the AIHM can be identified and contingencies made for such occurrences.

Salaries for Administrative Officers
All salary entitlements are in accordance with the registered State or Federal awards where applicable.

Scope of Registration
The AIHM will ensure that all VET courses that lead to any NRT qualifications are offered within the current scope of registration. Where a VET course is outside the current scope of registration either an extension to the scope will be applied for or the VET course qualification will not be eligible to carry any of the accredited logos or standards.

Severance for Academic Professional and Administrative Employees
All severance entitlements are in accordance with the registered State or Federal awards where applicable.

Sexual Harassment
AIHM strives to create and maintain a work and study environment that is fair, humane, and responsible so that each member of the AIHM community is treated with dignity and rewarded for such relevant considerations as ability and performance.

Abusive treatment of individuals on a personal or stereotyped basis is contrary to the concepts of academic freedom and equal opportunity. Sexual harassment is one form of such abuse and cannot be tolerated. Sexual harassment is also illegal and it is prohibited in the employment
context by the Equal Opportunity Act (1984). Therefore, this policy shall apply to all persons affiliated with the AIHM, including its students and employees. Persons who violate this policy shall be subject to corrective action. This policy supplants and supersedes all other policies and procedures related to issues of sexual harassment.

Sick Leave
All leave entitlements are in accordance with the registered State or Federal awards where applicable.

Signature by Proxy (use of rubber stamp Dean’s signature)
The Dean of Studies rubber signature stamp can only be used by either the Dean of Studies or by a person so authorised to do so by the Dean of Studies for a specific task. This stamp must not be used for any task not authorised by the Dean of Studies or by any person not authorised to do so.

Special Assessments
If any student wishes to change the date of a scheduled assessment due to prior commitments, they can do so by completing a Special Assessment Application form and paying a fee.

Sponsored Grants and Contracts
The AIHM supports community, cultural, health and education projects by direct and indirect grants, contributions and other forms of assistance.

Staff Appearances before the Legislature
Appearances of staff members before government committees, tribunals etc. is encouraged provided the staff member promotes the ethics and goals of the AIHM.

Staff Incentives
The AIHM will provide staff members with incentives based on their performance. The nature of the incentive will be negotiated between the staff member and the Directors.

Staff Promotions
The AIHM will provide staff members with promotions based on their performance. Details of the promotions will be negotiated between the staff member and Directors.

Staff Recruitment
The AIHM will advertise all academic and administrative positions in the attempt to attract the most suitable candidates for the position. Staff recruitment may be done either directly or through an external employment agency depending upon the nature of the vacancy. All lecturing staff employed are to meet the requirements of NVR standards of RTO by holding or demonstrating competencies in Training and Assessing as well as the required vocational competencies to the level that is going to be assessed by the lecturer. All lecturing staff shall fill out a Trainer and Assessor Profile, to be kept on file, at the commencement of their employment with AIHM

AIHM is responsible for maintaining sufficient lecturing staff levels required for the delivery and assessment of the courses. AIHM is also responsible for the induction, performance assessment and providing information on ongoing professional development options for all staff involved in the recruitment, delivery of education or client services to students.
All staff are to be inducted into the college by the Dean of Studies or the Registrar.

Student Conduct
If a student is observed exhibiting inappropriate conduct, staff will informally advise the student of the AIHM’s code of conduct. If the inappropriate behaviour continues, then a staff member will formally advise the student in writing and forward a copy to the Dean of Studies. If no positive change is observed following receipt of the formal notification, then the staff member will advise the Dean of Studies of the situation. The Dean of Studies will advise the student in writing of the action that will be taken.

Student Numbers
All students will be issued with an individual number once they complete their initial VET unit enrolment form. This number will be used for all the AIHM Student Website access, on their student card and as a reference number for any external references such as, but not restricted to Centerlink.

Student Records
Student records will not be provided to any third party without the written permission of the student involved. All enrolled students receive a original copy of “Record of Achievement” at the end of each term without any fees. In the case of lost or stolen record, additional certified copies of the student academic record can be provided following a request from the student and payment of a fee of $25.00.

Student results are to be retained, archived and retrievable for a period of thirty (30) years and transfer consistent with State registering body requirements.

Student Representatives to the Board
The Board encourages the membership of the Student Council to provide strategic input to the Dean of Studies, who in turn will provide comments to the Board.

Student Transfer Policy (Overseas Student)
The enrolling staff member shall not knowingly enrol a student who has not completed six months of their principal course and will only enrol an international student on a student visa in specific circumstances when transferring from another provider.

Course Enrolment Transfer from another Provider
On receipt of an application for transfer of enrolment the enrolling staff member shall:

- Ensure that the student has completed at least six months of his or her principal course of study unless:
  - the original registered provider has ceased to be registered or the course has ceased to be registered.
  - the original registered provider has provided a written letter of release.
  - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
  - any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.
  - any government sponsor of the student deems that a transfer is in the student’s best interest and supports the transfer request in writing.
Course Enrolment Transfer to another Provider

When a student requests a transfer of their enrolment to another registered provider the enrolling staff member shall:

- Provide the student with advice on AIHM’s procedures for applying for course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider.
- Advice the student that their request may take as long as, but will not extend past a 7-day assessment period.
- Refuse a transfer to another course offered by a registered provider except where reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from the course provider’s location of training.
- Provide a letter of release only after the student has provided a letter indicating a valid enrolment offer from another registered provider.
- Issue a letter of release at no charge to the student informing the student that they should contact DIAC for further information concerning their student visa requirements. Refuse an application for transfer where a transfer is considered detrimental to the student’s academic progress.
- Provide a release refusal letter with written reasons outlining the reasons why the students request for transfer has been refused.
- Provide advice of AIHM’s complaints and appeals process should a release refusal letter be issued.
- Ensure that all records associated with a transfer application are filed within AIHM’s student records system.

Student Unions
The Board supports the Student Council and its activities that are in harmony with those goals and ethics of the AIHM.

Supplementary Assessments
If any student does not attain competency in their final written assessment for any particular VET unit of study, then they are able to re-sit a supplementary assessment free of charge, providing they have attended all scheduled lectures, workshops, practicals for that VET unit of study in the term and completed all other elements of the competency assessment including assignments.

Termination of Employment
The following reasons may cause the termination of any staff member’s employment at the AIHM:

i. Non-compliance with any of the policies or procedures as set out in the current Policy or Procedure Manuals.
ii. Actively working against the AIHM’s Mission Statement or philosophies.
iii. Releasing or discussing any sensitive information relating to the AIHM or the operation of the AIHM with any third party, individuals, agencies or companies.
iv. Unethical behaviour including, but not restricted to, sexual misconduct, racial vilification, or any other actions that contravene the AIHM’s policies, philosophies and/or procedures.
Tuition Support

If any student, after attending all scheduled classes, workshops and practicals and after completing all given assignments by the due dates, is not assessed to be competent in that given VET unit of study; the AIHM will offer the student additional support and allow the student to continue studying in the given VET unit of study for up to 12 months, plus sit any required supplementary exams, re-submit written assignments and re-do any required practical components until they achieve competency. However this may affect their ability to progress to the next unit.

Usage of NRT logo

The NRT logo can only be used by registered training organisations (RTOs), the Australian Skills Quality Authority (ASQA), State and Territory registering/course accrediting bodies and other authorised bodies.

When to use the NRT LOGO

Compliance with these specifications and further advice on ethical marketing and advertising is set out in:

- for ASQA registered training organisations, the Standards for NVR Registered Training Organisations 2011; and
- for all other registered training organisations;
  - the Australian Quality Training Framework (AQTF) Standards for Initial Registration; and
  - the AQTF Standards for Continuing Registration.

The NRT logo may only be used in association with Training Package qualifications or courses accredited by:

- ASQA or ASQA’s delegated body in accordance with the Standards for VET Regulators 2011; or
- State or Territory course accrediting bodies or their delegated bodies in accordance with the AQTF Standards for State and Territory Course Accrediting Bodies.

For more information on this please refer to http://www.asqa.gov.au/verve/_resources/NRT_logo_specifications_NEW.pdf

Version Control

The AIHM is responsible for managing materials that relate to its scope of registration (including Training Package and learning and assessment materials) to ensure that up-to-date versions are available to all persons required to perform any function under the AIHM’s scope of registration.

This includes quality assurance policies and procedures, training resources and assessments, legislation, and publications from the Department of Training and the Training Accreditation Council.

To meet this requirement, materials are reviewed for currency by authorised and competent staff and re-authorised prior to issue or re-issue. The amended status must be noted on each revised document and recorded in the Document Control Register by the Registrar.

Wage Rates for Contractors

Remuneration for contracts are established by negotiation or through rates approved by Industrial Relations Commission.
Withdrawal Policy – not applicable to international students
A fee of $75.00 may be charged, depending on the date of withdrawal from a VET unit of study. All applications to withdraw from a VET unit of study must be received in writing by the AIHM administration before any action will be taken.

Any fees charged are done as a disincentive for students submitting late withdrawals from VET units of study.

Fees detailed here apply to all AIHM students, including VET FEE-HELP students.

<table>
<thead>
<tr>
<th>Withdrawal fee schedule applicable to students who withdraw from a VET unit of study</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to the commencement of the VET unit of study</td>
<td>No withdrawal fee will be charged. All VET unit fees received will be refunded in full</td>
</tr>
<tr>
<td>One week after the commencement date for the VET unit of study and two weeks prior to the census date**</td>
<td>$75.00 per VET unit of study withdrawal fee will be applied. Any balance of VET unit fees received will be refunded</td>
</tr>
<tr>
<td>After the census date**</td>
<td>No refund of VET unit fees received. No late withdrawal fee or additional fees charged. Application for re-credit of FEE-HELP balance can be made (see below)</td>
</tr>
</tbody>
</table>

** What is a census date?
A census date for a VET unit of study is the closing date for a student to apply for VET FEE-HELP assistance and the date a student incurs a VET FEE-HELP debt (the tuition fees) for the unit undertaken. The census date is set by the VET provider and can be no earlier than 20% of the way through a VET unit of study. Individual VET unit of study census dates will be published on an annual basis and available on the AIHM’s VET course outline documents on the AIHM website.

If a student who has completed a Request for VET FEE-HELP Assistance form withdraws from a subject, including where the student withdraws from the full VET course of study, on or before the census date**, the student will not incur a VET FEE-HELP debt for that VET unit. Withdrawal fees will still apply.

If a student who has completed a Request for VET FEE-HELP Assistance form withdraws from a VET unit of study, including where the student withdraws from the full VET course of study, after the census date**, the student will incur a VET FEE-HELP debt for that VET unit.

A student who withdraws from a VET unit of study after the census date, will not incur a late withdrawal fee. If the student is under VET FEE-HELP they can apply in certain circumstances to have their FEE-HELP balance re-credited. Non VET FEE-HELP students need to refer to the Grievance Policy.
AIHM deals with all matters regarding students VET FEE-HELP loans with fairness and equity. This includes the granting of the loan, withdrawal from the VET course, and situations involving bereavement and other situations which are not caused by the student, but nonetheless affect his or her VET status. This applies regardless of the location of campus, person’s place of residence or the mode in which he or she studied.

A student may apply to the AIHM for a re-credit of FEE-HELP balance if they withdraw from a VET course or VET unit of study after the census date or the student has not completed the requirements of that VET unit of study.

A student may not apply for a re-credit if they have successfully completed the VET unit of study. A student who receives a fail grade is considered not to have successfully completed the requirements for the VET course or VET unit of study.

The AIHM must, where it is satisfied that special circumstances apply, re-credit a student’s FEE-HELP balance with an amount equal to the amount of VET FEE-HELP assistance the student received for that VET course or VET unit of study.

**Special Circumstances**

The AIHM must re-credit if it is satisfied that special circumstances apply to the student that were:

- ^Beyond the student’s control;
- ^^Did not make their full impact on the person until, on or after the census date; and
- Made it ^^^impracticable for the student to complete the requirements for the VET unit of study in the period during which the student undertook, or was due to undertake the VET unit of study.

Special circumstances do NOT include, for example, but not limited to;

- Lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- A student’s incapacity to repay a VET FEE-HELP loan, as repayments are income contingent and the student can apply for a deferral of a compulsory repayment in certain circumstances.

^Beyond the student’s control

Circumstances could be considered beyond a student’s control if a situation occurs that a reasonable person would consider is not due to the student’s own action or inaction, either directly or indirectly, and for which the student is not responsible. This would generally be expected to be unusual, uncommon or abnormal. For example, lack of knowledge of how VET FEE-HELP works, or the requirements regarding census dates would NOT be considered beyond a student’s control.

^^Did not make their full impact on the person until, on or after the census date

Circumstances could be considered not to make their full impact on the student until on, or after, the census date of the VET unit of study if the circumstances occur:

- Before the census date, but worsen unexpectedly after the census date;
- Before the census date, but the full effect or magnitude does not become apparent until after that day; or
- On, or after, the census date

^^^impracticable for the student to complete the requirements

Circumstances that make it impracticable for the student to complete the requirements for their VET unit of study may include (but not limited to):
Medical circumstances. For example, where a student’s medical condition has changed to such an extent that he or she is unable to continue studying;

Family/personal circumstances. For example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a person to continue VET studies;

Employment related circumstances. For example, where a student’s employment status or arrangements have changed so that the student is unable to continue his or her VET studies, and this change is beyond the student’s control; or

VET course related circumstances. For example, where the AIHM has changed the VET unit of study it had offered, and the student is disadvantaged by either not being able to complete the VET unit of study, or not being given credit towards other VET units of study or VET courses.

A student is unable to complete the requirements for a VET unit of study if the student is, for example but not limited to, unable to:

- Undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet their compulsory VET course requirements; or
- Complete the required assessable work; or
- Sit the required assessments; or
- Complete any other VET course requirements because of their inability to meet the above

Application for re-credit of FEE-HELP balance must be made in writing to the Training Manager the AIHM, within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end of the period of study the VET unit was to be undertaken. Where the AIHM allows a student to defer completion of their studies, the 12 month period applies from the end of the extended deferral period.

Applications for re-credit of FEE-HELP balance can be posted to the AIHM to PO Box 3079, SUCCESS, WA, 6964 or sent by email to info@aihm.wa.edu.au

The application should include any independent supporting documentation, such as letter from the student’s doctor/medical provider or counsellor, to support their claim.

Each application will be examined and determined on it’s merits. The AIHM will consider the student’s claims together with any supporting documentary evidence that substantiates the claim.

The AIHM will ensure that steps are taken as soon as practicable by the Training Manager to consider the application for re-credit of a student’s FEE-HELP balance. The Training Manager will give a written response of the decision on applications for re-credit of FEE-HELP balance within one month of receiving them in writing. The letter to the applicant will include a statement of reasons for the decision and of their rights for a review of the decision if the person is unhappy with the outcome. The person will also be advised in this notice, that the time limit for applying to the AIHM for a review of a decision is 28 days from the day the person first received notice of the decision.

The letter to the applicant will also include advice that the applicant has the right of appeal to the ACPET External Tribunal

A review of a decision may be requested by the person affected by the original decision, or without a request if AIHM is satisfied that there is sufficient reason to do so.
A request for a review of a decision by AIHM not to re-credit FEE-HELP balance must be made in writing to the Dean of Studies and must state the reasons why the application for review is being made.

The Dean of Studies will acknowledge in writing receipt of an application for a review of a decision within 14 days. This written acknowledgement will include advice that if the applicant has not been informed of a decision concerning the review within 45 days of the Dean of Studies receiving the request for review, then the Dean of Studies is taken to have confirmed the original decision of the Training Manager. A decision by the Dean of Studies shall supersede any decision made by the Training Manager.

The Dean of Studies will reconsider the original decision and may:

(iv) confirm the decision; or
(v) vary the decision; or
(vi) set aside the decision and substitute a new decision.

The Dean of Studies will inform the applicant, in writing, of the decision and reasons for making the decision. In addition, this notification will advise the applicant of their right to appeal to the AAT (contact details and possible cost of appeal as above), for a review of the decision if they are unsatisfied with the outcome.

The Dean of Studies will advise the Training Manager in writing of the outcome of the review. If the original decision has been varied, the Training Manager is responsible for advising the Department of Education, Employment and Workplace Relations (DEEWR) in writing of the decision. Where a decision results in the re-crediting of a person’s FEE-HELP balance and/or the refund of a person’s up-front payments, the AIHM is required to repay to the Commonwealth any amounts of VET FEE-HELP assistance that it received on the person’s.

Upon written notification from DEEWR, the AIHM will supply to DEEWR all requested original documentation within 5 business days. Documents will be sent by courier or Express Post and a copy of all documentation will be retained by the AIHM in the applicant’s personal file.
STRUCTURE OF THE AIHM

Australian Institute of Holistic Medicine

Perth Acupuncture Supplies

Jandakot Natural Clinic/Centre for Natural Therapies

Board of Directors

Dean of Studies/CEO

Director of Clinical Studies

Clinic Supervisor

Clinic Students/Clients

Registrar

Lecturers/Supervisor

Lecturers

Senior Admin Secretary