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Cockburn Central, WA, 6164

MANUAL OF POLICIES
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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 50% competency shown.

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.

Students who have not completed any pre-requisite study in the required areas (such as human biology, chemistry at Year 12 level); those who have not completed related studies in the past 5 years and have not been required to apply their knowledge in the past 5 years maybe required to complete a Bridging course comprising of these subjects. Suitable bridging courses will be offered by the AIHM.

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.

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. These various options provide flexible study options for students to enrol in various VET courses depending on their needs and requirements.

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
Disability Discrimination Act 1992	www.austlii.edu.au/au/legis/cth/cpnsol_act/dda1992264
Human Rights & Equal Opportunity Commission Act 1986	www.austlii.edu.au/au/legis/cth/consol_act/hraeoca1986512/
Age Discrimination Act 2004	www.austlii.edu.au/au/legis/cth/consol_act/ada2004174/

- Racial Discrimination Act 1975 www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/
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
- Sex Discrimination Act 1984 www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/
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.
- Anti-Discrimination Act 1977 www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204
- Disability Services Act 1993 www.austlii.edu.au/au/legis/nsw/consol_act/dsa1993213
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.

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

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 Certificate IV in Workplace Training and Assessment 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

It is required that all students attend a minimum of 80% of all scheduled lectures unless the Dean of Studies has approved a written application for leave. In the event of unforeseen illness or other emergencies that prevent the minimum attendance being met, a written explanation should be submitted to the Dean of Studies to allow a discretionary decision to be made.

Failure to attend the minimum of 80% of scheduled lectures may result in failure of the VET unit of study.

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 – Overseas Students *(Overseas students are not eligible for VET FEE-HELP hence no reference is made to "VET")*

Once a student has been accepted into a course they are required to maintain a full time student status with the AIHM and a minimum attendance of 80% of all contact study hours.

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

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 and academic performance. 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.

Information provided by the student may be made available to Commonwealth and State agencies and that the AIHM is required to advise the Commonwealth (DIMIA and DEST) about enrolment changes and any breach of visa conditions by the 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 Standards required under the AQTF guidelines.

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.

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

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

The AIHM will ensure that continuous feedback is solicited from students, clients and staff and analysed to provide information regarding necessary changes to the VET courses and the general way in which the AIHM is managed.

Critical Incident Policy

A critical incident is defined as a tragic or traumatic event or situation affecting a student or staff member, which has the potential to result in emotional reactions in the AIHM or negative impact on the AIHM business, for example, death or serious injury.

If the incident is on campus and involves death, serious injury or a threat to life or property, contact **000 (Emergency Services)** and the Registrar.

If the critical incident involves a student or staff and is off-campus, the person receiving the information must immediately contact the Registrar, who will communicate other staff and next of kin in case of students as appropriate.

Key details of the incident should be reported including the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student) to the Registrar.

If the incident occurs during term, the Registrar would make appropriate arrangements for students (e.g. release from classes, rescheduling assessments or exams).

In the case of death, notification would be made to next of kin, family members, DIMIA (in case of overseas student) and any other affected directly by the incident.

Additional procedures for international students:

- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the AIHM to notify the Australian Government (currently DIAC) as soon as practical after the incident.
- In the case of a student's death or other absence affecting the student's attendance at the AIHM, the Education provider Liaison Officer at the State DIAC office should be contacted by phone prior to reporting via the Provider Registration and International Student Management System (PRISMS).

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).**

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 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 AQTF/RTO 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 DIMIA, 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

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)

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 2008, the FEE-HELP loan limit is \$81,600 (CPI annually) for most courses and \$102,000 (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 @ 09/08/08*

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:

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

- o 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;
- o 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;
- o 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
- o 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:

- o 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
- o Complete the required assessable work; or
- o Sit the required assessments; or
- o 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 2008-09 is \$41,595 (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

Fees

Fee paying students are expected to pay their VET unit fees using either prepayment, which can be term by term or a year in advance, or by instalments.

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, either by overseas or local students, will be placed into the AIHM Trust Account upon receipt and drawn on a pro rata basis as the student enrolls 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.

Grievance Policy

The Grievance Policy applies to all students and prospective students, is applicable to all students including those who are, or would be entitled to VET FEE-HELP assistance and is accessible online, published in the Student Handbook or available via contact with the AIHM, to students irrespective of their location, place or residence of study. In addition, the process applies to academic and non-academic matters, as outlined below.

Types of grievances

Academic grievances

These are usually complaints or appeals against academic decisions. They may include (but are not limited to):

- academic progress decisions;
- assessment matters;
- a decision of a member of academic staff that affects an individual or group/s of students;
- selection or admission decisions;
- content or structure of academic programs and/or awards, nature of teaching, or assessment;
- supervision issues;
- issues relating to authorship and intellectual property.

Administrative grievances

These include decisions and actions related to administrative or academic services. They may include (but are not limited to):

- Administration of policies, procedures and rules;
- A decision by an administrative staff member that affects an individual or groups of students;
- Access to resources and facilities;
- Complaints about breaches of personal information by the AIHM.

Discrimination, equity and harassment

- Discrimination on the grounds of gender, race or disability;
- Sexual harassment;
- Bullying;
- A penalty, where applied, was too harsh.

Procedure

General

AIHM is committed to providing students with an education of the highest possible quality. However, from time to time, students may raise concerns, complaints or grievances about matters or issues relating to their experiences at the AIHM.

The Grievance Policy outlines transparent, fair and timely procedures for addressing complaints and grievances. These procedures will be conducted in accordance with principles of natural justice and all parties will be treated equally and fairly. They are provided at no cost and encourage the timely resolution of complaints.

In addition to being part of this procedure manual, the Grievance Policy is published via AIHM's website and in each VET Course Prospectus, a relevant copy of which is given to students prior to enrolment on the VET course.

The Grievance Policy and relevant process is explained to AIHM staff at Induction. In addition, AIHM has an intra-net for staff which enables access to the website, internal policies and procedures plus each VET Course Prospectus.

Process

Initially, the student should take up the matter with the person that is the subject of their grievance, with a view to resolution.

If this informal approach to dealing with the student's concerns does not lead to satisfactory resolution, then the student should pursue the more formal process for resolution of the matter consisting of the stages described below.

It is expected that many complaints will be resolved informally (i.e. in discussion) with staff. The staff member who receives a complaint will, wherever possible, seek to resolve the complaint at that first contact.

If after ten (10) working days, the student is not satisfied that sufficient progress has been made in resolving an informal complaint; they should lodge a formal (written) complaint with the Registrar who will acknowledge receipt of the application in writing within three (3) working days.

On receiving a formal (written) complaint, the Registrar will contact the complainant, discuss the issue and, where possible, find an agreed resolution. The Registrar will determine the nature of the complaint and consider any relevant procedures to attempt, if possible, to resolve it immediately.

The Registrar will ensure that steps are taken within ten (10) working days to resolve the complaint; consider mediation and conciliation; involve specialist staff where relevant; allow third party representation where requested and keep the relevant parties informed of the progress of the complaint.

AIHM aims to make personal contact within three (3) working days of receiving a formal (written) complaint and to have achieved a resolution to the issue within ten (10) working days.

If requested by the complainant, the AIHM will provide reasons and a full written explanation of decisions and actions taken.

Records of each formal complaint are confidential and kept in secure storage for the period of 5 years. Parties to the complaint process are allowed access to these records.

Written complaints can be posted to the AIHM to PO Box 3079, SUCCESS, WA, 6964 or sent by email to info@aihm.wa.edu.au

If the student is unhappy with the outcome they can appeal the AIHM's decision by contact the Grievance Appeals Committee by writing to the details as before but marking the correspondence **CONFIDENTIAL FOR THE ATTENTION OF THE GRIEVANCE APPEALS COMMITTEE**.

The Grievance Appeals Committee shall be comprised of the Dean of Studies (or another party appointed on behalf of the Dean of Studies), a member from the Student Council and an independent teaching staff member.

Written acknowledgement of receipt of the student's appeal will be provided to the applicant, informing them that if the AIHM has not advised the applicant of a decision within 45 days of

receiving the application for review, then the AIHM is taken to have confirmed the original decision.

If the student is still dissatisfied with the Grievance Appeals Committee's decision, they can have an external mediation process conducted by ACPET as an external reviewer. The Grievance Appeals Committee will give due consideration to any recommendations arising from external review when making a decision regarding the student's appeal.

A student can also apply for the decision to be reviewed by contacting the Administrative Appeals Tribunal (AAT), Deputy Registrar, Level 5, 111 St Georges Terrace, Perth, WA, 6000. ☎ 08 93277200. Web site: www.aat.gov.au If an appeal is lodged with the AAT, an application fee of \$682 may be charged by the AAT. *Information correct @ 09/08/08*

Withdrawal of grievances

A student may withdraw a complaint at any time during the grievance resolution process and in this case, the grievance will be concluded and deemed to be resolved. If the original complaint was made in writing, then the withdrawal must also be in writing to the relevant person, depending at which of the above stages the withdrawal is affected.

N.B: This Grievance Policy was adopted and approved by the AIHM's Board of Directors on 18th November 2008; as documented in the minutes of that meeting.

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 AQTF/RTO requirements, the AIHM Rules and Regulations, the terms of their contracts (where applicable) and their position descriptions and responsibilities.

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

Issuing of AQTF Qualifications and Statements of Attainment

AIHM will only issue AQTF 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 AQTF Qualifications and Statements of Attainment that:

- i. Meet the requirements in the current AQF Implementation Handbook, 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. Please refer to the Appendix C of the Procedures Manual.

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 AQTF 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.

Mutual 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.

Postponing of VET Units of study

The AIHM will endeavour to offer all VET units as scheduled in the published Academic Calendar, however, where there are insufficient students, may, subject to the requirements of the Higher Education Support Act 2003, postpone the VET unit. All VET units will be offered at least once every Academic Calendar on weekdays, weekends or evenings.

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:
www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/s14.html
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

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.

In case of overseas student 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 grant, the actual net course duration (as reduced by RPL) in the confirmation of enrolment is issued for that student for that course, or
- b. if the RPL is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act.

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 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 @ 09/08/08*

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 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.

Refund Policy (overseas students)

**Overseas students are not eligible to apply for VET FEE-HELP and therefore there is no mention of VET FEE-HELP in this section of the policy manual*

- a) Inability to obtain a Student Visa.
- b) Illness or disability.
- c) Death of a close family member.

Refunds will also be considered for those students who are forced to withdraw for reasons of a compassionate nature, or where the reasons are deemed to be reasonable and genuine.

All requests for a refund by overseas students should be directed in writing to the Registrar of the AIHM.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

- If a student is refused a visa, all course fees received will be refunded, less an administration fee of AU\$150.00.
- If a student who has been granted a visa withdraws from the course more than 10 weeks prior to the commencement of the course, all course fees received will be refunded, less an administration fee of AU\$150.00
- If a student who has been granted a visa withdraws from the course more than 4 weeks but less than 10 weeks prior to the commencement of the course, the refund will be 70% of the course fees received for the current term and a full refund of all course fees received for subsequent terms.
- If a student who has been granted a visa withdraws from the course within 4 weeks prior to the commencement of the course, the refund will be 40% of the course fees received for the current term and a full refund of all course fees received for subsequent terms. The AIHM also reserves the right to retain an administration fee of AU\$150.00.
- If a student, who has been granted a visa, withdraws from a course within the first 4 weeks of commencement of that course the refund will be 30% of the course fees received for the current term and a full refund of all course fees received for subsequent terms. The AIHM also reserves the right to retain an administration fee of AU\$150.00.
- If a student who has been granted a visa withdraws from the course, after the fourth teaching week they shall not be eligible for a refund under this Refund Policy, however please refer to the following section “Grounds for a Refund” for additional information.
- If the offer of a place is withdrawn, prior to commencement of the course, due to incorrect or incomplete information being provided by the applicant, the AIHM will refund of all course fees received. The AIHM also reserves the right to retain AU\$600.00 of the course fee paid as an administration fee.
- If the offer of a place is withdrawn, prior to commencement of the course, due to the course being withdrawn or no longer offered, the AIHM will refund of all course fees received. The AIHM reserves the right to retain AU\$150.00 of the course fee paid as an administration fee.
- If the offer of a place is withdrawn, following the commencement of the course, due to the course being withdrawn or no longer offered, the AIHM will calculate a refund on a pro rata basis based on the unearned portion of 55% of the current term’s course fee.
- If the offer of a place is withdrawn, at any time either prior to commencement or during the course, either due to a breach of International Student Visa conditions or AIHM Rules and Regulations by the applicant, the AIHM will retain the all course fees received for the current term together with 50% of the course fees for the subsequent term. The remaining course fees received will be refunded in full.

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 AQTF 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.

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. Certified copies of the student academic record can be provided following a request from the student and payment of a fee. All enrolled students receive a "Record of Achievement" at the end of each term.

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)

AIHM fully complies with the Education Services for Overseas Students Act 2000 and the requirements of Standard 7 of the National Code of Practice 2007 for administering requests from international students holding a student visa seeking a transfer between registered providers.

A. Student seeking to transfer from AIHM

International students seeking to transfer from AIHM to another registered provider prior to completion of the first 6 calendar months of their principal course must seek approval to transfer and obtain a Release letter.

AIHM will issue a Release letter only if:

1. A course is academically unsuitable for a student- e.g. where a student is better suited to a different learning environment or the AIHM course does not meet <his/her> educational or developmental needs or
2. Compassionate or compelling reasons for the transfer exist

As required by ESOS NC07, S7.3, before the Release letter is issued:

1. The student must present a valid letter of offer of enrolment with the receiving provider
2. If the student is under the age of 18, written evidence is required that
 - the student's parent or legal guardian supports the transfer
 - the new provider will accept responsibility for approving a student's accommodation, support and general welfare.

In accordance with ESOS National Code07, Standard 7.2 (b), AIHM will refuse the issue of a Release letter if the transfer would be considered detrimental to the student and the circumstances for approving the grant of a Release letter have not been satisfied.

The AIHM will assess and respond to the application within 10 working days.

B. Students seeking to transfer to AIHM

International students within the scope of this policy, who seek to transfer to AIHM prior to completion of the first 6 calendar months of their principal course, will be issued with a confirmation of enrolment (CoE) only if:

1. The student provides a Release letter from the existing provider or, if a Government sponsored student, provides written approval for the change from the sponsor; and
2. If the student is an under the age of 18, there is written evidence that the student's parent or legal guardian supports the transfer and AIHM has put arrangements in place for approving a student's accommodation, support and general welfare arrangements as per Standard 5.

ESOS NC07, S5 requires that where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, registered providers ensure the arrangements made to protect the personal safety and social well-being of those students are appropriate.

ESOS NC07, S7 states that the letter of release, if granted, must be issued at no cost to the student .Where a request for a letter of release is refused, the student must be advised in writing of the reasons for the refusal and of the right to appeal the decision. Records of all requests for letters of release, the assessment of the application and decision will be maintained on student file.

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.

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

A fee of \$150.00 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.

Withdrawal fee schedule applicable to students who withdraw from a VET unit of study	Fee

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

**** 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 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 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 @ 09/08/08*

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.

END OF DOCUMENT

STRUCTURE OF THE AIHM

