



Student Handbook



**AUSTRALIAN
INSTITUTE**
OF HIGHER EDUCATION

aih.edu.au

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Welcome From The Dean



Welcome to the Australian Institute of Higher Education.

At our institute, students are at the heart of everything we do, from designing our courses to providing dedicated support throughout your educational journey. We believe an international education builds not only academic expertise but also a global perspective and cultural understanding – skills essential for thriving in today's interconnected world.

Our industry-focused undergraduate and postgraduate courses in Accounting, Business, Business Information Systems, Hospitality and Tourism, and Project Management are crafted to meet industry needs and prepare you for career success. Through real-world assessments, hands-on learning, and small class sizes, our courses ensure you gain practical skills directly relevant to the workplace.

Our committed faculty, flexible study options, and supportive environment mean you'll always have guidance when you need it. Our Pay as You Learn payment plans and innovative study models, including Hybrid-1, make education accessible and allow you to focus on your studies and future. We are here to help you shape a rewarding and employable future, with an education that opens doors worldwide.

Bryn James

Dean and Director of Teaching & Learning



Educating employable graduates.

We are a dynamic institution that offers innovative and flexible courses that prepare you for an impactful career in an ever-changing employment landscape.

We offer industry-focused undergraduate and postgraduate degrees in Accounting, Business, Business Information Systems, Hospitality and Tourism, and Project management. Our commitment is to delivering high-quality education and exceptional service to our students.

We strive to give you exceptional experiences every day, and invest in our facilities, support services, and teaching resources to deliver on this promise.



Registration and Orientation

The Academic and Student Services team will welcome you and introduce important information about Australian Institute of Higher Education and all other relevant matters. We will explain academic and general administrative matters and answer any questions you may have before you sign off on your Orientation.

Students will be informed about Institute policies, requirements for class attendance and assessment processes during the Orientation session.

Students will be enrolled in their classes.

Key emergency procedures will be explained, and the locations of fire exits will be clearly identified.

Mental Health and Wellbeing

The Institute promotes a culture that supports good mental health, social connectedness and resilience by:

- using evidence to ensure best practice approaches to mental health are implemented in Institute activities;
- fostering respectful and inclusive behaviour;
- encouraging staff and students to participate in wellbeing and health-promoting activities; and
- providing tailored support to help staff and students thrive, and assist those experiencing poor mental health.

The AIH Wellbeing Officer is responsible for the emotional and behavioural support of all staff and students at AIH.

The Wellbeing Officer provides confidential and trustworthy counselling sessions to protect student's confidentiality, while offering motivation and inspiration to students to achieve their goals. These sessions grant knowledge through finding solutions and actions that focus on improving overall wellbeing. The Wellbeing Officer provides professional stress management plans for maintaining a healthy life and a healthy mind set.

If you want to talk to the AIH Wellbeing Officer about any wellbeing issues, please contact Alex on the email: wellbeing@aih.edu.au

“For further information, please review AIH’s Health and Safety Policy and Procedure, and Mental Health and Wellbeing Policy and Procedure, available on the AIH website.”

Contact Details

Student Services Officers are the official point of contact for overseas students. Student Services Officers can be contacted on the details below.

Australian Institute of Higher Education

Sydney:

Level 3, 545 Kent Street
Sydney, NSW 2000

Melbourne:

Level 1, 20 Queen Street
Melbourne, VIC 3000

TEL: +61 2 9020 8050

EMAIL: studentservices@aih.edu.au

WEB: www.aih.edu.au

Academic Support and Library Services

The Academic Success Team is an integral part of the academic support services provided by the Australian Institute of Higher Education. The team provides direct support for students to grow and improve their study methods and English skills, necessary for academic success.

Students can enjoy a library of curated skills-focused resources through the EBSCO Database, an essential platform that they can use to find business and academic publications for their assessment tasks. To access the EBSCO database, students can go to the Academic Success Team page on Moodle.

Students can also visit the library at the AIH Sydney campus, open from Monday to Friday 9 a.m. to 5 p.m., to borrow books and other resources.

The Academic Success Team also offers specialised learning support workshops, assessment help, individualised support from our Academic Success Officers, private counselling with our Wellbeing Officer, and unit-specific guidance through our Peer Mentors, among others.

Bookings are required for individualised support. For academic concerns, students can email: academicsuccess@aih.edu.au

For wellbeing and safety issues, students can contact the team through wellbeing@aih.edu.au



Section 1: AIH Policies

Students should familiarise themselves with the following academic and administrative policies. For further information on all policies, please see the Policy and Procedure section on the AIH website: www.aih.edu.au

1.1 Student Enrolment, Progression and Exclusion

AIH has designed this Policy to detail the rules for meeting course completion requirements, to define the grounds for exclusion related to lack of progress, and to detail confirmation of student course completion. AIH also requires that the academic achievement of each student is monitored so that students who are determined to be “at risk” can be provided with appropriate support.

1.2 Advanced Standing Policy

AIH is committed to developing open and accessible guidelines for the granting of credit with respect to specific units that constitute a course of study on the basis of prior learning, whether from formal studies, professional work or life experience.

The latest time an application for Advanced Standing can normally be made is one week prior to the first census date after commencement of the course.

1.3 Student Assessment

All student assessment tasks are appropriately designed to determine the extent to which students have met the learning and skills outcome requirements within a unit of study and to assist teaching staff make decisions about the performance of individual students within a unit of study.

1.4 Academic Misconduct

AIH upholds the principle of academic integrity and independently achieved intellectual inquiry. Failure to comply with this principle will result in appropriate and recorded sanctions based on the extent of the breach.

For further information, please refer to the Student Academic Misconduct Policy and associated Procedure available on the AIH website.

1.5 Student Code of Conduct

Students should familiarise themselves with the Student Code of Conduct available on the AIH website. The Student Code of Conduct has been developed to provide a clear statement of the Institutes expectations of students in respect of academic matters and personal behaviour.

1.6 Intellectual Property

AIH has designed this policy to create an innovative culture which fosters the creation of intellectual property; to ensure that intellectual property created within the Institute is

identified and managed appropriately; and to provide a clear understanding of the rights and responsibilities of staff and students.

1.7 Critical Incident Management

The AIH Critical Incident Management Plan addresses various scenarios following a critical incident. Preparation for, response to and recovery from a critical incident affecting the information resources, education facilities, administration, personnel and clients requires the cooperative efforts of all managers in partnership with the functional areas supporting the operations of AIH.

1.8 Student Complaint and Appeal

AIH is committed to developing and maintaining an effective, timely, fair, and equitable complaint handling system which is easily accessible and offered to complainants at no charge.

During all stages of this Procedure, the Institute will take all steps to ensure that:

- The complainant and any respondent have the opportunity to present their case at each stage of the Procedure.
- The complainant and any respondent have the option of being accompanied/ assisted by a third person (such as a family member, friend or counsellor) if they so desire in formal interviews.
- The complainant is entitled to ask for assistance in the form of a translator/ interpreter at any time during the process
- The complainant and any respondent will not be victimised or discriminated against.
- At all stages of the process, discussions relating to complaints and appeals will be recorded in writing. A full explanation in writing for decisions and actions taken as part of this Procedure will be provided to the complainant and/or any respondent if requested.

Students should continue their studies as usual during the complaint procedure, except in circumstances where their well-being, health or safety is potentially at risk, or where the student poses a risk to the well-being, health or safety to others.

1.9 Privacy Policy

This Policy is based on relevant legislation regarding the handling of personal information and is designed to ensure that AIH manages all personal information appropriately. Information about students will not be provided to any other third party without the prior written/ signed/acknowledged consent of the student with the exceptions of government departments such as DET, DHA. In the case of the latter, information will be provided with or without the consent of the student.



1.10 Student Support Framework

The purpose of this policy is to ensure that students are provided with access to support throughout their studies.

1.11 Holidays

Holidays are timetabled into your course. For holiday dates, the current principal dates should be available from the website.

The Institute is closed on all NSW, VIC and gazetted public holidays. For further information, please see AIH website for the Academic Calendar.

1.12 Approved Leave

Leave for students can only be granted on the grounds of serious illness of the students or urgent family matters involving the immediate family (i.e., mother or father or sibling), provided that the student produces verifiable documents that support their case.

Please email Student Services if you will miss more than 2 consecutive classes per block due to leave.

1.13 Sick Leave

A student absent from class due to medical reasons must provide medical certificates from a registered medical practitioner. Only in exceptional circumstances will retrospective medical certificates be accepted. If you are sick for an extended period of time you must notify the Institute as soon as practicable.

1.14 Payment of Tuition Fees

Students must be up to date with their academic fee payments in order to be registered for a unit. Fees for the following trimester must be paid 2 (two) weeks before the start of the next trimester. If students pay after the due date, they may incur a late surcharge. A payment reminder notice will be emailed to students with details of due date and amount approximately two weeks before payment is due.

If a student has not paid their fees, they are deemed to be non-financial. Non-financial students carry the following penalties:

- Cannot be registered in a unit.
- No access to Moodle.
- No access to documentation e.g., marks, and processing of documentation.

If a student knows that they will have a problem with paying their fees, please email the Accounts Department as soon as possible.

1.15 International Student Deferment, Suspension and Cancellation of Study

This policy and procedure is to provide a clear statement and

guidelines about the conditions under which AIH students may voluntarily defer, suspend, or cancel their study. It also addresses the processes for AIH initiated suspension or cancellation of enrolment of an international student.

AIH students applying to defer or suspend their studies will be reminded that a successful application may affect their student visa.

1.16 Disclosure of Information Information

Information about students will not be provided to any other third party without the prior written/ signed/acknowledged consent of the student with the exceptions of government departments such as DET, DHA. In the case of the latter, information will be provided with or without the consent of the student.

Copies of any information shared with a third party are kept on the student's file. Information about a student from the student:

- Students will be given access to all information kept on their file based upon written or verbal (interview) request.
- Email requests from students for documents can be processed, but it is encouraged that student submit online forms which can be found on the AIH website under student forms.

Information about a student from a third party:

- Information requests about students from a third party will be denied unless there is written consent from the student of whose records are requested.
- Once written consent has been received, including any limitations or boundaries, the information can then be divulged.
- All shared information must be documented and signed with a copy made available to the student.

In all cases, conditions of the Privacy & Personal Protection Act 1998 will be followed and adhered to by both staff members and students at AIH. For further information, please refer to the Privacy Policy and Procedure.



Section 2: General Administrative Matters

2.1 Change of Address or Contact Details

Students must notify AIH of ANY change to their contact details within 7 days. Students can fill in the form online.

2.2 Student Card

After the Orientation, your photo will be taken for your Student ID card to be issued. If you would like a student ID card, please contact Student Services. The cards will be given to you at Reception when ready.

The student card can be used as a concession card at museums, theatres, cinemas but not for public transport in NSW. The replacement of lost cards may incur a \$10 fee.

2.3 Request for Official Documents Form

In order to obtain the following documentation:

- Replacement Testamur.
- Official Academic transcript.
- Enrolment letter.
- Completion letter.
- Other letters.

A completed Request for Official Documents Form is required. This is available on AIH website.

Please note that fees may apply for the documents requested. Details are available from Student Services.

Processing a student request may take between 3 working days to about 2 weeks depending on the request.

2.4 Campus Rules

The following are not permitted on campus:

- Alcohol.
- Recreational drugs.
- Firearms and knives.



- Smoking.

The following are not permitted in the lecture and tutorial rooms:

- Food and drink.
- Use of mobile phones.

As the student body comprises a diverse group of people, all students and staff are asked to be mindful of the following:

- Speak English in class.
- Respect others.
- Be aware of other cultures.
- Be respectful of other people's personal space.
- Please use deodorant.
- Wash your hands after using toilet facilities.
- Do not leave valuables unattended.

2.5 Classroom Policy

In the lecture and tutorial rooms and in the computer labs, please adhere to the following:

- Turn off your mobile phone.
- Do not write on the desks.
- Do not consume food or drink in classrooms.
- Do not chew gum in the rooms.
- Smoking is not permitted anywhere on campus, including in lifts, stairwells, the canteen, and the foyer.

In order to maximise your learning and the learning of others, it is important that you:

- Participate in the lessons and group activities.
- Respect the culture of other nationalities.
- Always respect AIH staff and students and the public.
- Follow the lecturer's instructions.
- Leave the classroom tidy.

2.6 Attendance

Students are expected to attend at least 80% of all lectures and tutorials as this facilitates the learning process. Attendance means attending the whole class.

Attendance is recorded and may be used by the Academic Dean and lecturer to determine a student's academic performance and progress.

2.7 Student Email

Students are expected to check their AIH email on a regular basis as this will be the main channel of communication with students from both academic and administrative staff.



Section 3: Students Rights and Responsibilities

When you sign and date your enrolment form you agree to abide by the rules and regulations set down by AIH.

As a student you have a right to:

- Learn in a safe, supportive environment without harassment or discrimination.
- Be informed of all assessment procedures as well as results from those assessments.
- Lodge a complaint without being victimised.
- As a student you also have a responsibility to:
- Treat other students and AIH staff with respect and fairness at all times.
- Obey reasonable directions from lecturers and staff.
- Only smoke in a designated smoking area.
- Be honest in your assessment tasks.
- Follow safe working practices, including wearing footwear and using safety equipment where necessary.
- Not to behave in a way that could threaten, offend or embarrass others.

3.1 Discrimination and Harassment

AIH is committed to delivery of higher education in a non-discriminatory and equitable learning environment. AIH will not tolerate any form of unlawful discrimination or sexual harassment by any staff member or student.

Sexual harassment is a form of discrimination and constitutes any unwelcome behaviour of a sexual nature, which humiliates, intimidates or offends another person.

Some instances of sexual harassment are more obvious than others. The best policy is to always be cautious and sensitive to the perceptions of others. Behaviour that some people find amusing may offend others.

Some examples of sexual harassment (the following list is by no means exhaustive) are:

- Persistently asking somebody out, even though they have declined.
- Intrusive questioning about a person's private life.
- Sending any communication containing sexist or racist jokes.
- Displaying pornography.
- Deliberately brushing up against or touching somebody
- Insensitive jokes and pranks
- Lewd or abusive comments about appearance.
- Deliberate exclusion from conversations.
- Displaying abusive or offensive writing or material.
- Abusive, threatening or insulting words or behaviour.

Students wishing to lodge a complaint regarding discrimination or harassment should contact Student Services immediately.

If a complaint of discrimination and/or sexual harassment is made, it will be investigated promptly, impartially, confidentially, and thoroughly.

If a student infringes the discrimination and harassment guidelines and this is substantiated by the Academic Dean, AIH may apply one or more of the following as applicable, depending on the severity of the case:

- Issue the offending student involved with a first and final written warning.
- Require the offending student to make a written and/or verbal apology.
- Require the offending student to undergo counselling
- Expel the offending student.
- Other disciplinary action may also be taken.

Students should note that AIH may forward harassment complaints of a sexual nature to a State or Federal Anti-discrimination agency. In very serious cases, criminal charges may be pursued.

Students participating in AIH internal grievance procedures do not forego their right to complain to a State or Federal Anti-discrimination agency at a later time, should they be dissatisfied with the outcome of the internal procedure.

All students should note that if AIH becomes aware of any discriminatory behaviour or harassment, it may of its own initiative take disciplinary action against the student involved even though a complaint has not been made regarding the students conduct.

Australian Institute of Higher Education agrees to abide by the Anti-Discrimination Act 1977 to protect all AIH staff and students from any form of discrimination, harassment or bullying. For more information please refer to the Discrimination, Bullying and Harassment Policy and Procedure.

3.2 Sexual Assault and Sexual Harassment Support

Below you will find information which will support you to make the best decision for yourself, or the person you are supporting. For Sexual Harassment and Sexual Assault Policy and Procedure at AIH, please visit Policies and Procedures.

WHAT IS SEXUAL ASSAULT AND SEXUAL HARASSMENT

Sexual assault is any sexual or sexualised act that has not been consented to, agreed upon, invited, or chosen. It is a betrayal of trust and a denial of each person's right to determine what happens to their body. Sexual assault can be committed against people regardless of their gender, age, sexual orientation, ability, and background. Sexual assault is sometimes referred to as rape, sexual abuse or sexual violence.



Sexual harassment is any unwelcome behaviour of a sexual nature that makes a person feel offended, humiliated or intimidated. It is not sexual interaction, flirtation or friendship which is mutual or consensual. Sexual harassment might include:

- Discussions of a sexual nature or graphic sexual description.
- Sexual innuendos, slurs, jokes and comments.
- Asking personal questions about a person's sex life or body.
- Repeated unwanted requests for sex and/ or dates.
- Displaying or distributing sexually suggestive visuals including pictures, calendars, posters, or sexually explicit materials such as videos or text.
- Inappropriate touching such as patting, pinching, stroking or brushing up against the body.
- Touching or rubbing oneself sexually around another person, or exposing yourself.
- Staring or leering.
- Inappropriate advances on social networking sites.

WHAT IS CONSENT

Consent is when a person freely and voluntarily agrees to sexual activity. Sexual assault occurs when someone is unable to and/ or does not give consent. Consent is not always verbal but must be given before people engage in any sexual activity. The legal age of consent in NSW and VIC is 16 years old, regardless of gender.

The law says that a person may be unable to give consent when:

- Asleep or unconscious.
- Significantly intoxicated or affected by drugs.
- Unable to understand consent due to their age or intellectual capacity.
- Intimidated, coerced or threatened.
- Unlawfully detained or held against their will.
- There is an abuse of power or a position of trust.

The law requires the alleged perpetrator to demonstrate what steps they took to ensure consent was given.

HOW TO REPORT SEXUAL ASSAULT OR SEXUAL HARASSMENT

If you have experienced sexual assault or sexual harassment, you are encouraged to report it so that you can get the support and information you need.

You can report the sexual assault to a specialist sexual assault service like 1800 RESPECT who can guide you through the options available to you.

You can report sexual assault to the police, who will ask you about the incident and discuss the possibility of a criminal investigation. You have the option of contacting your nearest Police Station, or you can complete a Sexual Assault Reporting Options (SARO) questionnaire.

You can contact AIH's Student Well-being Officer who can help direct you further to the appropriate services, Mr. Alex Mendez (a.mendez@aih.edu.au).



Section 4: Work Health, Safety and Emergency Evacuation Procedures

POLICE / FIRE / AMBULANCE – 000

If you need police, fire or ambulance in an emergency call Triple Zero (000). Always call Triple Zero (000) in situations where a life is in danger, a crime is taking place, or in time critical situations.

In an event of an emergency that requires the evacuation of the campus, all students should follow the instruction of their lecturer and the fire safety warden.

Once students have evacuated the building, they should meet at the emergency assembly point so that the class rolls can be checked to ensure that all students have left the building. Only after the rolls have been checked can students be dismissed.

Emergency exits are signposted and there are diagrams located around the campus that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

AIH agrees to abide by the Occupational Health and Safety Act 2000 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

For further information, please review AIH's Health and Safety Policy and Procedure, and the Mental Health and Wellbeing Policy and Procedure available on the AIH website.

4.1 Emergency Procedures

EMERGENCY PROCEDURES FOR ALL STAFF AND STUDENTS

In the event of any hazards, e.g., fire, spills, injuries, please report this immediately to Student Services at Reception or your lecturer. In the case of an emergency, emergency services (Police, Ambulance or Fire Brigade) should be contacted immediately by calling triple zero (000) before seeking the assistance of a member of staff. Please then follow instructions given by Student Services, your lecturer or the Floor Warden.

FIRE EVACUATION PROCEDURES

- Floor Wardens are in charge of communicating with the Building Warden.
- If a fire alarm is raised, students and staff must gather your belongings and get ready to evacuate.
- Wait for the signal by any of the Floor Wardens to evacuate.
- If asked to evacuate by the Floor Warden, calmly follow your lecturers to the Assembly Area using the fire stairs.
- The Floor Wardens will check all rooms to ensure that no person remains. They will then proceed to the Emergency Assembly Point.
- Students are to stay with their lecturers at all times. A rollcall will be conducted to account for everyone. Do NOT leave the Assembly Area until told to do so by your lecturer.
- The Floor Wardens will ask the lecturers to inform them if

there are any missing students.

- The Floor Warden will let the lecturers and students know when it is safe to re- enter the building.

4.2 First Aiders

Anyone requiring first aid should contact Student Services or a First Aid Officer.

In the case of an emergency, emergency services (Police, Ambulance or Fire Brigade) should be contacted immediately by calling triple zero (000) before seeking the assistance of a First Aider.

INCIDENT REPORTING

All incidents and injuries that occur at AIH should be reported as soon as possible.

If there is an immediate risk to the health and safety of persons, AIH Work Health, Safety and Wellbeing Policy and Procedure must be followed:

- Report your incident, injury or hazard to Student Services, who will then notify the Principal or delegate immediately. The Principal or delegate will be the Coordinator of the emergency response and will contact relevant emergency services or other personnel as required.
- Document your incident, injury or hazard by completing the Incident and Hazard Report Form (Appendix 1 of the Policy and Procedure above).
- Written reports will be placed on the student's file and kept in the Institute's Critical Incident file. The reports are to be sent to the parents of the student (if appropriate) and other relevant authorities with permission.

Media enquiries should be referred to the Principal.



Section 5: IT Facilities

5.1 Code of Conduct – AIH Computers

Students are required to have their Student ID each time they enter the library. Access may be denied if no valid AIH ID can be produced.

Smoking, drinking, or eating is not permitted in the library. Students cannot bring food and/or drinks into the library. Residue from food and drink can affect the working condition of the keyboard/mouse components and creates an undesirable working environment.

All students must be considerate of other users. Privacy and concentration are important in computer labs. If you need to talk to somebody, please do so in a way that does not disturb other users.

The computers are an academic resource. The following is not permitted in the computer labs:

- Entertainment.
- Internet chatting.
- Social networking, e.g. Facebook, Instagram, TikTok, etc.

It is the responsibility of the student to take care of their belongings while at the computer labs.

Software that is downloaded from the Internet is not to be installed on any AIH lab computer for any purpose. Students are responsible for ensuring that their work is appropriately backed up at all times.

Attempting to damage or destroy information on the computers will not be tolerated.

You are expected to leave your computer workstation in the same condition as you found it.

Sexual Harassment of any type will not be tolerated.

Examples of sexual harassment may include, but are not limited to: displaying rude or offensive sites, verbal harassment or abuse etc.

You are responsible for reading and abiding by all signs posted by the computers.

5.2 Code of Conduct – Computing

Users of computing and networking resources are expected to conduct themselves in a manner that does not abuse or interfere with individual or institutional activities. Theft or other abuse of computer time and/or network services includes but is not limited to:

- Use of another person's identification and password.
- Unauthorised entry into a file to use, read, or change its contents.

- Unauthorised transfer of a file.
- Use of computing facilities to interfere with the work of another student or staff.
- Use of computing facilities to send inappropriate communication, such as obscene or abusive messages or messages that contain profanity.
- Use of computing facilities to interfere with the normal operations of AIH computing systems.
- Use of libellous or slanderous language (defaming another person's character or reputation).
- These disciplinary actions may be taken against violators:
- Temporary suspension of computing privileges with the violation documented in the student's file.
- Permanent removal of computing privileges with the violation documented in the student's file.
- AIH suspension, which includes the termination of enrolment for a specified period of time.
- AIH expulsion, which includes the termination of enrolment for an indefinite period of time.

5.3 Reporting Problems

For serious, immediate problems with the computer lab systems, please contact Student Services immediately.

5.4 Security

All security concerns should be reported immediately to Student Services.

5.5 Computer Software

All computers have the following software installed on each computer as a minimum:

- MS Office for word processing, spreadsheets, presentations, database applications.
- Internet Explorer.
- Compression and de-compression software.
- Adobe Acrobat Reader.
- Antivirus software.

5.6 Student Laptop Computers

AIH operates under a Bring Your Own Device (BYOD) policy. Students are required to bring a personal laptop to all classes at the Melbourne and Sydney campuses. Therefore:

- Computer labs are only used for lectures / tutorials.
- A secure wireless network is available at both campuses for student use.



Section 6: Terms and Conditions of Enrolment

6.1 Terms and Conditions of Enrolment for ALL Students

Expulsion

The Institute reserves the right to expel students for any serious breaches of academic and/or non-academic discipline matters.

FEES, COURSES AND TIMETABLES

The Institute reserves the right to vary its fees at any time. All courses and timetables are subject to change without notice.

CONTACT DETAILS

Students must notify AIH of any change to their contact details within seven days.

ENROLMENT AND TUITION FEES

Payment of tuition fees will not be accepted unless it is accompanied by a signed acceptance form.

HOLIDAYS

Holidays are timetabled into courses. For holiday dates, please refer to the Academic Calendar for your course (which is available on the AIH website).

Students may apply for Approved Leave only on grounds of illness, or Bereavement. See 1.11 and 1.12.

6.2 Cancellation and Refund Policy

All applications for refunds must be made in writing to the Accounts Department.

Students should note that some fees may not be refundable, such as administrative fees (deferral or enrolment fees), fees for airport transfers, accommodation services and overseas student health cover.

The Institute will not authorise tuition fee transfers to any other institution or to other students.

6.3 Refund after the Commencement of Study

The Institute will provide a full refund of any tuition fees paid upon receipt of evidence if:

- The student's request to obtain an Australian student visa is denied.
- Approval of an Australian student visa is delayed for reasons beyond the student's control.
- The offer of a place is withdrawn, or the course which was applied for is no longer offered.

Requests for withdrawal for reasons other than those mentioned above will be eligible for a refund in accordance with the table below:

Date withdrawal request was lodged	Portion of tuition fees refundable
weeks (28 days) or more before the start of each block in the trimester	70% of the first study period tuition fee*
Before the start of each block in the trimester, but less than 4 weeks (28 days) before the start of each block in the study period	50% of the first study period tuition fee*
On or after the start of each block in the study period	No refund available

*Where a student has paid less than the specified full first study period tuition fees upon enrolment, and the student withdraws, the refund will be calculated in accordance with the table. Should the calculated non-refundable amount be more than the amount paid by the student, the student will not be eligible for any refund. If the calculated non-refundable amount is less than the amount paid by the student, the student will only be refunded the difference. Any amounts greater than the first study period tuition fee paid upon enrolment will be refundable in full.

This agreement does not remove the right to take further action under Australia's Consumer Protection laws. For further information, please refer to AIH website.



Section 7: Registration

7.1 Registration details

You must register/enrol for classes at the start of the trimester.

If you have outstanding fees or are registering late, you will not be enrolled and will only be put on a class roll until you have resolved your issue.

Please see the following departments to discuss your problem:

Non-financial students	Accounts Department
Late registering students	Student Services
Change of address	Student Services
Re-assessment/Missed Unit/Failed Unit	Student Services

When fees are paid or related issues have been discussed and/or you are registered after being late, you will be added to the class roll only based on availability.

Section 8: Discipline

8.1 Underlying Principles

- AIH encourages positive behaviour management strategies with a foundation of mutual respect for lecturers and students through consultation.
- The AIH Critical Incident Management Plan outlines the appropriate staff involved, and steps to adhere to when solving problems.
- AIH staff must provide clear/fair boundaries and guidelines to be adhered for a safe learning environment.
- In all matters, a win-win situation is to be sought by all parties involved unless it involves a compliance issue. Then, legislative compliance and its consequences will be adhered to.

8.2 Classroom Management

- AIH policies must be implemented in a manner that facilitates positive classroom management and establishes a positive study environment.
- Lecturers are expected to provide worthwhile, relevant tasks set at the appropriate level and delivered at an appropriate pace so that the students identify the value of each lesson.
- When behavioural problems arise, lecturers are expected to try and distinguish between categorical behavioural problems and avoidance of failure symptoms.
- Lecturers must share these difficulties with the Academic Dean or delegate to find a solution.

In order to be added to the roll and allowed in a class, documentation must be obtained from Student Services. This is to be taken to the lecturer of the class to be added to the class roll and attendance taken.

When you register late, the lecturer will assist you as much as possible. However, it is your responsibility to ensure that you do not fail the unit, in which case you will have to pay to repeat the unit.

7.2 Registration Dates

Check for updates on the Institute notices (student portal/ email/Moodle/notice boards) for the times and dates for registration before the start of each new block.

7.3 Late registrations

There will be no registration and /or enrolments after the first week of the trimester unless there are exceptional circumstances upon approval by the Academic Department.

- Lecturers must set fair, meaningful and consistent boundaries.
- Students are responsible for their own behaviour. If students continue to ignore the AIH Policies, appropriate action will be taken.

8.3 Providing Support

- While the boundaries for positive behaviour are set by various AIH policies, there is recognition of the fact that most AIH students are overseas students.
- Lecturers are expected to try and understand the “whole person” and realise that these students may be having life management difficulties such as homesickness that directly affect international students and their approach to learning.
- Students must learn that the culture in Australia is both transparent and fair. Therefore, the AIH Student Code of Conduct outlines the expectations from students and staff in this environment.
- In all situations where difficulties arise, the role of the Academic Dean or delegate is to provide support for both the student and lecturers.



8.4 Harassment, Victimisation and Bullying

- AIH provides a safe learning and working environment and expressly prohibits harassment, victimisation and bullying of any student or staff member.
- All allegations regarding harassment, victimisation and bullying can be dealt by consultation with the appropriate senior management staff member who is obligated to ensure confidentiality and protection.
- Any student found not complying with the appropriate code of conduct and engaging in harassment, victimisation or bullying will face expulsion.
- Any AIH staff member found not complying with the appropriate code of conduct and engaging in harassment, victimisation or bullying will face termination of employment.
- In all cases, conditions of the NSW Anti-Discrimination Act 1977 will be followed and adhered to by both staff members and students at AIH.

8.5 Dress Code

- All students are required to be neatly and appropriately attired at all times they are on campus.
- Shoes or sandals must be worn at all times.
- Ripped jeans or any torn clothing are not acceptable.

8.6 Dealing with Serious Non-Academic Misconduct and Risk

- Students are expected to behave professionally and respectfully at all times towards other students and staff. These expectations are outlined above, and the resolutions and consequences are also outlined above.
- However, where a student poses an immediate risk to themselves or the Institution (staff and/or students), the student concerned will be removed as soon as possible to a safe place (or situation) until the issue can be resolved. At least two staff members, academic and/or management with the Student Affairs will be involved to ensure that there are witnesses to the situation. Relevant authorities will also be contacted as soon as practicable if required.

Section 9: Access and Equity

Australian Institute of Higher Education staff and students will show no discrimination towards any group or individuals in any form, inclusive of:

- Gender.
- Pregnancy.
- Race.
- Colour.
- Nationality.
- Ethnic.
- Ethno-religious background.
- Marital status.
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease.

- Sexual orientation.
- Age.

AIH students have the responsibility to:

- Work to the best of their ability.
- Act to prevent harassment, discrimination and bullying against others in the Institute.
- Respect cultural and social differences among your colleagues.
- Treat people fairly (e.g., no discrimination, harassing or bullying).

Section 10: Privacy Related to Student Information

This has been discussed in above (Disclosure of Information). There are separate rules pertaining to:

- Government agencies.
- Information about a student from the student.
- Information about a student from a third party.

In all cases, conditions of the Privacy & Personal Information Act 1998 will be followed and adhered to by both staff members and students at AIH.

Section 11: Occupational Health and Safety

- All students and staff will be informed of the appropriate Occupational Health and Safety procedures in case of emergency (e.g. Fire, bomb scare, earthquake, etc.).
- Students will be informed verbally during Orientation and in writing on a fact sheet that references emergency exit points, fire-extinguisher locations etc.
- AIH agrees to abide by the Occupational Health and Safety Act 2000 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.
- Students are entitled to safe and functional training equipment and lighting.



Section 12: Language, Literacy and Numeracy Skills

At AIH:

- The level of language, literacy and numeracy involved in delivery will be appropriate for tertiary studies.
- Entry requirements stipulate that students are required to have:
 - Year 12 or equivalent and above.
 - IELTS 6.0 or above.
- The academic and English language entry requirements are appropriate for adequate communication at the level of delivery and assessment expectations.

The below pertains to students enrolled in any AIH degree course that experience any language, literacy or numeracy problems with their studies:

- Language, literacy or numeracy issues are first detected by the lecturer who report them to the Program Manager.
- The lecturer, student and Academic Dean or delegates meet to assess the situation and provide any assistance as relevant with another institution.
- All interview details: tests and results are kept on the student's file.

Section 13: Copyright

AIH is committed to compliance with the Copyright Act 1968. AIH discourages practices undermining the Act.

Restrictions applicable under the Copyright Act 1968 include restricting the amount of photocopying of copyrighted material to 10% or one chapter, whichever is less, whichever is **greater**.

Copyright owners are entitled to take legal action against any individual who infringes copyright.

Unless otherwise permitted by the Copyright Act 1968, it is an infringement to copy the work of another author.

All students and staff should treat the AIH computing environment with responsibility and respect. AIH is committed to legal norms in the area of software usage; software and commercial documentation cannot be copied, as it will violate AIH policy and Federal copyright statutes.



Section 14: International Student Requirements

14.1 Change of Address or Contact Details

- The Department of Home Affairs (DHA) requires students to notify AIH of ANY change to their contact details within 7 days.
- When either DHA or AIH issues a student a letter that must be addressed within a certain number of days, if a student has not provided the correct address the student would not be able to reply, and the visa may be cancelled by DHA.
- Any personal details provided to AIH may be made available to Commonwealth and State Agencies as per the ESOS Act 2000 and the National Code of Conduct.

NOTE: New students are required to provide their Australian

address on Orientation Day. If the student does not know his/her address yet, ensure that the Student Services Department is informed as soon as possible.

14.2 Allianz Card (Overseas Student Health Cover)

- Student visa holders are required to obtain Overseas Student Health Cover (OSHC) to cover their stay in Australia as a student. In most cases this has been paid for with the enrolment fees.
- The digital OSHC membership card is sent to the student within 4 weeks after student commenced the course.
- Allianz enquire hotline 13 67 42.



14.3 Student Deferral/Suspension and Cancellation of Studies

Normally students defer because of bereavement, illness, or exceptional circumstances beyond the student's control. These are the steps to take when deferring:

- Students fill in the Course Deferment or Suspension Form online with supporting documents.
- Student may be interviewed.
- AIH will process the form by:
 - Updating student management system.
 - Updating PRISMS in the Course Variation/ Course Deferral section.

14.4 Special Attendance Condition

- Under Code 40, students do not need to study full time if they are repeating a failed unit in their FINAL STUDY PERIOD.

14.5 Leave

- International students applying for leave should be aware that DHA has the final say as to whether reasons for deferral are acceptable.
- DHA may also cancel the visa where, for example, the student is granted leave to go home but does not leave Australia or does not return to Australia by the agreed date.
- All students going overseas are required to provide a copy of their airline ticket.

14.6 Sick Leave

- International students should keep the original medical certificate(s) to provide to DHA if required. The Institute maintains verified copies of the certificates.

14.7 Visa Expiry/Extending your Student Visa

- If you need to extend your student visa, you will need to apply for the extension with DHA.
- You will be required to fill relevant form(s) and provide, your attendance record, transcript and a bank statement to show that you can support yourself, a reason for extending, the processing fee, a Confirmation of Enrolment if you are enrolling in a new course and other documentation may be required.
- Please consult our marketing team to find out how to apply or you can also obtain information from Immigration's website at <https://www.homeaffairs.gov.au/>

14.8 Extending Your Course

- Students wishing to extend their course must inform the Admissions Department.
- Student visa holders will be issued with a new electronic Confirmation of Enrolment.

- This can be used to extend the student visa with DHA (note that there is a fee associated with extending a student's visa).
- If you do not inform AIH, you will not be permitted to enter the class and your name will not appear on class roll.

14.9 Termination/Transfer to Other Provider

- Students who wish to terminate their course must provide written notice of such intention to AIH as soon as possible.
- Students may terminate their course after they have completed 6 months of their principal course as per National Code of Practice.
- Students wishing to terminate their course earlier than 6 months of commencing their course must provide supporting documentation.
- Applications are only approved in certain circumstances as per AIH's International Student Deferral, Suspension and Cancellation of Study Policy and Procedure which is aligned with the National Code of Practice governing international student education.
- If you do not inform AIH that you have terminated, and as a result of terminating you do not attend classes, you will be reported to The Department of Home Affairs via PRISMS.

14.10 Visa for Family Members and School Age Dependants

Any school aged dependants accompanying overseas students to Australia are required to enrol at school and must pay full fees if they are enrolled in either a government or non-government school.

For more information about visas for dependants of student visa holders, please see the Department of Home Affairs website.

14.11 Cost of Living

- It is estimated that it costs around \$29,710 Australian Dollars per year plus tuition fees and insurance to live in Australia.
- There is an additional living cost of \$10,394 a year for a student's spouse and \$4,449 per year for one child.
- Students should be aware of the likely costs of staying in Australia and should understand that the financial capacity to meet such costs is the student's responsibility.

For more information, please refer the Australian Government's guidance on living costs: <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>



Section 15: Useful Contact Details

The following is a list of some important numbers that students may find useful during their time at the Institute.

Australian Institute of Higher Education	02 9020 8050
Police and Ambulance and Fire	000
Allianz (OSHC) https://allianzassistancehealth.com.au	Enquiries 13 67 42 Claims 1800 651 349
Bupa Medical Services (Medical Examination for visa)	1300 794 919
Department of Home Affairs (DoHA) for visa related matters www.homeaffairs.gov.au	131 881
Public Transport Information Line (Timetables, routes etc)	131 500
NSW International Student Support Service https://www.service.nsw.gov.au/transaction/support-international-students	13 77 88
Telephone Directory Service	12455
International Directory Service	225
Lifeline Counselling Service (Telephone Counselling) https://www.lifeline.org.au/	131114
beyondblue https://www.beyondblue.org.au/	1300 22 4636
Redfern Legal Centre http://rlc.org.au/our-services/international-students (free legal advice service for international students on housing issues, fines, debts, car accidents, employment, discrimination, family law, domestic violence, complaints about college)	02 9698 7277 02 9698 7645
Translating and Interpreting Service (24 hours) https://www.tisnational.gov.au/	131 450
Domestic Violence Line (24 hours)	1800 656 463
Useful Government websites for International Students: http://www.study.sydney/english/live/support-services/ http://www.cityofsydney.nsw.gov.au/community/community-support/international-students http://www.cisa.edu.au https://www.studyinaustralia.gov.au/	
Funeral Services: TJ Andrews - www.tjandrews.com.au Perram & Timmins Funeral - www.perramandtimmins.com.au	02 9725 5639 02 9821 4786
Consular Representatives: https://www.dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas https://www.sydney.com.au/consuls.htm	
Ethnic Group Leaders: http://www.eccnsw.org.au https://www.bcl.com.au/sitemap/sydney/intgroup-nsw	
Religious Leaders: Anglican: http://www.anglican.org.au/ Buddhist: http://www.buddhistcouncil.org.au/fed/home/ Catholic: http://www.catholicreligiousaustralia.org.au Christian: https://www.acc.org.au/about-us/ Ecumenical: http://www.nswec.org.au/ Hindu: http://hinducouncil.com.au Australian Federation of Islamic Councils, Muslims Australia: https://www.afic.com.au/contact-us/ Jewish: https://www.nswjbd.org/Jewish-Congregations-Sydney/default.aspx Sikh: http://www.sikhcouncil.org.au/	

Please contact our Student Services Team for any other required information and we will do our best to assist you.



15.1 Aboriginal & Torres Strait Islander Services

WIRRINGA BAIYA – ABORIGINAL WOMEN'S LEGAL CENTRE

Support for women and children who are experiencing domestic and family violence or sexual assault.

Tel: (02) 9569 3847
Freecall: 1800 686 587
Web: www.wirringabaiya.org.au

MUDGIN-GAL ABORIGINAL CORPORATION & WOMEN'S SERVICE CENTRE

Hours: 9:00am – 5:00pm, Monday to Friday Tel: (02) 9698 1173
Web: www.redfernfoundation.org.au/mudgingal.html

ABORIGINAL COMMUNITY CONTROLLED HEALTH SERVICES

There are over 50 Aboriginal Community Controlled Health Services (AMS) in NSW. Many AMS offer Domestic and Family Violence counselling services - find your nearest service here. The AMS in Redfern is located at: 36 Turner Street, Redfern

Tel: (02) 9319 5823 or (02) 9319 3345
Email: amsredfern@amsredfern.org.au

INDIGENOUS WOMEN'S LEGAL SERVICES NSW

The Indigenous Women's Legal Contact Line provides free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's compensation.

Tel: (02) 8745 6977
Freecall: 1800 639 784
Web: www.wlsnsw.org.au

LAW ACCESS NSW

Law Access NSW is a free government telephone service that provides free legal help for people who have a legal problem in NSW.

Law Access is a starting point to help people with their legal problem or question. We can help with a range of legal problems or questions including domestic and family violence. Customer Service Officers can assist people with their legal problem by giving legal information over the telephone, referring people to other legal assistance services and, in some cases, arranging for one of the Law Access Lawyers to call the person to provide telephone legal advice. Lawyers can provide advice in family, civil and criminal law.

ABORIGINAL CUSTOMER SERVICE OFFICERS ARE AVAILABLE TO ASSIST ABORIGINAL CLIENTS

Web: www.lawaccess.nsw.gov.au

VICTIMS SERVICES NSW

Support and information for victims of crime in New South Wales relating to victims' rights and how to access counselling and compensation. Victims Services is part of the Department of Attorney General and Justice in NSW. They provide support and information for victims of crime in New South Wales.

Aboriginal Contact Line: 1800 019 123 (freecall)
Hotline: 1800 633 063 (freecall)
Web: www.lawlink.nsw.gov.au/vs

ABORIGINAL LEGAL SERVICES

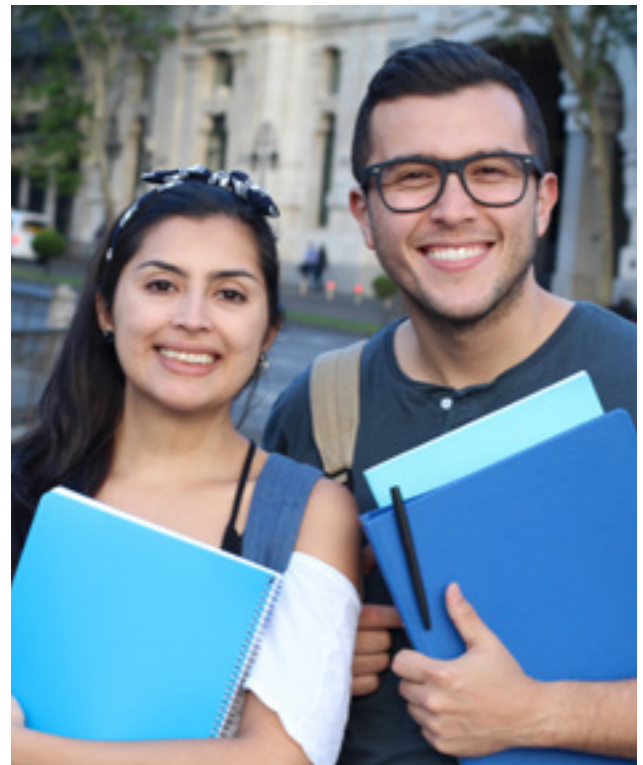
The Aboriginal Legal Service (ALS) gives legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children in NSW and the ACT. The ALS has 23 offices around NSW and the ACT. They provide support and information for victims of crime in New South Wales.

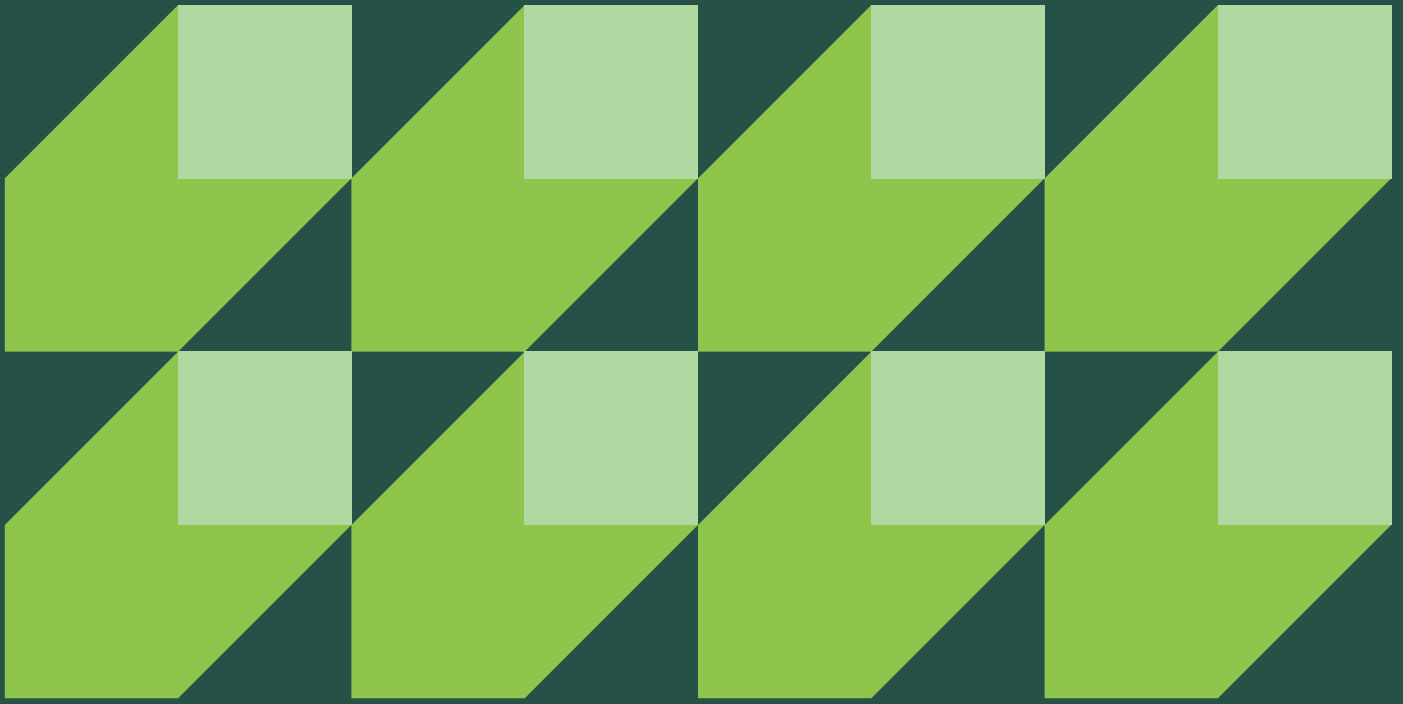
CRIME Phone: 1800 765 676 (freecall)
CARE Phone: 1800 733 233 (freecall) Website: www.alsnswact.org.au

THIYAM-LI FAMILY VIOLENCE SERVICE

Service directed to Aboriginal clients. Domestic violence and sexual assault, family law, child protection, AVOs and victims compensation.

Located at: 30 Gwydir Street, Moree NSW
Tel: (02) 6751 1400





AUSTRALIAN INSTITUTE OF HIGHER EDUCATION

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