



# AIWT DOMESTIC STUDENT HANDBOOK

2018 Version 2.1

AUSTRALIA-INTERNATIONAL INSTITUTE OF WORKPLACE TRAINING

HEAD OFFICE

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## ABOUT AIWT

### WELCOME FROM THE DIRECTOR

A warm welcome to AIWT!

My name is Eva Godwin and I am proud to be the Director of AIWT. We are a WA owned and managed training organisation started in 2003, with a solid history and progressive plans for the future.

My passion for the vocational education and training industry began 25 years ago, as a student. I have personally experienced the difference inspirational, supportive and encouraging trainers can make in someone's life and I want to share that passion. AIWT employs a team of highly professional, dedicated and genuine industry experienced trainers who have their students' learning at heart and will go the extra mile to support them. We have a student enrichment program to extend general IT and life skills, that will benefit students beyond their studies.

All work and no play...that is not what AIWT is about. We are proud of our student community and have a genuine interest in the welfare of our students. Throughout the year, with the support of the student council, we celebrate cultural diversity through campus events. Together, guided by our values - to be genuine, passionate and progressive - we believe our students will be prepared for tomorrow.

I look forward to meeting you soon.

Eva Godwin/ AIWT Director

### WELCOME FROM THE AIWT TEAM

It is with pride and pleasure that the AIWT team would like to welcome you to the Australia-International Institute of Workplace Training (AIWT). Whether you are looking at starting a new career, furthering your skills in your current field of employment, or needing to upgrade your team's knowledge, AIWT can assist you. We trust that your time with us will be an enjoyable learning journey and that our strong links with industry will provide you with valuable work placement opportunities in preparation for your future career. AIWT is committed to providing a safe and healthy learning environment. We value open, transparent conversation whilst building strong cohesive relationships with students, trainers and the general college community. AIWT fosters industry engagement through excursions and work placements and our biggest reward is seeing our students finding their dream job where they grow and succeed and foster other students on their journey. During your time at AIWT, our friendly training and administration team are here to provide a vibrant and supportive learning environment. We, as a team at AIWT, are committed to striving for excellence through applying best practice principles offering quality education and high levels of customer service at all times. We continuously improve our practices and we are here to help and support you. Our aim is to build your knowledge, skills and confidence through industry relevant, interactive learning in a fun and safe environment. On completion of your course you will have achieved competency in your subjects, ready to enter the workforce. On behalf of the CEO and all staff members, I extend you a warm welcome. I hope your studies will be rewarding and enjoyable and I wish you every success with your studies.

Nikki Jenkins/ AIWT Student Services and System Coordinator

## ABOUT THIS STUDENT HANDBOOK

This handbook is aimed at learners who are considering enrolling or who have enrolled in a course with AIWT. This handbook provides essential information throughout a learner's lifecycle at AIWT. The following pages contain information and links to resources and policies, information about learner's rights and obligations, AIWT enrolment and admissions processes, student administration, course and assessment information, issuing of qualifications, campus events and graduations. Information contained in this handbook may be altered, amended or deleted from time to time. The current copy of the handbook is kept on the AIWT website and on MOODLE.

### OUR VISION

To be a genuine provider, delivering skilled and confident human resources to the workforce.

### OUR PURPOSE

To provide satisfaction to our Students, our Staff and our Stakeholders.

### OUR VALUES

Genuine, Passionate and Progressive.

### AIWT – RTO REGISTRATION DETAILS

AIWT is a registered training organisation with the Australian Skills Quality Authority (ASQA), provider number 51174. We deliver a range of nationally recognised qualifications and our scope of delivery is listed on [www.training.gov.au](http://www.training.gov.au).

You can find details on our course offerings at our website [www.aiwt.edu.au](http://www.aiwt.edu.au) and download a copy of the current student prospectus. As a Registered Training Organisation (RTO), AIWT must operate in accordance with the 2015 Standards for Registered Training Organisations.

### AIWT CAMPUSES AND DELIVERY LOCATIONS

AIWT has two campus delivery locations.

**North Campus** Unit 2, 19 Kent Way Malaga WA 6060

**City Campus** Level 1, 188 Newcastle Street, Northbridge WA 6003

All campuses are easily accessible by public transport.

Course delivery locations are set for each course and are outlined in the Letter of Offer, however AIWT reserves the right to change the delivery location with a minimum of 4 weeks' notice given in writing to students prior to a new study period starting.

### OUR STUDENT SUPPORT TEAM AT AIWT

AIWT Department	Staff members	Contact Details
<b>Student Services</b>	Nikki Jenkins Student Services and Systems Coordinator  Lyneva Jamito Student Services Administrator	<a href="mailto:studentservices@aiwt.edu.au">studentservices@aiwt.edu.au</a> 08 9249 9688
<b>Admissions</b>	Sabrina Hui Yiin Choo	<a href="mailto:futurestudents@aiwt.edu.au">futurestudents@aiwt.edu.au</a>
<b>Accounts</b>	Julie Derby	<a href="mailto:accounts@aiwt.edu.au">accounts@aiwt.edu.au</a>

## AIWT TRAINING DEPARTMENTS

<b>School of Business</b>	Michael Holmes	<a href="mailto:mick.holmes@aiwt.edu.au">mick.holmes@aiwt.edu.au</a>
<b>School of ECEC</b>	Isabel Murphy	<a href="mailto:isabel.murphy@aiwt.edu.au">isabel.murphy@aiwt.edu.au</a>
<b>School of Language</b>	David Zhao	<a href="mailto:david.zhao@aiwt.edu.au">david.zhao@aiwt.edu.au</a>

AIWT Trainers and Assessors are highly industry experienced in their professional field and hold qualifications as required by the Standards for RTO's 2015. For more details go to [www.aiwt.edu.au](http://www.aiwt.edu.au).

## AIWT COURSE DELIVERY MODES FOR DOMESTIC ENROLMENTS

AIWT is committed to providing industry relevant, quality course programs to suit a range of learners. We have developed a range of different delivery options including:

**Face-to-Face:** This delivery mode is predominantly delivered in a classroom over the nominated time with regular weekly classes and school holiday term breaks. Face-to-Face training has many advantages including meeting other learners allowing you to build a network and make friends. It offers regular engagement and focus as the whole class gets involved in activities and discussions. Your trainer/assessor is available in real time responsiveness which means if a question occurs, it can be answered on the spot or he/she can demonstrate things you may find difficult to understand and extend the learning beyond the text book with practical application examples in industry. This delivery mode suits all learners including school leavers and mature learners who can dedicate the time for the regular classes.

**Fast-Paced:** This delivery mode is ideally suited for learners who have been working in industry or have similar prior learning skills and wish to complete a qualification. Training is delivered in the classroom over a compact 1-2-week time frame depending on the course and regular monthly workshops. Learners complement their studies via our learning platform MOODLE by following a structured, self-directed learning program.

**Self-Paced:** This delivery mode is ideal for learners capable of managing a high amount of self-directed studies with limited face to face support from the trainer/assessor. The program is targeted at mature learners with some experience in their field of study, individuals with basic work-experience, learners who live remotely and/or learners who are time poor due to family or commitments.

**Traineeships:** \*Please read the terms and condition for Jobs & Skills WA [APPENDIX A](#)

A Traineeship is a registered training agreement with the State and Territory Authorities (STAs). An employer may nominate a trainee, or an individual may find an employer who is willing to employ the person as a trainee. All parties (employer, trainee, the Australian Apprenticeship Support Network and the RTO) sign the traineeship contract and agree on a training plan – to find out more and who plays what role go to [www.australianapprenticeships.gov.au/who-does-what](http://www.australianapprenticeships.gov.au/who-does-what) . A Traineeship is an excellent way to combine training with work, enabling you to have a job while you complete your vocational training towards a nationally recognised qualification. Traineeships are available to anyone including students in year 11 and 12, school-leavers, individuals who wish to re-enter the workforce or an adult worker simply wishing to change careers. When you finish your apprenticeship or traineeship you will have a nationally recognised qualification that's held in high regard in many overseas countries as well.

Traineeship training is delivered in a combination of "on and off the job training". A designated AIWT trainer regularly visits the trainee at the workplace in combination with some training being delivered at our AIWT North Campus. Trainees have access to a range of resources including text books and MOODLE activities.

## RECOGNITION OF PRIOR LEARNING (RPL) AND NATIONAL RECOGNITION

**WHAT IS RECOGNITION OF PRIOR LEARNING?** RPL is a process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

Recognition of Prior Learning is ideal for people who have worked in industry for a few years and may have attended in house training or PD sessions but never completed a formal qualification.

If RPL is linked to an enrolment into a course of study, it is recommended to apply for RPL prior to enrolling into a course. This will assist in adjusting the training plan to meet the requirements of the student. Please contact admissions to arrange an initial interview with the course coordinator to discuss your requirements, work experiences and formal or informal learning. After the interview you can apply for RPL by completing the form "Application for Recognition of Prior Learning".

**WHAT IS NATIONAL RECOGNITION (CREDIT TRANSFER):** A Credit transfer is the recognition of learning achieved through formal education and training where there is a current equivalent unit on [www.training.gov.au](http://www.training.gov.au). Under the Standards for Registered Training Organisations (RTOs) 2015, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded. Students must apply for a Credit transfer by completing the form "Application for Credit Transfer" and attach evidence of the Statement of Attainment or the Record of Result. AIWT will contact the issuing RTO to verify and authenticate the testamur before formally granting the Credit Transfer.

## ENROLMENT PROCESS

AIWT is committed to providing accurate and accessible information to prospective and current learners through our website [www.aiwt.edu.au](http://www.aiwt.edu.au), regular information sessions or personalised one on one interviews with our training and/or admissions team prior to enrolment.

To enrol into a course at AIWT, you are required to complete an enrolment form. Our admissions team may contact you to ask further questions in addition to your completed enrolment form including:

- checking entry requirements and pre-requisite requirements
- clarifying what type of prior learning you may have completed including Credit Transfers
- ensuring that the course and delivery mode you have selected is right for you and meets your needs

The AIWT admissions team will issue a Letter of Offer which sets out the details of the course:

- Course Code and Name
- Credits Granted
- Course Start date, expected completion date and overall course duration in weeks/ month or years
- Delivery Mode
- Entry Requirements
- Pre-Requisites
- Required documents (e.g. Proof of identify)
- Compulsory work placement
- Materials the student must supply
- Fees (Tuition Fees and or Resource Fees)
- Deposit to be paid including payment due dates
- Terms and Condition of Enrolment

To formalise the enrolment, learners must sign the Acceptance Letter and pay the nominated Acceptance Deposit as stated in the Letter of Offer.

## WELCOME LETTER

All new students receive a welcome email with their individual Student ID and secure login details for MOODLE. By logging into MOODLE students can see their class schedule, who their trainer/assessor will be and specific announcements relating to the individual.

If you have not received a welcome email on orientation day, please contact AIWT student services and ask for assistance.

## UNIQUE STUDENT IDENTIFIER (USI)

The USI is a reference number made up of ten numbers and letters that creates a secure online record of your recognised training and qualifications gained in Australia. For detailed information or to create a USI visit [www.usi.gov.au](http://www.usi.gov.au). All students studying at AIWT require a USI. If you have not supplied your USI on enrolment you are required to supply your USI at orientation. If you have trouble creating your USI contact AIWT student services and ask for support.

## ORIENTATION

AIWT Orientation is an important start on your learning journey with AIWT. Depending on the mode of study orientation may be conducted online via MOODLE or at the workplace or if studying face-to-face, orientation will be at the allocated AIWT campus. The aim of orientation is that newly enrolled students are familiar with AIWT policies, processes, their trainer (name & contact details) and how to access course materials in MOODLE. After Orientation, students have a good understanding of AIWT support services, campus events and our Enrichment program. Orientation is compulsory for all students.

## LANGUAGE, LITERACY AND NUMERACY (LLN)

Every nationally accredited training program identifies a minimum requirement for English language, literacy, and numeracy skills (LLN). The purpose of the LLN test is to identify an individual's LLN skill level prior to course start and if any gaps are identified to address them with additional support strategies. The support offered could be an adjustment to the training plan, additional one on one time with the trainer or additional reading and practice ensuring that learners have access to early support to successfully progress throughout the course.

## STUDENT CONTACT DETAILS

Please maintain and keep your contact details updated with Student Services. Students must inform AIWT within 7 days if they have changed their residential address or contact details.

## AIWT STUDENT SERVICES

Our friendly student services team is here to help you throughout your studies at AIWT. Key functions of the student services team are:

Welcome and Orientation

- Welcome you to AIWT via a welcome letter
- Meet you at AIWT orientation
- Issue you an AIWT student card
- Assist with TransPerth requests

Letters, enrolment variations and other support

- Assist with holiday/leave requests due to sickness or compassionate and compelling circumstances
- Forms or applications



- Assist with enrolment variations
- Support you with a conflict, complaint or dispute

#### Issuing Qualifications

- Issue qualification on completion of your studies (allow up to 30 days)
- AIWT will not release the qualification if there are outstanding fees against this qualification

Student services can be contacted by phone on 08 9249 9688 or email [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au)

### CLASS ATTENDANCE FOR FACE-TO-FACE COURSES

To ensure classes run smoothly and without interruption, class hours of attendance must be respected, and punctual arrival is compulsory. Late comers will be “locked out” and will be marked “not in attendance” for the missed sessions. The same applies for students leaving early. Students who regularly miss classes and struggle in their studies due to not attending may not achieve competency in their Unit of Competency.

“Workplace Training Programs”: Scheduled workplace visits by AIWT trainers are the same than a scheduled class. Attendance is required and non-attendance must have a genuine reason e.g being sick can be documented with a medical certificate.

### TRAINING SUPPORT

Training can include classroom delivery with presentations or lectures, practical activities, workshops, group work or research. If you are enrolled into a Fast-Paced or Self-Paced program, a structured training plan with interactive MOODLE activities and regular contact with the trainer/assessor keeps you motivated and engaged. AIWT monitors all enrolled learners and their regular learning engagement, submission of assignments and assessments ensuring that learners are progressing towards the expected learning outcomes. If you are feeling overwhelmed and struggling with your studies, approach your trainer at the earliest opportunity and discuss your situation. At times this could relate to a lack of Literacy and Numeracy skills (LLN) which have not been identified, cultural adjustments, the topic of the course, personal or health issues. AIWT is here to support you through challenges you may face during your time of study – it is however imperative that you talk to your trainer or student services and ask for help.

### ASSESSMENT

Assessments are an important aspect of learning. Completing an assignment, project, presentation or knowledge-based test is an opportunity to demonstrate knowledge and skills. It also measures satisfactory progress towards a Unit of Competency (UoC).

Feedback on assessments provides learners with a measurement on how the learning is progressing in relation to the learning outcomes required against each UoC within a course.

To ensure that all students have equal opportunities to demonstrate their knowledge and skills and to receive accurate and meaningful feedback on their work, AIWT has devised an Assessment Overview and Guide, which sets out what is required and expected of both students and trainers/assessors.

AIWT trainers/ assessors explain at the beginning of each term what type of assessments are to be completed and what the due date is for each assessment. All assessments have clear instructions to the candidate. It is the responsibility of the learner to read and understand the course profile and to attend all classes. Not attending classes may leave a gap in knowledge and skills. It is the responsibility of the learner to catch up on this gap.

It is an AIWT requirement that assessments are based on the performance criteria set out in the UoC. Feedback must relate directly to the criteria and trainers/assessors must provide feedback to individual candidates in a timely manner (indicated on each assessment). Assessments can be formative, as well as summative.

Part of the learning process is the management of both information and time. Developing the capacity to undertake the necessary research, to focus on the question at hand, and to complete and submit the required work on time is essential.

The completion and submission of assessments are the learner's responsibility. Always keep a copy of assessments submitted and retain marked assessments when they are returned.

AIWT emphasises the following:

- It is the learner's responsibility to submit assessments on time – check the course timetable and MOODLE for due date and time.
- Communicate in writing – and keep copies of all paperwork e.g assessment coversheets, Application for Re-assessment form, proof of posting your assessment via MOODLE and/or email, etc.
- If you cannot attend or submit your assessment due to illness or injury, ensure you get a medical certificate for evidence and inform your trainer/ assessor via email as soon as you can

### ASSESSMENT DUE DATES

Assessments in each course are designed to help learners achieve a specific learning outcome, demonstrating their competence over a period of time in various settings. Therefore, it is required that all assessments are submitted on time. To obtain a satisfactory outcome for each assessment, learners must submit all items of assessment in a UoC. It is highly recommended that you retain copies of all submitted work during a course of study. If you are struggling to complete an assignment, contact your trainer to discuss this at the earliest opportunity.

### ACADEMIC INTEGRITY & PLAGIARISM

Please read the Student Code of Conduct on MOODLE.

In Australia we take issues of academic integrity very seriously. Plagiarism is a serious academic misconduct. AIWT has many ways of detecting cheating or plagiarism in exams and assessments. Any kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether. If you are struggling with your studies, it's best to ask your trainer/assessor what support services we can offer to you. Students are made aware of forms of plagiarism on orientation day and at the beginning of every course and/or study period. If you are unsure or you need support, please ask your trainer/assessor. What forms does plagiarism take?

- ✓ Quoting word for word from another's work without clear acknowledgment.
- ✓ Paraphrasing the work of others by altering a few words, changing their order or closely following their structure without acknowledgement.
- ✓ Cutting and pasting directly from the Internet.
- ✓ Failing to acknowledge the sources you use to produce your work.
- ✓ Inaccurate referencing/citation of another's work.
- ✓ Unauthorised collaborating and colluding with other students.
- ✓ Using a professional agency in the production of your work.

### HOW TO APPLY FOR A RE-ASSESSMENT

Please read the AIWT Assessment Guidelines on MOODLE

There are three forms of Re-Assessment: RE-Sit, RE-Submission and Assessment Extension

Students who have genuine reasons for a RE-Assessment just need to complete the RE-Assessment form.

Students who do not have a genuine reason may need to pay \$ 25.00 for each RE-Assessment.

- If you have missed an assessment, you have to apply for an Assessment Re-sit

- If you have been deemed not satisfactory you have to apply for an Assessment Re-submission (max up to two Re-submissions).
- If you need an Assessment due date extension, you have to apply for extension prior to the original due date
- Students who cannot evidence satisfactory attendance and are unable to evidence compassionate or compelling grounds **must pay \$ 25.00 for each** application.
- Students must complete the Application form and submit to their trainer/ assessor including
  - Get the form available from your trainer/ assessor or AIWT reception
  - Pay the fee *if applicable* for Assessment Re-Sit or Re-submission fee
  - Attach the relevant evidence if compassionate or compelling circumstances apply (for example, a medical certificate) must accompany the application.
- The extension will be considered to have been granted only when your trainer has signed the form and returned a signed copy to you. This signed extension authorisation/approval must be submitted with the assessment item it relates to. The original will be kept by AIWT.
- The form will contain the new revised due date and time for the submission of the assessment. This is your new deadline. You must submit your assessment by this new due date and time; otherwise you will receive a grade **Not Yet Competent**. In this case, you are not given a period of 24 hours' grace
- after the deadline you need to re-enrol and pay for this Unit of Competency again.

Extensions will normally not be granted for a period of more than one week. In exceptional circumstances, a two-week extension may be granted as the absolute maximum. Never assume that an extension has been granted. Extensions are valid only when you have either received notice in writing or a signed copy of the form.

## COURSE PROGRESS

AIWT is committed to monitoring the course progress of our students. Where a student may fall behind their course work and the student cannot progress during a study period due to outstanding or not yet satisfactory assessments, the student may be deemed academically "at risk." AIWT issues early warning letters and trainers/assessors will provide the required support to assist the student to catch up on their course work.

These meetings are recorded as Student Support meetings. If a student falls behind due to continued absence in a course but is unable to evidence the absenteeism for compassionate and compelling circumstances, the student will be asked to attend an Intervention Strategy meeting with the trainer/ assessor, Course Coordinator and Student Services. A strategy will be implemented, providing the student with a step by step plan to catch up on course and assessment work. Issues that may be discussed are:

- Study Plan option to cater for individual learner needs
- General counseling
- Reduction in course load
- Additional English language or literacy support
- Knowledge and practical skills support from their trainer/assessor
- Invitation for additional classes or tutoring
- Assigning a trainer/assessor for ongoing training assistance
- Guidance and reference to the units of competency where Not Yet Competent have been recorded
- Application process for Re-assessments

## PAYMENT OF FEES

Please read the Fees, Charges and Refund Policy at [www.aiwt.edu.au](http://www.aiwt.edu.au) or MOODLE

AIWT has a designated accounts department responsible for the collection of fees. Payment dates for all fees are listed in the Letter of Offer of your enrolment into AIWT. Accounts also emails invoices on a regular basis. You can expect one invoice per term unless you have paid in full for the course. Invoices are emailed approx. 2 weeks prior the payment due date which is approx. 4 weeks prior to the new term start.

Payment dates must be complied with at all times. A late fee of \$100 will be charged if fees are not paid on the due date. Students can opt to be on a payment plan to avoid falling behind, however it is the responsibility of the student to ensure that sufficient funds are available in their accounts on the nominated due dates.

Where a student continues to not meet their payment obligations, a Notice of Intention to Cancel will be issued and the student's enrolment may be cancelled by AIWT Management. Students experiencing genuine financial hardship should make an appointment with accounts prior to the fees being overdue.

## COURSE DEFERMENT OR SUSPENSION

Please read the Deferment, Suspension and Cancellation Policy and Procedure available on [www.aiwt.edu.au](http://www.aiwt.edu.au) or MOODLE.

Deferment of a course is generally prior to course commencement whilst suspension of a course is during the course of study. Deferment or suspension may be granted where compassionate and compelling circumstances are experienced by the enrolled student and adequate evidence exists to support these circumstances. Contact Student Services and discuss your situation with them. All applicants must complete the deferment, suspension and cancellation form which is available from Student Services.

AIWT management and staff are committed to assessing all applications for course deferments and suspension of study in a fair and timely manner. It is however imperative that students communicate with AIWT in a situation requiring a deferment and/or suspension of study.

## COURSE CANCELLATION

**Cancellation by the student:** If a student wishes to cancel their course with AIWT, the student must complete a cancellation form and email to [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au) . Please contact Student Services and discuss your request in person. Ensure you understand your financial obligations by reading the cancellation policy.

**Cancellation by provider:** At times and in very serious situations, AIWT management has to issue a NOITC for non-payment of fees or a NOITC for no course progression or a NOITC for a very serious misconduct. A student may face subsequent cancellation of enrolment unless the issues can be resolved by the student within the 20 working days. Students have the right to access the internal appeals process within 20 working days and lodge an internal appeal in writing.

Please read the Domestic Deferment, Suspension and Cancellation Policy and Procedure available on [www.aiwt.edu.au](http://www.aiwt.edu.au) or MOODLE.

## FEES, CHARGES AND REFUNDS

Please refer to the Domestic Fees, Charges and Refund Policy at [www.aiwt.edu.au](http://www.aiwt.edu.au) or MOODLE. For a quick overview see APPENDIX D.

AIWT ensures that all student's fees are collected in accordance with the requirements of the Standards for RTOS 2015 and that refunds are processed as outlined in the Fees, Charges and Refunds policy. The policy ensures consistency, fairness and transparency for students enrolled into an AIWT course of study and explains what type of fees and charges there are and at what point in time a refund may apply. To apply for a

refund of pre-paid course fees, contact student services via email [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au) and ask for a "Request for Refund Form". This form must be completed and emailed back to AIWT. Accounts will be in contact with you and advise if you are entitled to a refund. Alternatively, download the "Request for Refund Form" from MOODLE, complete and email to Student Services. For current students, check the current refund policy and details in your Letter of Offer.

## COMPLAINTS & APPEALS PROCEDURE

Please read the Complaints & Appeals Policy at [www.aiwt.edu.au](http://www.aiwt.edu.au) or MOODLE

### **Internal Process**

AIWT has a complaints and appeal procedure to ensure all complaints are dealt with in a confidential, constructive and timely manner.

A student that has a concern or complaint should first approach his/her trainer/assessor or the student services team and explain the issue. If a student's complaint is not satisfactorily resolved, a student can lodge a formal written complaint. If the complaint cannot be resolved, every student has the right to appeal the decision made by AIWT, following the external appeal process.

Please obtain a copy of the complaint and appeals policy and procedure on the AIWT website or on MOODLE for more detail.

### **External Appeal**

Students who are not satisfied with the outcome of a complaint or the result of an internal appeal that was submitted in writing to AIWT Management may submit an external appeal to the Overseas Students Ombudsman.

This free and independent service is available for international students who want to lodge an external appeal about a decision made by their training provider.

Internal complaints or appeals must have been submitted in writing to AIWT and the internal appeal must have been unsuccessful. Generally, appeals include topics such as

- course admission refusals
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by a provider
- Incorrect advice given by an education agent.

The Ombudsman will not investigate complaints about:

- Public providers (which are already covered by the State and Territory Ombudsman)
- Domestic Australian students
- Students from overseas who are not on a student visa (e.g. students studying on a visitor, working holiday or temporary business visa).

## AIWT CAMPUS EVENTS

At AIWT, we celebrate multicultural events throughout the year. With students from all over the globe, we love to celebrate the diversity of our students whilst sharing our Australian heritage. Events include days like Chinese New Year, Harmony Day, Africa Day, Cancer Relay and Melbourne Cup Day.

## AIWT ENRICHMENT COURSES

AIWT offers a **free** Enrichment Program to support our students in gaining additional skills and knowledge to further employability, confidence and skills which are complementary to their enrolled course. The program is advertised well in advance and is free of charge to our students. Courses include topics such as:

- CV Writing Skills
- Interview Skills
- Computer Skills Basic – Intermediate (Word, Power Pro, Excel)
- Computer Skills for advanced users
- Social Media Skills and how to professionally profile yourself (FB, Twitter, LinkedIn, Instagram)

## HOLIDAY LEAVE REQUESTS

Students enrolled at AIWT are advised that holidays must be arranged during AIWT term breaks. Consequently, AIWT reserves the right to decline any holiday and/or leave request unless a student can evidence compassionate and compelling circumstances. Short term leave is 2 weeks or less. To seek approval, talk to your trainer and contact Student Services on [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au) . If leave of more than 2 weeks is required, depending on the circumstances this may be considered a suspension of study. AIWT will confirm or decline any request with a letter. Going without a leave request can jeopardize your enrolment at AIWT.

## EMERGENCY EVACUATION PROCEDURE

AIWT has emergency procedures throughout our campuses. Students are made aware of emergency procedures during orientation and at the start of a course. As part of the emergency management plan, all students **must sign when entering an AIWT class room**. This allows AIWT staff in case of an emergency evacuation to count how many people are in the building and ensure that all students and staff have been evacuated safely and are accounted for.

## CRITICAL INCIDENT RESPONSE POLICY

A critical incident is 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. A critical incident can include but are not limited to:

- A fatality, being near a fatality or an incident that is likely to affect a number of staff members and/or a student;
- Serious traffic accidents;
- Murder or suicide involving students/staff and their family members or close friends (or being a witness to);
- Physical or sexual assault;
- Injury or death of a colleague, carer or intimate friend;
- Fire, explosion, bomb threat;
- Chemical, radiation or bio-hazard spillage;
- Hold-up or attempted robbery;
- Threats of violence to staff/students;
- Major theft or vandalism;
- Threat of HIV infection;
- Storms/natural disasters;
- Acute illness (physical or mental); and/or
- Security incident.

In the event of a critical incident, a student must inform AIWT as soon as practically possible by contacting [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au) or ring the **AIWT emergency number 0452 477525**. AIWT offers free support and counselling services to all our students and the AIWT Student Services team will liaise and arrange support as soon as possible. Depending on the severity of the critical incident, AIWT may have to inform family members or next of kin of the incident. If applicable, AIWT will investigate or support the investigation of the incident as outlined in the critical incident policy and procedure.

## AIWT STUDENT CODE OF CONDUCT

AIWT is committed to providing students with a safe, supportive and rewarding learning environment enabling students to achieve their full academic potential. This commitment is underpinned by an expectation that all members of the college will conduct themselves in a manner consistent with AIWT values and guiding principles.

**AIWT Vision:** To be a genuine provider, delivering skilled and confident human resources to the workforce.

**AIWT Values:** Genuine, Passionate and Progressive. These values are underpinned by professional behaviours like honesty and respect.

This policy promotes integrity and ethical behaviour and guides students studying at any AIWT campus on expected standards when interacting with AIWT staff, fellow students and/or members of the public.

This policy applies to students at any AIWT campus and/or if they engage in any activity relating to their course (work placement, excursions or public representation).

**Respect for each other:** AIWT students & staff must show respect for each other and act courteously and professionally at all times

- Behaviour – Conduct yourself appropriately in the classroom, online and on social media using respectful language, considering the needs of others without discrimination.
- Dress Code – dress comfortably but respectfully
- Confidentiality – respecting information relating to your peers and/or confidential information at your work placement
- Punctuality – arrive on time for classes and for appointments – late comers will be locked out
- Policies and Procedures – all students and staff must comply with AIWT policies and procedures as published on the AIWT website and MOODLE

**A healthy and safe environment:** Contribute to a healthy, safe and secure learning environment

- OHS – AIWT is committed to providing a safe, healthy work and study environment and regularly checks premises for hazards and removing them as far as practical. AIWT students are required to take responsibility for contributing to their own safety and wellbeing.
- AIWT campuses are smoke, alcohol and drug free learning environments
- Bullying or harassment is not tolerated at AIWT
- Keep valuable belongings at home – it is your responsibility to keep valuables safe
- If you have a contagious illness please see your doctor and stay home (email your medical certificate to your trainer)
- Weapons or look alike weapons are prohibited at AIWT
- Students and visitors must sign in at reception on arrival
- In case of an emergency, all staff and students must follow the instructions of the warden and follow evacuation procedures

**Diversity:** AIWT embraces individuality and multicultural diversity

- Treat everyone with courtesy and respect regardless of gender, age, ethnicity, social background, disability, sexual preference, religious beliefs and customs
- Participate and engage in campus cultural events

**Premises & Resources:** Respect AIWT's premises and resources and other staff and students' property

- No littering, graffitiing or destruction of AIWT premises and resources
- Use AIWT IT resources with respect and integrity
- Respect AIWT's intellectual property

**Academic Integrity and Misconduct:** Respect for academic integrity

- Full attendance unless a compassionate and/or compelling circumstance has happened and evidence can be supplied
- Respecting assessment due dates
- Copyright - The Copyright Act 1968 must always be complied with, including software licenses
- The following conduct will not be tolerated:
  - Cheating
  - Plagiarism in any form
  - Quoting word for word from another's work without clear acknowledgment
  - Paraphrasing the work of others by altering a few words, changing their order or closely following their structure without acknowledgement
  - Cutting and pasting directly from the Internet
  - Failing to acknowledge the sources you use to produce your work
  - Inaccurate referencing/citation of another's work
  - Unauthorised collaborating and colluding with other students
  - Using a professional agency in the production of your work

Be Responsible for your action: AIWT students and staff must take responsibility for their action

**Misbehaviour:** The following actions are not tolerated. Consistent misbehaviour may result in being put on a student behaviour management plan or if the actions are very serious, a suspension of study may be imposed:

- Disruptive behaviour
- Disrespectful behaviour
- Late arrival with no valid reason
- Leaving class early with no valid reason
- Use of mobile phone interrupting a training and/or assessment session
- Plagiarism
- Any form of Harassment and/or Bullying
- Repeated incidents
- Failure to attend scheduled meetings
- Failure to pay tuition fees as and when required
- Unauthorised use of AIWT property for private use
- Information Technology (IT) – Misuse and/or misconduct includes:
  - Unauthorised use of AIWT IT facilities & networks for private use
  - Excessive downloading of materials not related to the course
  - Downloading of explicit, discriminatory or illegal materials
  - Email spamming
  - Hacking of AIWT server



- Inappropriate comments on social media – any misleading and/or inappropriate information posted by students on social media sites will not be permitted or tolerated by AIWT. All posted information must be professional, non-discriminatory and truthful. Defamatory and misleading information posted is a misconduct.

**Serious Misconduct:** If appropriate, these type of behaviours will be reported to the police and can result in a student being suspended and/or their enrolment cancelled

- Physical or verbal aggression
- Assault
- Theft
- Fraud
- Defamation of other students or staff
- Serious form of plagiarism

## APPENDIX A: JOBS & SKILLS WA

### **Government Funded Training Programs (Traineeships and PIT) FEES FOR FUNDED PROGRAM BY DEPARTMENT OF TRAINING AND WORKFORCE DEVELOPMENT**



Fees and charges for students undertaking publicly funded vocational education and training (VET) in Western Australia must be collected in accordance with the provisions of the Vocational Education and Training Act 1996, Vocational Education and Training (Colleges) Regulations 1996 and/or, where appropriate, as specified in contractual arrangements with training providers. The policy applies to all registered training organisations (RTOs) that deliver publicly funded VET, and encompasses the following fees and charges:

- units of competency;
- modules from within an accredited course;
- qualifications from the training packages the Department has agreed to fund;
- accredited award courses.

The policy relates only to fees and charges for units commenced in the calendar year of enrolment.

The VET FEES AND CHARGES POLICY for the current year applies.

<http://www.dtwd.wa.gov.au/sites/default/files/uploads/dtwd-vet-fees-charges-policy-2018.pdf>

#### **RESOURCE FEE**

The resource fee covers an industry specific work book supplied by AIWT.

#### **CREDIT TRANSFER**

Students are not charged for a Credit Transfer.

#### **CENSUS/WITHDRAWAL DATE**

If a student is withdrawing from their course, the census/ withdrawal date is stated on the term invoice for the relevant study period and indicates if a student has occurred fees or is entitled to a refund. Students must withdraw in writing by completing a cancellation form and apply for a refund by completing a refund form available at student services.

#### **FULL REFUND OF FEES**

Students are eligible for a full refund of the applicable course fee, resource fee and other fees where:

- A unit is cancelled or rescheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached

## **PART REFUNDS**

Students who withdraw from a unit and/or the full course must lodge a withdrawal form before the census/withdrawal date to be eligible for a full refund. There is no refund after this date.

## **CONCESSION ON COURSES**

If you are in receipt of a current Health Care Card, you must present this to Student Services at time of enrolment. If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

The following students are entitled to the concession rate on course fees:

1. Persons and dependants of persons holding:
  - a. A Pensioner Concession Card.
  - b. A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
  - c. A Health Care Card.
2. Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
3. Persons and dependants of persons in receipt of the Youth Allowance.
4. Persons and dependants of persons who are inmates of a custodial institution.
5. Secondary school-aged persons not enrolled at school.

## **ELIGIBILITY & WA RESIDENCY**

WA funded places (DTWD Traineeships and PIT) are available only to permanent residents and holders of select visa subclasses. Non-residents must pay full fee for service.

You are eligible for a guaranteed training place if you have left school and are:

- an Australian citizen; OR a permanent visa holder; OR
- a holder of visa subclass 309, 820 or 826; OR a dependent or spouse of the primary holder of a visa subclass 457
- must be at least 15 years old; If you are under 18 years of age, you must have a Department of Education (DoE) Notice of Arrangement (please contact our office for further information regarding this requirement)

For proof of eligibility you will need to provide prior to the commencement of training, evidence of citizenship or residency. Evidence could include:

- an Australian birth certificate; or a current Australian passport; or a current New Zealand passport; or a Naturalisation certificate; or a green Medicare card

## **FINANCIAL HARDSHIP**

The assessment of whether an applicant qualifies for a fee waiver is to be made on the basis of their individual circumstances and those of any dependent family members. Subject to the exceptional circumstances outlined below, a fee waiver cannot be given unless ALL of the following criteria are met:

- 1.) The student's income must not exceed the Department of Human Services income thresholds for the low-income health care card.
- 2.) The student does not have the disposable income to pay the fees via instalments without compromising their ability to meet their basic living needs or those of their dependents.
- 3.) There is no basis for concluding that the student's financial circumstances are likely to change within a reasonable period (e.g. 12 months).

The student must provide supporting evidence for assessing income including pay slips and bank statements.

## TRAINEESHIPS

Traineeships must be signed by the Australian Apprenticeship Support Network (AASN) and registered with the Department of Training and Workforce Development (DTWD). The employer, the trainee and AIWT agree on a Training Plan which is signed by all parties. It is the responsibility of the trainee to:

- Be present for all scheduled and confirmed site visits by the AIWT Trainer/ Assessor
  - Trainees must inform the Trainer/Assessor at least 24 hours prior to their onsite visit if they will not be present.
- Be prepared for the Trainer/ Assessor to
  - Present completed work,
  - Show progress in the Training Record book,
  - Have questions documented
  - Clarify content which is challenging
  - Discuss outstanding items or other related issues
  - Ask for help and assistance
- Read and work regularly towards achieving each unit and contact the Trainer/ Assessor via email or phone call to ask for assistance within set timeframes
- Inform the Trainer/Assessor within 7 days if compassionate or compelling personal situations are hindering you from progressing in your studies

## APPENDIX B

### IMPORTANT CONTACT DETAILS AND LINKS

Ambulance, Fire, Police	For emergencies call 000 or 112 on your mobile or if out of range For non-urgent matters call: Police on 13 14 44 Fire Services of WA 1800 199 084
EMERGENCY HOSPITALS	
Royal Perth	08 92242244 197 Wellington St, Perth WA 6000
Fiona Stanley	08 6152 2222 11 Robin Warren Dr, Murdoch WA 6150
Joondalup Health Campus	08 9400 9400 Grand Blvd & Shenton Ave, Joondalup WA 6027
Poisonous Information Centre	The WAPIC is a specialized unit that provides expert advice on the management of poisonings or suspected poisonings. Advice is freely available to the general public and health professionals. Advice is also provided on poisoning prevention, drug information and the identification of toxic agents. Call the poisons help line if you, your child, a friend or a family member come in contact with a poison. <a href="http://www.scgh.health.wa.gov.au/OurServices/WAPIC">http://www.scgh.health.wa.gov.au/OurServices/WAPIC</a> Call 13 11 26
GOVERNMENT DEPARTMENTS AND PUBLIC SERVICES	
Department of Home Affairs (Immigration)	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a> Wellington Central, 836 Wellington Street, West Perth, WA 6005
Department of Health	<a href="http://www.health.gov.au">www.health.gov.au</a> Call 08 9222 4222
Safe Work Australia	Call 1300 307 877

ATO – Australian Taxation Office	<a href="http://www.ato.gov.au/">www.ato.gov.au/</a>
TransPerth	<a href="http://www.transperth.wa.gov.au">www.transperth.wa.gov.au</a> Call 136213
FREE SUPPORT SERVICES	
Family Helpline	Counselling and information for families. The family helpline is a confidential telephone counselling and information service for families with relationship difficulties. It operates 24 hours, 7 days a week. <a href="http://www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Familyandparentinghelplines.aspx">www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Familyandparentinghelplines.aspx</a> Call 08 9223 1100
Lifeline Australia	Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services. We're committed to empowering Australians to be suicide-safe through connection, compassion and hope. Our vision is for an Australia free of suicide. <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> Call 14 11 14
Samaritans	We understand that sometimes we can feel helpless or lost, especially when feeling overwhelmed, isolated or disconnected from others. When you are struggling, you can talk to us. No matter what your personal situation or crisis is, you can speak to us in your own words, without fear of judgement and in complete anonymity. Our volunteers are trained to provide a safe and caring support environment to help you explore your feelings and uncover your options for a pathway forward. <a href="http://www.thesamaritans.org.au">www.thesamaritans.org.au</a> Call 13 52 47
Beyond Blue	Beyondblue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live. <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a> Call 1300 22 4636
Sexual Assault Resource Centre (SARC)	SARC provides a 24-hour emergency service in metropolitan Perth. This involves medical care, a forensic examination and counselling support to people who have been sexually assaulted within the previous 14 days. <a href="http://www.healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC">www.healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC</a> Call 08 6458 1828 or free call 1800 199 888.
TIS	The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English and to agencies and businesses that need to communicate with their non-English speaking clients. These services enable non-English speakers to independently access services and information in Australia. <a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a> Call 131 450
Alcohol and Drug Support Services	The Alcohol and Drug Support Service provides 24/7 non-judgemental telephone, counselling, information, referral and support lines for alcohol and drug use. <a href="http://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/">www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/</a> Call 08 9442 5000
Gambling Help WA	WA provides free, confidential counselling, support and information services for all people affected by gambling. <a href="http://www.gamblinghelponline.org.au/services-in-your-state/western-australia">www.gamblinghelponline.org.au/services-in-your-state/western-australia</a> Call 08 9325 51 33 during business hours

## APPENDIX C: SAFE TRAVEL TIPS ON PERTH PUBLIC TRANSPORT SERVICES

Even though Perth is generally a safe place to go around, it is good to be aware of how to travel safe on Perth public transport services.

Around Perth, Transperth has thousands of closed-circuit television cameras. They're in trains, buses, ferries, every train station and other places including car parks. Through them, staff at the central monitoring room can see what's happening across the entire network, every minute of every day.

If you need assistance or feel threatened there are several ways to get help if you need it.

- If there are Transit Officers and other Transperth staff nearby, ask them or **call 9220 9999**.
- On a bus, speak to the bus driver. On a train, push the emergency button to speak to the driver.
- At a train station, push the emergency button on an information kiosk to speak to our Central Monitoring Room.

### **Here are some tips:**

- Never hesitate to ask Transperth for assistance.
- Always be aware of your surroundings and what is happening near you.
- Keep the volume low on your audio device.
- Plan your journey before you start to minimise the amount of time you wait at stations or stops.
- If possible, have someone meet you, or tell friends or family when you expect to be home.
- Avoid waiting or walking in dark areas.
- Avoid short cuts.
- Use only the proper access routes when you enter or exit train stations or interchanges.
- Stay close to Transperth staff if they are present.
- On train stations, stay in well-lit areas in view of security cameras.
- On train stations, stand back from the yellow line on the edge of the platform. When trains go past they create a powerful draft that can unbalance you.
- Always stay off train tracks. Walking across them is dangerous and illegal, unless it is an open pedestrian crossing and it is safe to do so.
- Be aware of the location of emergency buttons.
- On buses, sit at the front near the driver.

### **See Something – Say something**

Transperth's system is one of the safest in the world, but you have an important role in helping us to keep it safe. If you see an unattended bag or package, witness any suspicious activity or spot something out of place, we'd like to know. Speak to any Transperth staff member or call 9220 9999.

APPENDIX D - EXTRACT FROM DOMESTIC FEES, CHARGES & REFUND POLICY

1. Student wishes to cancel their enrolment

	<b>Fee for Service Course</b> <b>Delivery Mode:</b> <b>F2F or Self-Paced</b>	<b>Fee for Service course</b> <b>Delivery Mode:</b> <b>Fast-Paced</b>	<b>Short Courses</b>	<b>DTWD Funded Program</b>
<b>4 weeks or more prior to course commencement</b>	Cancellation fee is 5% of total fees or \$ 500.00 whatever is lesser	5% of the total fees or \$ 500.00 whatever is lesser	No Refund	Full Refund
<b>4 weeks or less prior to course commencement</b>	Cancellation fee is 20% of total fees	Cancellation fee is 20% of total fees	No Refund	Full Refund
<b>On or after course commencement</b>	No Refund on units commenced for the applicable study period	No Refund	No Refund	No Refund after the withdrawal/ census date for UoC commenced

2. Provider Default: If AIWT is unable to offer the course: Full refund on all prepaid fees.

AIWT: TYPE OF FEES

Tuition Fee(s)	This fee is for the actual course and is stated in the Letter of Offer. If taking multiple courses, the tuition fee is detailed per course including the payment due dates for each study period.  <i>DTWD funded tuition fees: The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resources fee.</i>
Resource Fee	The resource fee is to cover additional learning resources including e-books, industry placements, excursions, WIFI, LMS (MOODLE) etc. It is a one-off fee per course and is non-refundable after the course has started.
Withdrawal Fee	The withdrawal fee covers the administration cost of a cancellation

## OTHER FEES AND CHARGES

	Fee for Service	Jobs & Skills WA – DTWD funded training (Traineeship/ PIT funded students)
Credit Transfer	No charge	No Charge
Recognition of Prior Learning (RPL): Application Fee and Assessment Fee	\$ 200.00 and Depending on qualification	\$ 200.00 and Depending on qualification
Re-assessment Fee	\$ 50.00	\$ 25.00
Reprint of Statement of Attainment	\$ 50.00	Re-issue of academic statement i) Results on computer network \$20.00. ii) Results from archive \$30.00
Reprint of Testamur	\$ 50.00	Replacement of award/qualification/academic record \$50.00
Photocopying & Printing:	\$ 0.20 Black and white \$ 0.40 Colour	\$ 0.20 Black and white \$ 0.40 Colour
Reissue of Student Card	\$ 20.00	\$ 20.00
Late Payment Fees	\$ 100.00	\$ 25.00
Cancellation Fees	See Appendix A	See Appendix B
Credit Card Fees	Mastercard Credit – 0.5% Visa Credit – 0.9% Mastercard Debit – 0.6% Visa Debit – 0.5%	Mastercard Credit – 0.5% Visa Credit – 0.9% Mastercard Debit – 0.6% Visa Debit – 0.5%
Bank Fees	At cost	N/A
Payment by Instalment	Direct Debit \$ 100.00 set up fee	See DTWD Vet Fee and Charges policy 6.6.2
Debt Collection	10% of the total amount outstanding	10% of the total amount outstanding