



Australasian
Academy

Transnational Education Redefined

STUDENT HANDBOOK

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IMI International Management Institute

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Welcome

The Management and staff of Australasian Academy faculty of Hospitality would like to extend a warm welcome to you.

Australasian Academy (AA) is committed to providing high standard of vocational education and training. We strive to create a happy and friendly atmosphere in which to learn and work. We endeavor to assist students to achieve the best possible outcome.

AA will ensure that you receive the opportunity to fulfill your personal and professional objectives during your training and every effort will be made by staff to accommodate your individual needs.

Our programs are structured and delivered as per the high standards required by the Swiss Partner Institution – IMI International Management Institute and Australian Partner institution – ANIBT (Australian National Institute for Business & Technology). Thus, assuring you Swiss qualification from IMI and Australian qualification from ANIBT.

In this handbook you will find general information about Australasian Academy and our partners IMI International Management Institute and ANIBT – Australian National Institute for Business & Technology. AA's policies and procedures as well as relevant information for students studying at the Academy. It also outlines forms and documents you may need to refer to.

We sincerely hope your time at Australasian Academy will be a memorable and productive learning experience.



Kalum De Silva
Managing Director
Australasian Academy

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Our Vision and Mission

Vision

To be the chosen partner and leader in Private Transnational Higher Education sector in Sri Lanka and the region.

Mission

To provide modern state of the art Learning and Training environment for students that allows them to enhance their knowledge, develop their skills to become professionals in their chosen field of study.

Our Values

Service - Delivering a quality service exceeding the expectations of our students and parents.

Teamwork – As one, we are a fraction of what we could be, as a team we maximize our effectiveness and become whole.

Respect – Creating a professional working environment that embraces, understands and shares the diversity of students, staff and partners.

Inspire – Inspire the willingness to learn, dream and achieve objectives and help others to see or experience the bigger picture with an open mind.

Australasian Academy is committed to provide high quality education and training that are relevant to students, employers and industry. Our approach to education is to offer practical training and aim to assist all our students in developing their skills and making them highly employable.

We aim to become the leader in the Vocational Education field and believe that our innovative approach is vital to attaining and sustaining Industry leadership.

AA is committed to achieving excellence in all what we do, accomplishing our broader purpose with high standards of ethics.

Training and Student Facilities



Head office and Campus

No. 25, Abdul Caffoor Mawatha, Colombo 3, Sri Lanka

Australasian Academy is in a prime location within easy access from all major entry points to Colombo, the Capital of Sri Lanka. Once a student is enrolled for a program at AA they are given direct access to class rooms and training facilities. They will receive a comprehensive learning experience in both theory and practical.

AA campus, consist of well-equipped class rooms, model restaurant, bar & housekeeping set-up where students can gain quality practical knowledge. Wireless internet is a value -added service that we offer to all our students to stay connected and attend to their course studies online.

Student Orientation

Orientation program is conducted prior to students commencing their study program. The purpose of the Orientation is to fully inform new students of most aspects of life at AA and provide an introduction to studying, living in Colombo (for Overseas Students), transportation and other facilities. In addition, our staff will be introduced to you, and you will have the opportunity to ask any questions that you may have.

Orientation includes information on:

- A Campus tour and introductions to Australasian Academy's Academic and Non-Academic staff.
- What is expected of you, including behavior and discipline?

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- Student support services available
- Course requirements and resources
- Work Placements for internships requirements
- The academy's internal policies and procedures including appeal processes
- Further Study options available during and after the completion of studies
- Emergency actions/procedures

What you should bring to the Orientation

- A Copy of your NIC/Passport
- Original Transcripts and Certificates
- If your enrollment is completed prior to Orientation the above documentation is not necessary

Please read this handbook carefully as it contains much of the information presented to you at the orientation.

Course Resources

Students who are enrolled for any of the AA courses would be provided with the required learning materials via the E-learning platform.

E-Learning Resources

You will receive a login and a password to access your E-Learning platforms once the course work commences. E-learning resources, holds your entire course, learning outcomes, theory notes and this is where all your assessments will be undertaken. Your trainer will be able to communicate with you in relation to your course study outcomes through the platform. There will be a demonstration of how to use E-learning platform at the orientation and then again in your initial class.

Please keep the password safe to ensure the privacy of your information.

Policies and Procedures at Australasian Academy

Students are required to adhere to the standards stipulated by the governments of our partner institutes, the rules of the relevant partner institute and policies and procedures of Australasian Academy.

Please familiarize yourself with the following documents.

1. Vision, Mission, Values
2. Academic Integrity Policy & Procedures
3. Student Request Form
4. Student Incident Report
5. Student Cheating and Plagiarism Report
6. Request for Re-assessment
7. Student Excursion off Campus form
8. Student Medical submission form
9. Student Appeal on Assessment

10. Student Withdrawal, Deferment Form
11. IWP Notice and Waiver
12. IWP Withdrawal form
13. Media Consent and Waiver form

1. Legislative and Ethical requirements

In all dealings with staff and students, AA endures to observe and comply with all relevant Sri Lankan regulations, ethical practices, particularly in relation to:

- Work health and safety.
- Workplace harassment, victimization, bullying and sexual harassment.
- Anti-discrimination that includes equal opportunity; All persons are equal before the law and are entitled to the equal protection of the law. No citizen shall be discriminated against on the grounds of race, religion, language, caste, sex, political opinion, place of birth or any one of such grounds:
- Privacy.
- The delivery and administration of vocational education and training; and
- All relevant legislation, local and relevant overseas regulations associated with qualifications offered.

2. Access and equity

AA will meet the needs of individuals and the community through the integration of access and equity guidelines. We will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives. AA prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender & Gender identity
- Race, color, nationality, ethnic or ethno-religious background
- Marital status
- Disability
- National extraction
- Age (in relation to compulsory retirement)

3. Quality focus

AA is committed to the provision of quality training and assessment services and is focused on the continuous improvement of our systems, products and processes. The Academy will request students to take part in the satisfaction surveys periodically and welcomes direct feedback between surveys.

4. Quality assurance

We have sound management and administrative processes to ensure delivery of an efficient client service. Student's assessment results, qualifications, transcripts and statements of Attainment are issued in a timely manner with competencies recorded and certified in accordance with national guidelines.

Our commitment to quality assurance is demonstrated by the following policies and procedures: (Also refer 'Policies & Procedures at AA')

- A fair and reasonable Refund Policy;
- Complaints and Appeals Policy and Procedure;
- An Access and Equity Policy;
- Language, Literacy and Numeracy Assistance Information (Student Support);
- Monitoring attendance and course progress policy;
- Deferring, suspending or canceling the Students Enrolment Policy.

5. External audit and review

AA participates in external monitoring and review processes conducted by the required Government authorities. These processes may include random compliance and quality audits, audit following a complaint, and audit for the purpose of maintaining or extending our scope of registration, financial audits and strategic industry audits.

6. Marketing and advertising

AA markets its products and services with integrity, accuracy and professionalism, avoiding ambiguous and vague statements. In the provision of information, no false or misleading comparisons are drawn with any other training organization or training product.

The marketing material is reviewed for accuracy and ongoing integrity and each time a change is made to the product offered by AA relevant.

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7. Training and assessment standards

All training staff has the appropriate qualifications and experience to deliver training and assessment relevant to the training products and services offered.

We are committed to the ongoing professional development of our staff and regularly conduct trainer/ assessor monitoring to continually improve assessment methods and training delivery.

Assessments are conducted in accordance with the requirements set by our partner institutions, where necessary, arrangements for language, literacy or numeracy assistance are made.

At all times, we will provide adequate facilities, equipment and materials to create an environment that is conducive to successful learning.

8. Issuance of qualifications

Our partner institutions, IMI and ANIBT will issue either a full certificate and transcript or statement of attainment to students who meet the requirements of units of competency within the relevant training package or nationally accredited courses.

9. Recognition of qualifications

All AQF qualifications and statements of attainment issued by other registered training organizations will be fully recognized nationally in Australia.

10. Australasian Academy as an Education Institute.

Australasian Academy is committed to providing high-quality education services to our students. However, it is important to note that Australasian Academy is not authorized to provide migration advice or advice related to obtaining visas for further overseas study.

Students are solely responsible for determining the validity and reliability of any external bodies or agents that offer migration or visa-related advice. Australasian Academy cannot be held accountable for the accuracy or reliability of such advice.

From time to time, based on student requests, Australasian Academy may make information about external agents available to students. This is purely for informational purposes, and the academy does not endorse or take responsibility for the services provided by these agents.

We encourage all students to exercise due diligence and seek professional advice from registered and qualified migration agents or visa consultants

Student Code of Conduct / Guidelines

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Students of AA are expected to comply with the below behavioral requirements at all times. Misbehavior of any kind will lead to disciplinary actions.

Expected and Unacceptable Behavior

- Students are expected to participate in all assessment tasks as scheduled, conduct themselves in an honest manner and undertake assessment to the best of their abilities.
- Follow normal safety practices and act in a safe manner that does not place you or others at risk.
- Treat staff and fellow students with respect and fairness.
- Follow reasonable directions from a member of AA staff.
- Students should not use social media in any way that defames any individuals or AA. Students should not use any form of hate speech against groups of people or individuals based on their race, origin, religion, disability, age, sexual orientation or gender.
- It is also unacceptable to use social media in a way that misrepresents your identity or connection with the place or person you are reviewing
- Students must not use social media in a way that provides another student or AA staff members personal information or any information considered confidential such as a person's name, phone number, address or any other information that may identify that person without prior consent.
- Students must adhere to all laws and regulations of the Country while on campus or when associating with the academy.
- Students must familiarize themselves with the policies and procedures including the academic integrity policy and comply.

Communication

When communicating with fellow students or AA staff, students should do so with respect and politeness. e.g. **“Please”** and **“Thank you”** as appropriate.

Any requests for documentation, assessment outcomes or general support services must be sent as an email to info@australasianacademy.net. When sending an email you must include a brief description of your enquiry, and include your name and student identification number. A member of the student support team will then contact you within three (3) business days.

Dress Code

A high standard of grooming is expected of all students. This allows students to familiarize themselves with the correct attire suitable for a professional environment.

AT ALL TIMES students must ensure their professional appearance is in line with standard business practice and they conduct themselves in a professional manner.

CLOTHING ATTIRE NOT ACCEPTABLE includes flip-flops/slippers singlet tops, midriff tops, board shorts, ripped & highly torn jeans. Any breaches of the dress code may result in the student being asked to leave the class.

DURING THEORY SESSIONS (in the classroom) students must stay within SMART casual or formal dress codes. That is:

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- Full length pants.
- Dress or Skirt knee length or longer.
- T- shirt with collar (no singlet tops or midriffs).
- Enclosed shoes at all times (no flip-flops or sandals).
- Long hair is to be neat and tidy.
- Students are to be well groomed whilst on campus.
- Clothing must be in good condition without tears or purposely made damage.

Personal hygiene

The hospitality and Aged Care industry expects an above average display of personal hygiene Therefore, it is expected of you as a student studying with AA to observe the following on a **DAILY** basis:

- All students are required to shower or bath on a daily basis.
- Facial hair must be neat and tidy.
- Fingernails are always to be of a reasonable length and clean.
- Oral hygiene must be observed.
- Appropriate use of antiperspirants is to be followed each day, with no strong or overpowering of fragrances
- All footwear must also be clean and in good repair.

Failure to observe the above policy may result in students being asked to leave the premises to adjust their appearance/personal hygiene in order to comply with the Academy's requirements.

Drugs and Alcohol

AA is a drug and alcohol-free environment. To ensure the integrity of AA, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on AA premises is strictly forbidden at all times. Any student who is affected by the use of drugs and/or alcohol whilst attending class is in breach of AA policy and guidelines and is subject to severe disciplinary action. This can include suspension, expulsion, or any other penalty appropriate under the circumstances.

Smoking is not permitted in any part of the AA campuses including the rooftop and entrance area. Any form of gambling, sales of goods and services, commercial exchange of goods and services are not allowed.

Plagiarism

Plagiarism is defined by attempting to pass off an idea or creation of another person's work as your own. Material can come from written, electronic or graphic sources (including the internet) and be presented in written form, orally, graphically or visually. You must reference other people's work and explain how it relates to and supports your own work. You must never submit another student's work as your own.

You will be required to sign a plagiarism declaration with each assessment or piece of evidence throughout your course. Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

AA regards the following as cheating or plagiarism:

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- Copying or using another student's work during a test.
- Copying any section of another student's assignment work.
- Allowing another student access to one's assignment work for the purpose of copying content.
- Using (without adequate attribution) content from any printed material or website.

Students found cheating or guilty of plagiarism on any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competence.

For minor breaches of this code of conduct, students may then need to sit a reassessment at their own cost, or to re-enroll and repeat the entire unit in question on payment of applicable fees.

Major breaches of this code of conduct regarding plagiarism may result in **expulsion** from AA without attainment of a final certificate for the course, with a "Statement of achievement" only which will list the units that have been completed. **NO** transcript or certificate will be issued.

Other than plagiarism, even when all sources are well referenced the assessment may be lacking original content from the student and may not demonstrate competency. Check with the trainer on requirement of original content for each piece of assessment.

Unacceptable behavior

The following are examples of unacceptable behavior / misconduct which may trigger disciplinary action against you. These include but are not limited to:

- Behaving in any way that may offend, embarrass or threaten others.
- Lack of personal hygiene.
- Theft, fraud, violence / assault, damaging, modifying or misusing property or facilities.
- Discrimination, harassment, intimidation or victimization of fellow students or staff, this would encompass but not limited to – use of offensive language, sexual harassment / advances / viewing of sexually explicit material via the internet or other mediums.
- Acting in an unsafe manner that places you or others at risk, WHS noncompliance.
- Continued absence at required times.
- Unreasonable interruptions to the trainer whilst delivering the course content.
- Refusing to participate when required in group activities.
- Being disrespectful to other participants, staff or the public.
- Smoking in non-smoking areas or in uniform.
- Being under the influence of alcohol or illegal drugs.
- Carrying weapons capable of harming others, including knives of all sorts, blades and any other sharp objects (special consideration e.g. religious requirements must be applied for prior to course commencement);
- Breach of confidentiality.
- Non-payment of fees.
- Or other objectionable behavior.

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Disciplinary procedure

If you do not comply with any of AA Codes of Conduct or Policies, or do not fulfil your responsibilities, you will go through a disciplinary procedure.

1. Disciplinary action against you will first be acted upon at the level of the member of Institute staff. Prior to the decision to impose any penalty, a staff member shall discuss the matter with you and any other students involved and afford you the opportunity to explain your conduct. Any incident will be put in writing and noted on your student file.

2. As part of our disciplinary procedure, you may:

- Be removed from the class.
- Be temporarily suspended from the class.
- Receive a warning letter (for your behavior).
- Be issued with a Full Suspension or Termination of your student placement (on serious cases).
- Be removed from your work experience host workplace and requested to re-apply for re-assessment

Rights and Responsibilities

You have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status.
- Have any disputes settled in a fair and rational manner; lodge a complaint and have it investigated effectively without fear of retaliation or victimization; and
- Work and learn in a supportive environment without interference from others, work in a safe, clean, orderly and cooperative environment.
- Apply to have existing skills and knowledge recognized.
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses).
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur and appeal within twenty-one days
- Of receiving notification of any decision made about late or missed assessment.
- Express and share ideas and to ask questions.

Academic Requirements

Academic

You must maintain satisfactory performance standards by passing each of your assessments. The courses you are undertaking are not just knowledge tests and you may be assessed in several different ways, but all require you to be on-site and to provide written evidence to demonstrate you know and understand the learning outcomes. These are called Units of Competencies.

Student progress is reviewed at the end of each study period. If you are found Not Yet Competent in half or more of your completed units you will trigger an intervention strategy, which may include counselling, referral to tuition services and reassessment. Your course progress may also be identified for review

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during the study period and reviewed at other times including on return from suspension of studies and after extended absence.

Attendance

AA requires you to attend **at least 80%** of the scheduled theory classes, unless you are sick and have a medical certificate signed by a registered doctor in Sri Lanka. This forms part of your academic requirement as you need to attend classes to pass assessments and continue meeting course requirements. It is important that you arrive at your training location **before** class starts, to prepare for the lesson. Lateness interrupts other students and valuable work is missed. Students are expected to return to class **on time** after breaks. If you are continually late and disrupt the class you may be asked to leave and return on time to the next class, this will be marked as non-attendance.

The attendance register or 'roll' is taken every day and records the time you are in class. Even if you attend every day if you are consistently late your attendance percentage will be lower.

You are required to notify reception or your trainer if you are unable to attend a class. If you think you will be away or otherwise unable to attend class, you must contact the Student Support Officer. If you are absent on the date of a group or individual assessment, you will be required to either complete the assessment on your own or be reassessed on another date. (See the 'Reassessment procedure' in this handbook.) You may need to pay a fee.

If your attendance drops below **80%**, you may be sent a warning letter warning that low attendance may result in an inability to meet academic requirements, and you may be identified for academic intervention.

Please refer the "Academic Integrity Policy" provided for you and all related form attached along.

Training & Assessment

What Are Unit of Competencies (UOC) Australian Qualifications Frame Work Only

You will be assessed on units which are about the skills, knowledge and attitudes you need to complete. You need to show proficiency in a unit to be deemed **COMPETENT** in that unit.

Throughout each unit your skills and knowledge will be assessed in several ways. The assessment of your competency means that you must be able to "Show, Talk About and Apply" what you have learned. For each unit there are a number of assessments. These may include workbook activities, written exams, projects/ assignments or role plays. The level of your performance is assessed against the units which form the national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set. If your knowledge and skills are deemed 'satisfactory' in these assessments, you will be marked C (COMPETENT) for the unit or if you cannot demonstrate your skills you will be marked NYS (NOT YET SATISFACTORY). In the instance of being marked as NYC you will be notified by your trainer and will be given opportunity of re assessment. (Please refer to the sections about re-assessment in this handbook)

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How you will be assessed

AQF

Your trainer will provide you with feedback and guidance based on informal assessments you do in class. These assessments do not contribute to your final grade but give you and your trainer information about your progress.

All trainers and assessors have vocational competency which means that they have the particular skills and knowledge relevant to the industry area in which they are delivering.

In addition, the assessor has completed a Certificate IV in Workplace Training and Assessment (TAE40116/40122) and hold the required qualifications in order to train and assess.

IMI

You will be given two types of assessments, formative and summative. The formative assessments help the teacher to ensure that you are following along and will not be counted towards your final score. However, you must complete these formative assessments to pass the unit. The summative assessments carry a certain weightage to your final total of the unit which will make your grade from adequate to Outstanding.

Work Placement

It is a requirement of your course that you complete a set number of work experience hours along with a predetermined number of work periods during the second half of your course. This work experience forms an assessment method and forms part of the evidence that proves your competency. Without this form of assessment and experience, you will not be able to gain a qualification and graduate. This requirement currently applies to all our programs.

Allocation Criteria

When allocating students to industry work placement opportunities, Australasian Academy takes a holistic approach to ensure that students are well-prepared and suited for the roles. The following criteria are considered:

1. **Academic Performance:** Students' academic achievements and progress.
2. **Extracurricular Involvement:** Participation in extracurricular activities that demonstrate a well-rounded skill set.
3. **Attitude:** Students' attitude towards learning and collaboration.
4. **Disciplinary Record:** Students' conduct and adherence to academy policies and regulations.

If students' performance in these areas during their time at the academy is not satisfactory, it will affect their priority standing in being allocated the best placement opportunities. This comprehensive assessment ensures that students represent Australasian Academy positively and are prepared to meet the expectations of our industry partners.

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Reassessments

If you are found 'Not Yet Competent' for a unit or 'Unsatisfactory' for an assessment, AA will give you a Reassessment request form. Please fill in the details of the unit and/or assessments you need to be reassessed for. This request is entered into your student file.

Once this second attempt is used the third attempt will be required to be done at a fee unless the learner can substantiate unforeseeable or compassionate grounds to make an exception.

Assessment Appeals

Please see the assessment appeal form.

Course Completion

When you have completed your course, we will either issue a certificate attached to a record of results or statement of attainment. You will receive your qualification or statement at a graduation ceremony. See 'student events' in this handbook.



Incomplete Qualifications

If you leave the course without completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a statement of attainment. This is simply a list of those units that you have been competent in during assessment.

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Reissuing Qualifications

AA keeps records of your course with us for 10 years. If in the future, you need another copy of your certificate then writes us a letter. The letter needs to state:

- Your name (if your name has changed, please write both your new name and your name at the time of the course).
- Your date of birth.
- Your current address (and your address at the time of the course).
- The course you completed.
- Course start and end date.
- Proof of self-identification.

Note: this section should be read with Issuing of Certificates under Graduation in the ***Student Service*** section of this handbook.



Change your timetable

Students are provided with a timetable on enrolment. You are required to attend all classes in your allocated timetable. This timetable may change during your course. Timetables are not able to be changed on request.

Defer, suspend or transfer your course

You are only allowed to defer commencement of a course or suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional compassionate circumstances.

Compassionate or compelling circumstances are those which are beyond your control and have an impact upon your course progress or wellbeing. AA will make the assessment based on the appropriate evidence.

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If you wish to defer, suspend or cancel your enrolment, you need to contact the Student Support Officer or Admissions Officer and inform them of the reasons for deferment or suspension. Application for deferment, suspension or cancellation must be done in writing. If you would like to request leave, please submit the student request form.

Suspension

AA may suspend the enrolment of a student due to misbehavior of the student. (See the 'Code of Conduct' and 'Disciplinary Procedure' section of this handbook) OR if absented yourself for lessons three consecutive weeks, unless and otherwise informed the institute.

Complaint or Appeal Process

If you have a complaint about training or some other aspect of vocational education, then talk to your trainer and they will try to solve it at that time. If the complaint is not resolved, you can talk to the Student Support Officer, who will advocate on your behalf. You can also phone or email with your complaint or concerns.

We aim to resolve complaints quickly and effectively, if your complaint is substantiated, AA will take prompt and appropriate action to resolve the circumstances. If you are complaining against another student or staff member, your complaint can be handled as confidential, and your privacy ensured.

Complaints

Complaints are investigated fairly and objectively, and you will receive details of the outcomes of your complaint. If you are not satisfied with the outcome, you can let us know, and the matter will be referred to the Academic Board for review. Again, you will be told details of other investigations and details of any decisions made.

Appeal against an Assessment Outcome

AA maintains a supportive and fair environment, which allows you to appeal your assessments or recognition decisions within one week of being notified of the decision or within four weeks of the assessment date, whichever is longer.

You should initially discuss the assessment outcomes with your trainer/assessor. If this does not resolve the matter, or if the trainer is an active respondent to the appeal, then you can see the Student Support Officer and complete an '**Assessment Appeal Form**'.

We will gather information including your records; attendance; assessment tools and assessment data; and any other supporting documents and refer you to the Academic Director. The Academic Director will then consider the issues raised and attempt to resolve the appeal. You will be notified of the outcomes of your appeal.

Student Services

AA offers varied student services to support each student through their time with us and provide them with an enjoyable and sociable place to study. Student Events, Promotions and the Newsletter are all contributed to by students on the Student Committee.

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Student Events are held periodically throughout the school calendar year and all students are invited and encouraged to participate. For information on current student events check the Student Notice Board, AA Social media communications such as Facebook and our website.

Student Promotions - includes competitions and draws, which motivate students to reach goals, such as 100% attendance rates and successfully completing a cookery quiz to go in the draw for a prize.

Industry Visits and Engagement - Networking sessions with industry partners are vital to the professional success of students and the academy will organize and engage in such sessions. Student participation may be made mandatory for these sessions.

Graduation

A graduation ceremony is held for graduating students. At the ceremony you will receive your certificate and record of results, or statement of attainment. Various awards will also be presented to students who have been nominated by the Executive team within the Australasian Academy. Students will receive a formal invitation to their graduation ceremony, stipulating date, time, location, dress code, with a list of awards to be presented. Group photos are taken, and students have the opportunity to buy photos. All completing students are encouraged to attend and celebrate along with friends and family.

Student Support/Affairs Officer

If you have any concerns about AA or its academic and other programs or your progress, please feel free to contact our experienced Student Support/Affairs Officer. We are able to advise students in all aspects of student life. The Student Support/Affairs Officer is there to discuss and support students with any concerns and may give advice or refer you to an external professional service.

The Student Support Officer can help you with:

- Support in finding accommodation for outstation students.
- Learning pathways.
- Provision for special learning needs.
- Provision for special cultural and religious needs.
- Provision for special dietary needs.
- Stress management.
- Access & Equity issues.
- Appeals/conflict resolution.
- Options for further study.
- Any other issue.

The Student Support Officer is to ensure equal access and assistance is available for all students.

Make an appointment at the reception to see the Student Support Officer.

Appointment Times

Students must respect the time of appointment made with any AA staff member. It is considered impolite to be late to an appointment as the person you are meeting has arranged to see you. An appointment will be cancelled if a student fails to show up within 15 minutes of the start time or fails to contact the person

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she/he is meeting within those 15 minutes. If you think you will be late, or need to cancel, be sure to call the office immediately.

Access & Equity

AA is committed to access and equity principles and processes in the delivery of its services and working environment. We endeavor to ensure that access to programs is available to all persons regardless of age, gender, disability, race or social/ethnic background. However, some programs require outcomes that may not be suitable for some disabilities or religious customs.

AA will make sure that you have the opportunity to participate in the same outcomes as other members of the community. Events of major cultural importance to you will be acknowledged and allowance will be made for their observance. In the first instance, each of our staff members has responsibility for access and equity issues for all students. If you are experiencing any harassment or discrimination, please see the Student Support Officer.

Paying Your Course Fees

Fees, Refunds and Conditions

Registration fees and Course fee payments are governed under the clauses mentioned in the Student agreement and the fee structures given at the time of finalizing the enrolments.

Students are encouraged to refer to their letter of offer when reading this section of the student hand book.

Course Fees

Course fees should be paid together with the registration fee before the first day of the orientation as per the fee structure agreed prior to enrolment. Fee payments can be done either cash deposits, or by cheque.

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Cash Payments

Cash payments can be made directly to Australasian Academy bank account and hand over the deposit slip to AA finance division.

Bank Deposit

Payment may be made electronically (Internet Banking) the AA Bank account maintained with Seylan Bank PLC.

1. Always keep a receipt of all payments that you make. A receipt can become legal evidence of your payment, whether it is from Australasian Academy or any other party. Do not leave the premises without a receipt after making a payment.

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- Should you wish to discuss payment regarding your finances please organize a meeting with the Australasian Academy Finance Department or the student Counsellors. All discussions will be in confidence. Your privacy will be respected.

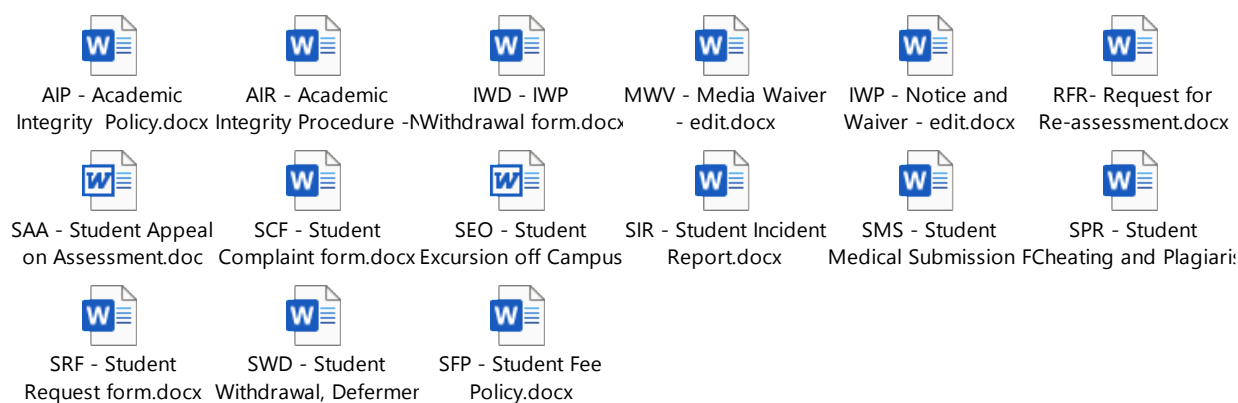
Non-Payment of Fees

If your payment is late without notification, you may not be allowed into class, and a surcharge will be added on the overdue amount. You will need to pay for any reassessments applicable due to this non-attendance. In the event your class is suspended due to late fee payments and missed a “Practical” session, the student may bear the full cost involved for the missed session. You will not receive any form of awards or recognition of courses or units completed while you have fees owing. If you are having difficulties with payments, please contact us well before the due date of your scheduled payment.

Refund Policy

Registration fees paid by students are non - refundable under any circumstances. And the course fees are non-refundable after the first day of the course commencement. For further information please refer the student agreement and the fee structures provided during enrollment.

All students are bound to comply with the conditions stated in the Australasian Academy Student Handbook, Student Agreement and the Letter of Offer which are subject to change in times as per notification given in advance.





Australasian
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AA STUDENT HANDBOOK

Upon completing your orientation and explanations of above policies and procedures and guidelines of the student handbook. Please complete the below, sign and handover to the staffmember conducting the orientation session.

Acknowledgment

I(student Name) with NIC / Passport numberacknowledge that I have received the Australasian Academy Student Handbook and the policies and procedures. I have read and understood the information contained within and agree to same.

Signature:.....

Date:.....