



Australasian  
Academy

Transnational Education Redefined

# STUDENT HANDBOOK

## Contact Details

Australasian Academy  
25, Abdul Cafoor Mawatha,  
Colombo 3, Sri Lanka

Website : [www.australasianacademy.net](http://www.australasianacademy.net)

Telephone : +94 114 895 896

### Email:

- General inquiries : [info@australasianacademy.net](mailto:info@australasianacademy.net)
- General enrollment information : [nadeesha@australasianacademy.net](mailto:nadeesha@australasianacademy.net)
- Student services, including issues or complaints : [ranli@australasianacademy.net](mailto:ranli@australasianacademy.net)
- Tuition Fees, issues related to fees, all finance inquiries : [piyumali@australasianacademy.net](mailto:piyumali@australasianacademy.net)

### Opening Hours:

Monday to Friday 9.00am to 5.00pm

Saturday 9.00AM to 1.00pm

Partner Institution in Switzerland:

#### **IMI International Management Institute**

Seacherweg 1

CH-6047 Kastanienbaum

Switzerland

[www.imi-luzern.com](http://www.imi-luzern.com)

Tel: 00 41 41 349 64 00

Disclaimer and Copyright

Copyright © Australasian Academy

All rights reserved. No part of this publication may be reproduced, distributed or transmitted in any form or by any means without the prior written permission of the publisher.

## Contents

### Table of Contents

Welcome .....	6
Our Vision and Mission .....	7
Vision.....	7
Mission.....	7
Our Values.....	7
Training and Student Facilities.....	8
Head office and Campus .....	8
Student Orientation .....	9
ID Cards .....	9
Course Resources.....	9
E-Learning Resources .....	10
2. Access and equity.....	10
3. Quality focus .....	11
4. Client service .....	11
5. External audit and review .....	11
6. Financial and administrative practices.....	11
7. Marketing and advertising .....	12
8. Training and assessment standards .....	12
9. Issuance of qualifications .....	12
10. Recognition of qualifications .....	12
Student Code of Conduct / Guidelines .....	12
Expected and Unacceptable Behavior .....	12
Communication.....	13
Dress Code .....	13
Personal hygiene.....	14

## STUDENT HANDBOOK

Drugs and alcohol .....	14
AA is a drug and alcohol-free environment. To ensure the integrity of AA, the consumption, use, sale .....	14
Plagiarism.....	15
Unacceptable behavior .....	15
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.....	16
Rights and Responsibilities .....	16
You have the right to: .....	16
Academic Requirements .....	18
Academic.....	18
Attendance.....	18
Behavior .....	19
Training & Assessment.....	19
What Are Unit of Competencies (UOC)?.....	19
Training delivery.....	19
How you will be assessed.....	20
Work Placement.....	20
Work Placement Requirements .....	20
Log Book.....	21
Reassessments .....	21
Assessment Appeals.....	22
Principles of Reassessments Validity, reliability, flexibility and fairness are the principles underpinning the development of reassessment and assessment tools. ....	22
Reassessment Scope and Contexts.....	22
Reassessment Procedure .....	23
RPL, CT & RCC.....	25
Course Completion .....	26
Incomplete Qualifications .....	27
Reissuing Qualifications .....	27
View your results .....	28
Change your timetable .....	28
Defer, suspend or transfer your course .....	28

## STUDENT HANDBOOK

Complaint or Appeal Process .....	29
Complaints .....	29
Appeal against an Assessment Outcome .....	30
Give feedback.....	30
Student Services.....	31
Graduation .....	31
Student Support/Affairs Officer .....	31
Selection & Enrolment .....	32
Access & Equity .....	33
Paying Your Course Fees .....	33
Fees, Refunds and Conditions.....	33
Course Fees .....	33
Cash Payments .....	33
Credit Card Payments .....	33
Bank Deposit .....	34
Non-Payment of Fees.....	34

## Welcome

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

Australasian Academy (AA) is committed to providing high standard of higher 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. Thus assuring you Swiss qualification from IMI and AA.

In this handbook you will find general information about Australasian Academy and our partner IMI International Management Institute. 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

## Our Vision and Mission

### Vision

To be the chosen partner and leader in the Hospitality and Tourism Management higher Education Sector in Sri Lanka and the Region.

### Mission

Provide a modern state of the art learning and training environment for students, that allows them to enhance their knowledge and 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, understand and shares the diversity of students, staff and partners.

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

Australasian Academy - School of Hospitality 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 hospitality training field and believe that our innovative approach is vital to attaining and sustaining this leadership.

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

## Training and Student Facilities



### Head office and Campus

25 Abdul Cafoor 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 class rooms and training facilities are allocated. This is where students gain a complete learning experience in both theory and practice.

The main campus building consists of modern classrooms, well equipped restaurant, bar and a house keeping section for training. A student lounge and for students to spend their breaks in comfort are some of the common facilities available.

Our Campus building, have wireless internet facilities for student's use and student notice boards as well for publications

## 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, and living in Colombo (Overseas Students) transportation and other facilities. In addition, our staff will be introduced to you and you will have an opportunity to ask any questions you have.

Orientation includes information on:

- A Campus tour and introductions to Australasian Academy - School of Hospitality staff and lecturers.
- What is expected of you, including behavior and discipline?
- Student support services available
- Student activities available, Student Council and Clubs
- Course requirements and resources
- Work Placements for internships requirements
- Complaints and appeal process
- 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 hand book carefully as it contains much of the information presented to you at the orientation.

## ID Cards

You will be issued a student Card displaying your name, photograph and student number on your orientation day. You will always be required to wear this ID card while on Campus

## Course Resources

All students enrolled for Foundation, Diploma and Advanced Diploma in Hospitality management will be provided all required resources.

## E-Learning Resources

You will receive a login and a password on the orientation day that will allow you to login to our E-Learning platform (Moodle). The Moodle e-learning resource holds your entire course learning outcomes, and this is where all your theory notes and assessments will be undertaken. Your trainer will be able to communicate with you in relation to your course study outcomes through this 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.

### 1. Legislative requirements

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

- Work health and safety;
- Workplace harassment, victimization, bullying and sexual harassment;
- Anti-discrimination that includes equal opportunity, racial vilification and disability discrimination;
- Privacy;
- The delivery and administration of vocational education and training; and
- All relevant legislation and 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
- Pregnancy
- Race, color, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- 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. We actively seek feedback from students and staff and value their contribution towards improving programs and services.

### 4. Client service

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 client service is demonstrated by the following policies and procedures:

- Recognition of Prior Learning Policy and Procedure;
- Credit Transfer Policy and Procedure;
- 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. Financial and administrative practices

AA guarantees the sound financial position of the business. Measures have been taken to ensure that all course fees paid in advance are identified and protected and the business maintains appropriate insurance policies.

## 7. 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 at least twice a year for accuracy and ongoing integrity and each time a change is made to the product offered by AA relevant.

## 8. 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.

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

## 9. Issuance of qualifications

IMI International Management Institute 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.

## 10. Recognition of qualifications

### Student Code of Conduct / Guidelines

Students of AA are expected to comply with the Student Code of Conduct at all times. The disciplinary procedure is clearly outlined and misbehavior of any kind will not be tolerated.

### Expected and Unacceptable Behavior

- Students are expected to participate in all assessment tasks as scheduled, honestly and to the best of their ability;
- Follow normal safety practices and act in a safe manner that does not place you or others at risk;

# STUDENT HANDBOOK

- Treat staff and fellow students with respect and fairness;
- Follow reasonable directions from a member of AA staff.
- Social Media: It is expected that students ONLY post reviews on the Social Media – AA Facebook page.
- It is unacceptable for students to post reviews on any other form of Social media i.e.: Twitter, Google or Snap Chat etc.
- 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 persons without prior consent.

## Communication

When communicating with fellow students or AA staff, students should do so with respect and politeness, using “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](mailto: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.

The use of poor communication etiquette will not be tolerated and can lead to disciplinary action. **Avoid using words such as “I want” and “You must”**

## Dress Code

A high standard of dress 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 thongs, 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 class to change into more appropriate attire.

# STUDENT HANDBOOK

**DURING THEORY SESSIONS** (in the class room) students must only wear SMART dress wear. That is:

- Smart dress pants;
- Full length pants;
- Dress or Skirt knee length;
- T- shirt with collar (no singlet tops or midriffs);
- Enclosed shoes at all times (no thongs or sandals);
- Long hair is to be neat and tidy
- Students are to be well groomed whilst on campus.

## Personal hygiene

The hospitality industry expects an above average display of personal hygiene. It is also part of compliance issues that surround food laws in Switzerland / Sri Lanka. 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 each.
- Appropriate use of antiperspirants is to be followed each day, with no strong or overpowering use
- 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 so as to adjust their appearance/personal hygiene in order to comply with the Academy's requests.**

## 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 areas.

## 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:

- 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 student's 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.

## 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;

# STUDENT HANDBOOK

- Continuous 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.

## 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 class;
- be temporarily suspended from class;
- receive a warning letter (for your behavior);
- Serious cases you may be issued with a Full Suspension or Termination of your student placement;
- be removed from your work experience host workplace and be eligible to pay the 're-placement' cost (see 'Reassessment procedure' in this handbook).

## 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;

## STUDENT HANDBOOK

- Have personal property and the Institute's property protected from damage or other misuse;
- 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.

The ESOS framework protects your rights, Including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider.
- The right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement;
- Your right to get the education you paid for.
- If you feel that your rights as a student are being compromised, or you cannot for any reason, fulfil your responsibilities, please make an appointment to see the Student Support Officer.

# AA STUDENT HANDBOOK

## 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 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 (see 'Doctors session'). 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 a 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 see "academic intervention" in this handbook for more details.

# AA STUDENT HANDBOOK

## Behavior

Acceptable behavior is part of the ongoing course requirements. Please read the 'Student Code of Conduct' and disciplinary procedures (in this handbook) carefully and understand the consequences of not meeting behavior requirements.

## Training & Assessment

### What Are Unit of Competencies (UOC)?

You will be assessed on units which are about the skills, knowledge and attitudes you need to complete. You need to show a 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 NYC (NOT YET COMPETENT). 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)

### Training delivery

When you start each unit of competency, your Trainer will discuss the suggested content matter for the unit of competency including how you will be assessed (if you have specific learning needs, the trainer will make sure that the methods used will reflect your requirements). You will be asked to sign an acknowledgment stating that you understand what is required of you to pass the unit.

Prior to commencement of a unit your trainer and assessor will outline how each unit of competency will be trained and assessed. Prior to completing your assessment, you will also need to acknowledge that you understand the assessment conditions.

**Classroom attendance:** You will attend regular classes and the trainer will moderate the learning pace, method and sequence appropriate to your learning needs. Learning methods will vary and can include case study scenarios, field trips, 'hands on' practical classes, role play techniques, discussions, presentations and assignments in groups or individually.

Your learning is supported by the AA Wireless Internet capability which is available at the campus. You will receive computer resources that support learning and contain activities and assessments for each unit as part of your resources.

# AA STUDENT HANDBOOK

## How you will be assessed

Your Lecturer 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 Lecturer information about your progress.

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

## 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 service 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.

- Foundation in Hospitality Management - Three Months
- Diploma in Hospitality Management – Six Months
- Advanced Diploma in Hospitality Management – Six Months

This can be done by one of the two ways below:

1. If you have a job in the industry and request to complete Work Placement in this workplace, Australasian Academy will audit the site to be approved as an acceptable site. If the site is found to meet the requirements of the course, you will then be able to log the period of work required.
2. Australasian Academy supports students' opportunities for industry work placement. AA will review your performance before offering a place in an employer's establishment. All units undertaken are considered a pre-requisite for work experience. You must meet course attendance requirements to be offered this option.

## Work Placement Requirements

You are required to meet course requirements (including academic & behavior requirements) to commence the Work Experience component of your course. All units undertaken are considered pre-requisites for work experience.

This means that you need to be found competent in all units undertaken and have an attendance rate of **80% or above** to be placed with a host employer. You will not be placed until you meet these course requirements.

In the event that you need re-placement in a workplace because: a workplace requests your removal or you are otherwise suspended or removed from a workplace as a result of misbehavior, inappropriate behavior or a breach of the Student Code of Conduct, including continued absence without extenuating,

# AA STUDENT HANDBOOK

compassionate or medical reason; you will be liable to pay re-placement costs, outlined in the 'Fees & Charges' section in the student agreement.

## Log Book

You will receive a log book when your work experience placement begins. Complete the first page with as much information as possible. Your logbook is a valuable document as it provides a record of the number of hours completed in structured on-the-job training as part of your course and the activities undertaken during the work.

It is your responsibility to show your log book to your host employer or supervisor every day to verify that you have completed your time sheet accurately and you have listed all the activities undertaken during your work placement. These activities should be entered daily.

Your log book is your responsibility and lost or stolen log books may mean you need to repeat hours. Field officers will check these log books during workplace monitoring visits at your host workplace, as well as assessing your skills during the visit.

You will be required to attach the following documents to your log book and hand this to the field officer:

- Pay slip
- Function running sheets
- Photos

## Reassessments

Please see the Reassessment Policy in this handbook

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

When notified, you need to take this notification to reception within 1 week, pay applicable fees, and be booked into a reassessment session during or at the end of the term. You will be given a receipt that you must take back to your trainer. Re-assessment fees will apply unless you submit a medical certificate for the assessment date you missed within 5 days or have extenuating circumstances.

In either case, you will need to attend the office to book your reassessment and explain if necessary. Students at AA are allowed to repeat assessments once. Re-assessment fees are summarized on the 'Fees and Charges' form. You must arrive at your reassessment date ready to complete the assessment. Failure to do so will result/ NYC and in a loss of the payment.

# AA STUDENT HANDBOOK

If you do not book your reassessment or do not attend a booked reassessment day without medical or extenuating circumstances, you will receive an academic warning. If this happens more than once for any one unit or units, you will not be given further opportunity to be reassessed for those units. Any payment for reassessment, does not carry to the next reassessment session.

## Assessment Appeals

Please see the 'If you want to...make a Complaint or Appeal, section of this handbook.

## What is Reassessment?

Reassessment is a planned activity organized on behalf of AA that allows the opportunity for the student to present evidence of their skills and knowledge when matched against specific National Industry Competency Standards. AA is committed to implementing valid, reliable, fair and flexible reassessment processes that comply with the requirements for the implementation of assessment by Registered Education Organizations.

## Principles of Reassessments

Validity, reliability, flexibility and fairness are the principles underpinning the development of reassessment and assessment tools.

## Reassessment Scope and Contexts

- Reassessment can be presented in a range of contexts. Reassessments can be undertaken by the student/s as part of a process of gaining a qualification, or as an isolated activity so as to achieve recognition and attainment of one or more National Competency Standards for a specific purpose, relevant to the student.
- Reassessments can be presented within the following formats:
  - Observation by an assessor of demonstrated skills and knowledge i.e. undertaking work tasks in the workplace, undertaking a simulated work activity or participating in an interview, undertaking nominated learning outcomes as part of the training plan;
  - Research and reflection through the presentation of a written task;
  - Response to Question and Answer task/s, either written or oral, that allows knowledge and skills to be demonstrated.
- Reassessment may only be undertaken at times and dates as clearly outlined in the AA Procedures document.

# AA STUDENT HANDBOOK

## Reassessment Procedure

### Overview

Reassessment provides the student/s the opportunity to meet competency outcomes in line with the required skills and knowledge of the stipulated unit of competency/s.

### Procedure

AA reassessment structure is as follows:

#### Moodle

- 1) The student is deemed unsatisfactory in an activity or NYC (Not Yet Competent) in the unit. They are notified by their trainer that they are NYC and feedback is given to them.
- 2) **First in class reassessment attempt Theory & Practical** – The trainer is to notify the student of a suitable time within the intake to sit the required reassessment. This is undertaken at no expense to the student. For Moodle this is your second attempt. All practical UoC are only provided two attempts without charge. All additional Practical reassessments are governed by the procedures under the heading of “Further Reassessments”, additional fees and charges will apply.
3. **Further Reassessment - Out of class reassessment**

If a student is still NYC after the in class assessments, the student is to be notified by the Trainer or Principal.

There will be no further reassessment attempts undertaken at this point. (If a further reassessment is to be given, this is at the discretion of the Principal / General Manager).

A repeat of the unit or stage will be required at this point. The student will be required to meet with the Principal or General Manager to arrange a time for the student to sit the repeat of unit.

All repeat of units will be conducted outside of the student’s normal class time, in the following term and a cost will apply.

All results are to be given to Administration within 3 days of the reassessment being undertaken.

**Refer to the below table for costs.**

<b><i>First in class reassessment attempt – Practical component</i></b>	HKM = 5,000 IFB = 5,000	Students are to see reception and make payment and booking.
<b><i>First in class reassessment attempt – Theory component</i></b>	All UoC = No Charge	
<b><i>Out of class reassessment - Practical</i></b>	Students will be advised of cost by Principal, General Manager or Student Support Officer	

## AA STUDENT HANDBOOK

<b><i>Out of class reassessment – Theory</i></b>	All UoC = No Charge
<b>Repeat of Unit</b>	Students will be advised of cost by Principal, General Manager or Student Support Officer Rs.20,000/- per unit.
<b>Repeat of Stage</b>	Students will be advised of cost by Principal, General Manager or Student Support Officer
<b>Note: students are advised to read this section with the current “Incidental Fees and Charges” Fees and charges are subject to change at the discretion of AA’s discretion.</b>	

### Procedure of Reassessment for Work placement

1. Where a student fails to meet the assessment requirements in full for the Industry Work Placement in accordance with the Learning Outcomes due to failure to meet the guidance and instruction from the Industry Work Placement Manager, of the nominated Unit/s of Competence the student will be required to re complete that unit in full.
2. Where a student is deemed to only have met partial competency in a nominated Industry Work Placement Unit.  
This partial reassessment will be undertaken during the student’s own time whilst continuing to undertake and meet the projected Training Plan Pathway as outlined within their original COE Terms and Conditions. This partial reassessment can only be determined by the Principal or General Manager or the Head of Industry Work Placement. The student will be consulted in relation to the decision made with regards to NYC (partial).

The decision of being marked as Not Yet Competent (NYC) may be due to:-

- Failure to meet the full nominated length of Industry Work Placement term;
- Failure to meet all learning outcomes for the UOC in question as outlined by the National Training Package requirements;
- Re adjustment of assessments methods and learning pathway will be at the discretion of the trainer and assessor.

### Conditions of Reassessment

Reassessment will only be conducted on the following days:-

**Monday, Tuesday, Wednesday and Thursday** of the first week of each holiday break, unless specified by the Principal or General Manager. Work Placement reassessment dates are to be discussed with the Industry Workplace Manager. These appointments are to be booked in the Reassessment Calendar.

For students to be eligible to sit any form of reassessment, they must have attended a minimum of 80% class attendance for the unit in question. This requirement is to ensure that the student will have had an opportunity to learn the underpinning knowledge and skills required to sit the reassessment in question.

If a student has not attended this minimum attendance requirement, a repeat of unit must be scheduled.

## AA STUDENT HANDBOOK

If a student is required to repeat a unit or stage, the student will be counselled and explained the reasons. AA decision and options will be given to the student for dates and times where practical. Repeat of a unit or stage will be at an additional cost to the student.

It is the student's responsibility to attend their reassessment class on time and be prepared. Failure to do so may result in a NYC result, as they are not meeting the basic conditions of assessment.

Students who fall ill or have an extenuating circumstance that causes them to miss an assessment or become aware that the assessment date cannot be met, must inform the Student Support Officer as early as practicable and supply all required medical certificates or evidence to support their missed reassessment period. A rescheduled time will then be set for the following term break (or alternate time as approved by the Principal or General Manager).

If the student fails to submit the required medical documents or evidence they will have the opportunity to re-sit their reassessment, however the further reassessment will be at their own expense. (Refer to table of costs, original reassessment prices-not missed reassessment prices apply.)

If the above conditions are not adhered to, students will be deemed Not Yet Competent.

All AA training staff are required to give constructive feedback and counselling to assist the student to improve their knowledge and skills prior to the next assessment event.

All students have the right to appeal any assessment decision made by AA. Please see the appeals process in the Student Handbook.

The General Manager of AA has the right to change this policy at any time without giving notice.

### \*Key words in this section

<b>NYC</b>	Not Yet Competent
<b>UOC</b>	Unit of Competency
<b>IWPM</b>	Industry Work Placement Manager
<b>AA</b>	Australasian Academy
<b>COE</b>	Commencement of Enrolment
<b>GM</b>	General Manager

### RPL, CT & RCC

This Process must occur within 5 days from commencement of the course. For more detailed information, please refer to the RPL, CT & RCC brochure, which is available in the student handbook and on the website.

A **Credit Transfer (CT)** is when you have a credit transcript from a registered training provider stating you have completed units of competency that are the same as units taught in your course at International Management Institute. These units are credited to you so you do not need to repeat units you have previously passed.

**Recognition of Prior Learning (RPL)** refers to an assessment of your current skills and experience as they apply to the units of competency in your new course. Evidence of competency can be collected from sources such as current job performance, resumes with supporting documents, log books, job descriptions, projects or assignments or workplace interviews. International students are advised that where this recognition is issued prior to the issue of a visa, then the

# AA STUDENT HANDBOOK

period of your visa will be reduced to compensate. Where recognition is granted after the visa has been issued, then AA will review your enrolment to ensure you maintain full study load with supplementary materials and supervised study.

**National Recognition:** The Academic Manager will make the final decision on all Recognition of Prior Learning (RPL), Credit Transfer (CT) or Recognition of Current Competencies (RCC).

If you would like to apply for Recognition of Prior Learning (RPL), Credit Transfer (CT) or Recognition of Current Competencies (RCC), please complete the appropriate form.

Commonly used forms are available on our website, otherwise please contact Reception or a Student Support Officer

## 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.



# AA STUDENT HANDBOOK

## Incomplete Qualifications

If you leave the course without actually 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.

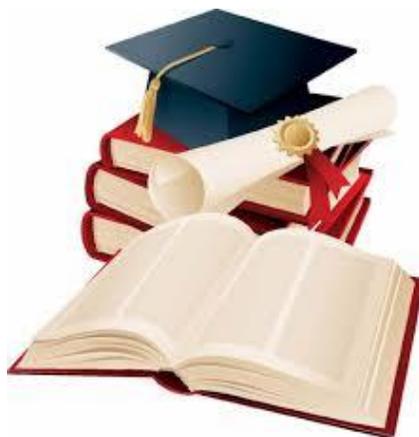
## Reissuing Qualifications

AA keeps records of your course with us for 30 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 if you remember it);
- The course you completed;
- When that course started and finished; and
- Any other detail you can give to identify yourself.

We will review your request and either send a new certificate or statement of attainment; or send a letter explaining why we can re-issue your qualification

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



# AA STUDENT HANDBOOK

## View your results

All students can gain access to their results and attendance rates through the Student Resources Centre (SRC).

The SRC is an online portal for students to be able to update their personal details, view courses, their current timetable and results as well as their attendance percentages. They also have access to view emails communications and relevant supporting documents logged by the student administration team. All communications are primarily sent to students via email. This SRC provides all students with an overview of their course progress. All students are trained on how to use the Student Resources Centre in class; they are sent an email once their portal has been activated, explaining how the Student Resource Centre works and their user information.

## Change your timetable

Students are allocated a location and 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.

If you have extenuating compassionate circumstances, you can complete a **“Timetable Transfer Request” form**, available from reception or on the website. Changes must be approved by the Academic Manager and will only be made for extenuating circumstances.

## 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.

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 obtain an ‘Application to Suspend Studies’ form from reception or the website and make an appointment to see the Student Support Officer.

# AA STUDENT HANDBOOK

If you are leaving the country, you will need to request a letter stating your approved leave dates and when you are expected to return to class. You **MUST** make an appointment with the Student Support Officer on or before your expected return date, and attend this appointment. If you do not contact the office on or before your expected return date, you inactively advise us that you will not be continuing your studies, and your course will be cancelled. (Please note that you may be liable for outstanding fees, read your Enrolment Terms & Conditions carefully.)

## 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.

## 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 complete a '**Complaint and Appeal Application Form**' available through reception or on our website, or 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 General Manager for review by an independent mediator. Again, you will be told details of other investigation and details of any decisions made. If you choose to access our Complaints or Appeals Process, your enrolment will be maintained with the Complaints or Appeal Process is ongoing.

# AA STUDENT HANDBOOK

## 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 4 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 Manager. You will need to make an appointment to see the Academic Manager, and you can bring a support person if you like. The Academic Manager will then consider the issues raised and attempt to resolve the appeal to your satisfaction. You will be notified of outcomes of your appeal.

If you would rather not see the Academic Manager, or if the issue has not been resolved to your satisfaction, you can see an alternative mutually agreed independent mediator who will meet with you with minimal cost.

## Give feedback

You will be asked to complete a survey each term, as well as after orientation and at various other times. All feedback is appreciated and confidential. You will also be asked to complete a Learner Engagement survey. This survey will focus on the extent to which students are engaging in activities likely to promote high-quality skill outcomes and will include student perceptions of the quality of their competency development and the support they receive from AA.

If you have areas of concern, issues or would like to make suggestions for improvement, please contact the Student Support Officer or email us. AA prides itself on being involved in continuous improvement of its learning and teaching environment. The Student Support Officer is in charge of collecting and processing student survey data, which is used to improve AA teaching activities.

If you have an idea or thought about something that could be improved, or added or started, please let us know! You can tell a Student Representative, or the Student Support Officer. We strive to provide an excellent service to our students and appreciate your thoughts and ideas.

# AA STUDENT HANDBOOK

## 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.

**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.

**AA** provides support to all students to obtain internships locally and internationally through AA partner Hotels. The services provided by AA career guidance and student affairs division includes:

- Professional Career development training sessions run through out each term;
- Career guidance and mentoring;
- Employment Assistance Program.

## 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 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.

All completion certificates will be issued unless formal request from the students is submitted to student services addressing the reason of request prior to the scheduled graduation.

## 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

# AA STUDENT HANDBOOK

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 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.

## **Selection & Enrolment**

All information for enrolment can be found on our website, or by requesting a Student Prospectus Pack, which includes information on:

- Enrolment Form;
- Student Handbook (is available on your USB, AA website and sent to you with your Letter of Offer – prior to enrolment);
- RPL, CT & RCC Information; and
- Course information/flyers.

When you send the enrolment form with the necessary supporting documents to us, the Admissions Officer determines your suitability for enrolment based upon the existing competencies and skills demonstrated in the following application documents: the completed Student Enrolment Form; a copy of your passport. and a copy of your English Proficiency Score.

# AA STUDENT HANDBOOK

## 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, credit card or by cheque.

### Cash Payments

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

### Credit Card Payments

You can pay your fees by Mastercard, Visa or AMEX at the AA Finance office in the 1<sup>st</sup> floor.

# AA STUDENT HANDBOOK

## Bank Deposit

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

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.
2. Should you wish to discuss payment regarding your finances please organize a meeting with 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. 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  
Academy

Transnational Education Redefined