

INSTITUTE OF DESIGN. ULLADULLA

founded by Karl von Busse

Policies and Procedures Manual

December 10 v7

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1 IDU Policies

1.1 Refund Policy

| | |
|--------------------|------------------------------|
| TYPE OF DOCUMENT: | Policy |
| TITLE: | Refund Policy – FEE-HELP |
| VERSION NUMBER: | 020210v2 |
| DOCUMENT LOCATION: | Policy and Procedures Manual |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Higher Education Support Act 2003

Purpose

This policy provides refund and withdrawal guidelines with regard to fees paid by students undertaking a course with IDU for which VET FEE-HELP is available.

Scope

This policy applies to all IDU full fee paying students who are paying their tuition fees up-front or by accessing VET FEE-HELP assistance.

Definitions

Tuition Fee: the fee charged by IDU for all academic services associated with the provision of study materials, student support services, tuition, assessment and support for a Unit of Study (Unit).

Fee-paying students: all IDU students are fee paying. Fee paying students are classified as paying upfront or as accessing VET FEE-HELP assistance. Only students who are eligible may access VET FEE-HELP assistance. Ineligible students must pay upfront. IDU does not offer Commonwealth Supported Places for students.

VET FEE-HELP assistance: VET FEE-HELP assistance is an income contingent loan program provided by the Australian Government for institutions with full fee-paying students who have been approved as a VET Provider (by DEEWR). Eligible students may access VET FEE-HELP to pay their tuition fee towards a Unit or Units in approved (DEEWR) VET Courses offered by IDU. Students then pay back the loan (to the Australian Tax Office) when earning above a prescribed threshold. For the purpose of this policy, the term FEE-HELP applies to VET FEE-HELP.

Study Materials: all textbooks, Unit Guides, orientation materials, course information brochures, equipment and other learning resources provided by IDU to students in any physical or digital format.

Census Date: A period of not less than 20% of the total time of a Unit from the start date of that Unit. For VET Units, the Census date is 21 days after the commencement of a VET Term in which the Unit is undertaken. On the day following the Census Date, the Census Date is deemed to have passed.

Policy Provisions

1. *Payment of Tuition Fees* Students are required to pay for their Unit tuition fee in full prior to being enrolled in a Course of Study (Course) and initial Unit(s) associated with that Course. Payment options and advice are presented on the Acceptance of Offer form which must be received on or before the Census Date of the Term in which the student wishes to enrol. Students paying up front should ensure that payment is received by IDU on or before the Census date of the Term in which the students wishes to enrol. If the student is eligible and wishes to access FEE-HELP assistance to pay the tuition fee for their Unit(s), a Request for FEE-HELP assistance form must also be received on or before the Census Date of the Term in which the student wishes to enrol. Access to study materials will not be granted to students in any form until tuition fees are paid in full, unless authorised by the Managing Director.

2. *Refund of Unit Tuition Fees*

2.1. *Withdrawal on or before the Census Date for a Unit* In order to withdraw from a Unit prior to the Census Date, a student must apply in writing to IDU using the appropriate form. The request to

withdraw must be received by the Administrator on or before the Census Date. Where an upfront fee-paying student withdraws from a Unit prior to the Census Date for that Unit, IDU will refund tuition fees paid for that Unit. Where a student has purchased the Unit by accessing FEE-HELP assistance, the student will not have incurred a FEE-HELP debt for that Unit. Withdrawing students will not be required to return any study materials sent to them.

2.2. *Withdrawal after the Census Date for a Unit* In order to withdraw from a Unit after the Census Date, a student must apply in writing to IDU using the appropriate form. The request to withdraw must be sent to the Administrator. Where an upfront fee-paying student withdraws from a Unit after the Census Date for that Unit, no Tuition Fees will be refunded. Only when exceptional circumstances apply may the Managing Director authorise a refund of fees.

Where a student has purchased the Unit by accessing FEE-HELP assistance, a FEE-HELP debt will be incurred. Only when exceptional circumstances apply may the Managing Director authorise the re-crediting of a FEE-HELP debt. Withdrawing students will not be required to return any study materials sent to them.

3. *Refund Appeals* Students paying their tuition fees up front seeking a review of a decision regarding an application for a refund must apply in writing to the Administrator. Students dissatisfied with the outcome of the review may ask for a reconsideration of their case by the Managing Director. Students accessing FEE-HELP assistance to pay for their tuition fees should consult the FEE-HELP Policy for details regarding an appeal.

Associated Documents

FEE-HELP Policy

Academic Grievance and Compliant Policy

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

The version of this policy is indicated by the date in the file name of this document. Each new version of this policy, prepared by the Administrator, requires approval by the approvers indicated below and this policy will remain in draft status until each approver enters a date.

This Version Approved by

Date Approved

The Managing Director

1.2 Administration and Records Management Policy 030210v6

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|-------------------|---|
| TYPE OF DOCUMENT: | POLICY |
| TITLE: | ADMINISTRATION AND RECORDS MANAGEMENT POLICY |
| VERSION NUMBER: | 030210v6 |
| POLICY LOCATION: | ADMINISTRATION FILES |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Higher Education Support Act 2003

Purpose

The Institute of Design Ulladulla is committed to maintaining effective and efficient administrative and records management processes for training and assessment activities in accordance with legislative and regulatory requirements.

Scope

The Institute of Design Ulladulla, as a registered training organisation (RTO), is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF). As such, the Institute is required to have written policies and procedures for effective administration and records management processes.

Definitions

N/A

Policy Provisions

- The Institute of Design Ulladulla will:
 - implement and maintain effective administrative and records management
 - procedures consistently to assure the integrity, accuracy and currency of all records in accordance with the requirements of the AQTF
 - ensure that all training and assessment records are stored securely, including backup of electronic records
 - ensure student records are retained, archived and able to be retrieved for a period of 30 years
 - ensure the safeguarding of any confidential information
 - ensure that clients have full access to their personal records
 - ensure it complies with all external reporting requirements
 - ensure that except as required under the Standards for RTO's or by law, that information about a client is not disclosed to a third party without prior written consent
 - ensure all other records consistent with the contractual and legal requirements are retained, archived and able to be retrieved in accordance with these contractual and legal requirements.
- The Institute of Design Ulladulla will maintain up-to-date records of the verified qualifications and experience of all staff and persons working on behalf of the Institute as trainers and assessors (including those operating under a partnership arrangement), of enrolments and participation, and of fees paid and refunds given.
- The Institute of Design Ulladulla keeps complete and accurate records of the attendance and progress of participants, as well as financial records that reflect payments and charges and the balance due, and provides copies of these records to participants on request.
- All training and assessment achievements are recorded.

- Full security in accordance with AQTF Standards is provided for student records including assessment results and Statements of Attainment issued.
- The Institute provides for protection of electronic records by a backup process and fireproof & waterproof storage off-site, along with remote computer system access being on an approval basis only, protected by the use of passwords.
- All students who enrol are recorded both manually (in an individual student file) and electronically. Results of assessment are entered on both records.
- Participation records are maintained for all students both manually (Course File) and electronically (both course and individual).
- All client records are treated as confidential information and cannot be divulged to other parties without prior written permission of the student, except as required by law.
- All client transactions including fees paid and refunds given are recorded immediately both electronically and manually.
- A register of trainers and assessors is maintained and kept current, including their current competencies and qualifications in accordance with standard 7.
- Hard Copy Files - Current student & course files are stored in a locked filing cabinet. These are kept on the business premises for 24 months.
- Archive Files – Files older than 24 months are placed in secure archive
- Boxes are stored off site with Boxes on Shelves.
- Computer Data - Standard procedures are required to ensure the integrity and security of the data held on computers. Procedures include at least the following:
 - established security access levels
 - user identification and password codes
 - cyclical changes to passwords
 - established frequencies for the creation of backup disks or tapes, and storage off the premises
 - provision of secure and fire-isolated storage for backup data
 - prohibition on the use of unauthorised software packages
 - established guidelines for the borrowing or personal use of PC's.

Associated Documents

N/A

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Principal is responsible for enforcement of this policy and for dealing with breaches.

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Date Approved

The Principal

1.3 Privacy Policy

| | |
|--------------------|------------------------------|
| TYPE OF DOCUMENT: | Policy |
| TITLE: | Privacy Policy |
| VERSION NUMBER: | 010210v2 |
| DOCUMENT LOCATION: | Policy and Procedures Manual |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Higher Education Support Act 2003
 Privacy and Personal Information Protection Act 1998

Purpose

The purpose of this policy is to provide guidelines on the collection of personal information and its secure use within IDU.

Scope

This policy applies to information relating to IDU's staff, students and prospective students.

Definitions

The Privacy Act. The NSW Government passed the Privacy and Personal Information Protection Act in 1998, appointed a Privacy Commissioner, and established the Commissioner's Office known as Privacy NSW. The Act came into effect on 1 July 2000. On the 21st December 2001, new provisions of the Privacy Amendment (Private Sector) Act 2000 commenced. This legislation, updating the Privacy Act of 1998, is designed to protect personal information that organisations hold.

Personal Information. The Act applies to personal information that is "information or an opinion ... about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion." (s.4). Personal information can be in the form of paper or electronic records, video recordings, photographs and biometric data such as blood samples and finger prints.

Policy Provisions

Collection of Personal Information

- For Lawful Purposes: Personal information must be collected in lawful ways for lawful purposes (s.8).
- Directly from the Person: Personal information must be collected from the person to whom the information relates or, with that person's permission, it may be collected from someone else, or it may be collected from a parent or guardian if the person is under 16 years of age (s.9). Exemption: where compliance with the principle would prejudice the interests of the person to whom the information relates (s.26(1)).
- Requirements for Collection: When collecting personal information, reasonable steps must be taken to tell the person to whom the information relates: that their personal information is being collected; why it is being collected; who will see it; whether they are required to provide the information by law or whether they are providing it on a voluntary basis; and how the person can correct the information (s.10). : where compliance with the principle would prejudice the interests of the person to whom the information relates (s.26(1)).
 - Exemptions: where the person expressly consents (s.26(2)) or where compliance would prejudice the interests of the person to whom the information relates (s.26(1)).
- Other Requirements of Collection: Reasonable steps must be taken to ensure the information collected: is relevant to the purpose for which it is collected; is accurate, up to date and not excessive; and does not unreasonably intrude upon the person's personal affairs (s.11).

Retention and Security of Personal Information

Personal information must be: securely stored and retained no longer than is necessary; be disposed of securely; and, if given to a person outside of IDU for some authorised purpose, that reasonable steps are taken to prevent its unauthorised use or disclosure (s.12).

- Information about the Information Held: Reasonable steps must be taken to let a person know what information is held about him or her; how the information is used; and how the person can have access to it (s.13).
- Access to Information: A person must be provided with the opportunity of access to his or her personal information without excessive delay or expense (s.14).
- Alteration of Information: A person's personal information must be altered if it is found to be inaccurate, irrelevant or misleading for the purpose for which it was collected (s.15).
- Checking Information before Use: Reasonable steps must be taken, before using personal information, to ensure that it is still accurate, up-to-date, relevant, complete and not misleading (s.16).

Limits on Use and Disclosure

Personal information must only be used for the purpose for which it was collected unless: the person gives permission otherwise; or the other purpose is directly related to the first purpose; or not to do so would pose an imminent threat to the person's life or health (s.17). Exemption: where the use is reasonably necessary for law enforcement purposes or for the protection of public revenue (s.23(4)). "Protecting public revenue" is not defined in the Act.

Privacy NSW believes that the term would apply to the collection of taxes but it is not sure if it would apply to the collection of fees for services or fines.

- Limits on Disclosure: A person's personal information must not be disclosed to another person or organisation unless the person was told or is likely to be aware that the information would be so disclosed; or not to do so would pose an imminent threat to the person's life or health (s.18). Exemptions: where the disclosure is authorised by a subpoena, search warrant or statutory instrument (s.23(5)(c)) or where disclosure is reasonably necessary for the protection of public revenue (s.23(5)(d)(i)) or where the person expressly consents (s.26(2)).
- Special Restrictions on Disclosure: Personal information must not be disclosed outside NSW unless a privacy law operates in the other State or country. Personal information relating to a person's racial origin, political opinions, religious beliefs, trade union memberships, health or sexual activities must not be disclosed unless not to do so would pose an imminent threat to the person's life or health (s.19).
 - Exemptions: where the person expressly consents (s.26(2)) or, in the case of health information, where the person's consent cannot be reasonably obtained and the disclosure is made to an "authorised health worker" (s.28(2)) defined as "a medical practitioner, health worker, or other official or employee providing health or community services, who is employed or engaged by a public sector agency" (s.28(2)).

Privacy Officer

IDU must nominate a Privacy Officer to act as first point of contact for any matters relating to personal information managed by IDU. Contact details must be published on the IDU website.

Associated Documents

Personal Information Procedure

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

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Date Approved

The Managing Director

1.4 Recognition of Prior Learning (RPL) Policy 030210v2

| | |
|-------------------|--------------------------------------|
| TYPE OF DOCUMENT: | POLICY |
| TITLE: | RECOGNITION OF PRIOR LEARNING POLICY |
| VERSION NUMBER: | 030210v2 |
| POLICY LOCATION: | ADMINISTRATION FILES |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Higher Education Support Act 2003

Purpose

- To recognise and support the legitimate interest of students in obtaining credit for prior learning.
- To ensure public availability and scrutiny of Recognition of Prior Learning (RPL) provisions.
- To ensure a consistent and equitable approach to the granting of credit for prior learning.

The Institute of Design Ulladulla provides the opportunity for students to apply to have prior learning considered for credit towards an IDU course where the prior learning is related to assessable components of that course. Forms of prior learning include:

- Previous study from recognised tertiary organisations
- Relevant work and life experience
- Courses undertaken outside a recognised tertiary education organization

Scope

This policy is applicable to all courses of the Institute of Design Ulladulla, and covers the granting of credit towards an IDU award

Definitions

1. Basis of Recognition

- 1.1 Credentialed prior learning - course-related learning leading to the award of a tertiary qualification. This includes learning from:
 - completed tertiary education subjects and courses
 - completed VET subjects and courses
- 1.2 Un-credentialed prior learning - informal learning from
 - work experience which can be tested by a challenge assessment, or
 - courses taken outside the tertiary education systems.

2. Forms of Recognition

- Exemption - the process of releasing a student from undertaking an individual subject and for the granting of equivalent academic credit.
- Substitution - releasing a student from undertaking a subject and specifying alternative subjects) of equivalent credit point value, which must be completed in order to achieve equivalent academic credit.
- Credit transfer - recognition that a block or group of subjects and their associated equivalent academic credit that have been completed at different institutions are being recognised as a valid component of a student's enrolled IDU course.

3. Components of the Course that are recognised

- Specified credit - equivalent to a subject exemption. Credit is granted where there is one-to-one, equivalent-level correspondence between the applicant's prior learning (credentialed or un-credentialed) and IDU subject outcomes. Only credit for full subjects can be granted, up to the limit allowable for the course.
- Unspecified credit - credit granted where the prior learning (credentialed or un-credentialed) of the applicant is judged to be relevant to the course at the appropriate level but may not directly correspond to specific subjects within the course. Unspecified credit is usually granted towards meeting any elective requirements of a program.
- Block credit - credit granted under pre-determined arrangements for study at TAFE or other tertiary providers. Block credit normally refers to the exemption from a period of study, usually expressed in credit points, as recognition of successfully completed periods of equivalent study. Block credit can consist of either specified or unspecified credit, or a combination of both.

Policy Provisions

Applicants for RPL may be granted any combination of recognition as described above subject to the provision that, except with the approval of the Principal.

Regardless of the nature or amount of recognition granted, any specific requirements of an award must be fulfilled, including any conditions associated with the professional recognition of the award.

Applications for RPL will normally only be considered at the time of admission.

This does not preclude a student's right at any time to cancel exemptions or substitutions that have been granted previously. It should be noted that cancellation of exemptions or substitutions often has fee implications for students.

In determining whether credit may be granted, IDU must be confident of the currency of the applicant's knowledge. Applications for RPL will be considered on a course-by-course basis, where currency of learning can be demonstrated to the satisfaction of the relevant academic staff. Previously acquired credentialed or un-credentialed learning may only be counted once as approved RPL exemptions for any course offered by IDU.

The normal IDU procedures should be followed for students appealing against unsuccessful applications for RPL.

Associated Documents

N/A

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Principal is responsible for enforcement of this policy and for dealing with breaches.

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The Principal

1.5 Access & Equity Policy 010210v2

| | |
|-------------------|------------------------------|
| TYPE OF DOCUMENT: | Policy |
| TITLE: | Access and Equity Policy |
| VERSION NUMBER: | 010210v2 |
| POLICY LOCATION: | Policy and Procedures Manual |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Higher Education Support Act 2003
 Racial Discrimination Act 1975
 Sex Discrimination Act 1984
 Human Rights and Equal Opportunity Act 1986
 Disability Discrimination Act 1992
 Equal Opportunity for Women in the Workplace Act 1999
 Anti-Discrimination Act (NSW) 1977.
 Age Discrimination Act 2004
 Privacy Act 1988
 Disability Standards for Education 2005

Purpose

The purpose of this policy is to ensure that the Institute of Design Ulladulla provides equal opportunity and promotes inclusive practices and processes for all clients within the current capacity of the business.

The Institute understands that it is unlawful to discriminate on the basis of irrelevant personal characteristics and this policy provides guidance on creating a learning environment that is free from direct or indirect discrimination, harassment, bullying and vilification.

Scope

All IDU staff are required to comply with this Access and Equity policy.

This policy relates to all students and prospective students and all courses offered by IDU and applies to all educational services including pre- and post- enrolment services.

Definitions

- Access: The freedom or ability to obtain or make use of information and services (training, support and workplace facilities).
- Equity: Justice according to natural law or right. Freedom from bias, favouritism or discrimination.
- Direct Discrimination: refers to the exclusion from a job opportunity or enrolment opportunity of a person or group based solely on age, race, marital status, sexual orientation, family responsibilities, disability, religious belief and/or political conviction.
- Indirect Discrimination: refers to the development and application of rules, work practices, policies and related decisions that appear generic and in accordance with access and equity principles but in fact exclude or reduce the potential of an individual or group in obtaining an educational or employment opportunity.
- Irrelevant Characteristics: those characteristics for which it is unlawful to discriminate against; include gender, age, race, gender, gender identity, sexual orientation, lawful sexual activity, marital status, parent carer status, pregnancy, breast feeding, family responsibilities, physical features, impairment, employment activity, industrial activity, religious belief or activity, political belief or activity, criminal record.

Policy Provisions

The Institute of Design Ulladulla is legally and morally obliged to provide equal opportunity in employment and a workplace and learning environment free from discrimination, harassment and bullying.

As an equal opportunity employer, IDU does not condone any form of unlawful discrimination and expects all staff to know and to adhere to policies and procedures that support and endorse access and equity.

IDU undertakes on a regular basis to:

- Collate and analyse employment and enrolment statistics for patterns which may impact on equal opportunity for staff and students
- Conduct consultation with staff on equal opportunity matters
- Conduct an annual review of policies and procedures to ensure equal employment opportunity is adhered to throughout the organisation
- Assist staff members to be aware of access and equity and equal employment opportunity principles.

Managers and senior staff are responsible for ensuring that staff undertake training as and when required in order to promote and implement principles of access and equity throughout the organisation.

Staff are expected to work co-operatively with staff whose task it is to devise develop and implement measures to meet the legislative requirements and adhere to IDU's policies.

Associated Documents

N/A

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

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This Version Approved by

Date Approved

The Managing Director

1.6 Student Complaint and Appeals Policy 161009v1

| | |
|-------------------|--------------------------------------|
| TYPE OF DOCUMENT: | POLICY |
| TITLE: | STUDENT COMPLAINT AND APPEALS POLICY |
| VERSION NUMBER: | 161009v1 |
| POLICY LOCATION: | ADMINISTRATION FILES |

Compliance Requirements

Vocational Education and Training Act 2005
Australian Quality Training Framework (AQTF) 2007 Standards
Higher Education Support Act 2003

Purpose

IDU welcomes student feedback and suggestions on its services. The Institute will respond in a constructive and timely manner to all substantiated complaints and appeals against decisions made by it.

Scope

This policy relates to all students and prospective students and all courses offered by IDU and applies to all educational services including pre- and post- enrolment services.

Definitions

N/A

Policy Provisions

The Institute of Design Ulladulla ensures that:

- Each complaint and appeal and its outcome is recorded in writing
- Each appeal may be referred to an independent person or panel if required
- Each appellant has an opportunity to formally present their case and is given a written statement of the appeal outcome including the reasons for the decision.

Students with a problem or complaint with another student should use the following procedure:

Step 1:

- Identify and discuss the complaint or grievance with the other party
- Discuss the best outcome to the complaint or grievance
- Agree to act to resolve the complaint or grievance

Step 2: If the complaint or grievance is unresolved talk to the trainer who will try to remedy the problem.

Step 3: If after talking to the trainer the complaint or grievance remains unresolved the student should approach the Principal who will mediate to resolve the problem.

Step 4: If the student is dissatisfied with the outcome of the mediation the decision may be appealed in writing and an external independent arbiter requested. This gives the student the opportunity to formally present their case. This may be at no cost or a minimal cost to the student. They may be accompanied and assisted by a support person. The Institute of Design Ulladulla will provide the student with a written statement of the appeal outcome.

If the problem or complaint is with the trainer, the course content, the facilities or any component of the course, the following procedure should be used:

Step 1: In the first instance, talk to the trainer or tutor.

Step 2: If the student feels it is not appropriate to talk to the trainer, they should talk to the Principal or put the complaint in writing and address the letter to the Principal.

Step 3: The principal will respond to the written complaint within 5 working days.

Step 4: If the student is dissatisfied with the Principal's response they can appeal the decision by requesting to have the matter referred to an external independent arbiter. This gives the student the opportunity to formally present their case. This may be at no cost or minimal cost to the student. They may be accompanied and assisted by a support person. The Institute of Design Ulladulla will provide the student with a written statement of the appeal outcome.

The Institute of Design Ulladulla will not tolerate inappropriate behaviour of any kind. If students are being bullied or harassed by anyone while at IDU, the following procedure should be used:

Step 1: The student must tell the person they don't like being bullied or harassed and ask them to stop.

Step 2: If the inappropriate behaviour continues, the student should talk to the trainer or tutor who will try to remedy the problem.

Step 3: If after talking to the trainer or tutor the inappropriate behaviour continues, the student should approach the Principal who will mediate to resolve the problem.

Step 4: If the student is dissatisfied with the outcome of the mediation they may appeal the decision by requesting an external independent arbiter. This gives them the opportunity to formally present their case. This may be at no cost or minimal cost to the student. They may be accompanied and assisted by a support person.

The Institute of Design Ulladulla will provide the student with a written statement of the appeal outcome.

In situations where an external independent arbiter is required this person will be qualified and experienced in the particular area of the complaint and appeal and may include:

- A qualified trainer/assessor external to The Institute of Design Ulladulla
- An independent AQTF training consultant
- A representative of ACPET
- A representative of the relevant independent body e.g.. Community Justice Service, Department of Fair Trading, Anti Discrimination Board.

Where the outcome of the internal and external complaints and appeals process supports the student, the Institute of Design Ulladulla will implement the decision or corrective action as soon as possible and advise you accordingly.

Associated Documents

N/A

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Principal is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

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The Principal

1.7 Academic Grievance and Complaint VET FEE-HELP Policy

| | |
|--------------------|--|
| TYPE OF DOCUMENT: | Policy |
| TITLE: | Academic Grievance and Complaint VET FEE-HELP Policy |
| VERSION NUMBER: | 050410_v1 |
| DOCUMENT LOCATION: | Policy and Procedures Manual |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Schedule 1A of the Higher Education Support Act 2003

Purpose

To ensure fair and equitable management of academic grievances and complaints within the IDU learning community by providing a transparent and consistent process for resolving academic grievances and complaints, in conformity with the academic standards, integrity and other policies of IDU.

Scope

This policy articulates the general approach of IDU in resolving grievances relating to decisions, acts or omissions of IDU academic staff or committees which may adversely affect the academic well-being of students. All students who are or would be entitled to VET FEE-HELP assistance are entitled to access the academic grievance and complaint policy and related procedures regardless of the location at which a grievance may have arisen, or the student's place of residence or their mode of study. Academic grievances may be about the decisions or actions of staff or committees at IDU. They may not be about the policies, procedures or academic standards of IDU. A grievance may be about the manner in which someone has interpreted or implemented a policy or procedure, but it cannot be about the policy or procedure itself.

Definitions

Academic grievance: any perceived ground for complaint by a student, prospective student or client, concerning a decision, act or omission of an IDU staff member or committee that may adversely affect a student's academic well-being.

Complaint: the assertion of a grievance (either formally or informally).

Academic Matters: includes those matters which relate to student progress, assessment, curriculum and awards in a course of study.

Eligible Unit of Study (Unit) or Course: A Course or Unit that is part of a Course for which VET FEE-HELP assistance may be accessed by entitled students for payment of their tuition fees. Eligible Units and the Courses have been approved as part of Vocation Education and Training Provider status by the Department of Education Employment and Workplace Relations.

Policy Provisions

IDU will have procedures developed for handling grievances and complaints relating to academic matters that are complete, unambiguous, easily accessible by and at no or reasonable cost to the complainant and that result in a timely resolution. These procedures will be published and made publicly available on the IDU website. A mechanism will also exist to implement and ensure compliance with these procedures. Complaints that remain unresolved will be reviewed internally by an independent and impartial senior officer that is on staff or nominated by IDU or a dedicated complaints committee established by IDU. The internal review procedure will include details regarding who the independent person or body is. An independent person or body will be established or nominated by IDU as a provision for external review of decisions made by the senior officer or complaints committee. This external review procedure will provide details of who the person or body conducting the external review is. A procedure will be established for implementation of decisions or recommendations resulting from internal or external review of a grievance or complaint. In addition, IDU is committed to:

- Ensuring a complainant or respondent is not victimised or discriminated against;

- Conducting complaints processes in accordance with the principles of natural justice;
- Considering complaints in a consistent, transparent, objective and unbiased manner;
- Making all details of the procedures publicly available;
- Communicating the procedures in writing to all staff and ensure comprehensive training regarding comprehension and implementation of the policy's procedures and that amendments and their implications are understood;
- Informing students of the policy during their course orientation and advising students to read it at the commencement of a course;
- Specifying reasonable timelines for responses to each stage of the process and monitoring of these timelines;
- Allowing the complainant and / or respondent to be accompanied and / or assisted by a third party if desired;
- Providing reasons and full explanation in writing for decisions and actions taken as part of the procedures, if requested by the complainant and / or respondent;
- Keeping appropriate records of grievances for at least five years, and allow parties to the complaint appropriate access to these records;
- Ensuring that such records are treated as confidential, and;
- Reviewing the complaints-handling process regularly.

Associated Documents

Academic Grievance and Complaint Procedure VET FEE-HELP

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

The version of this policy is indicated by the date in the file name of this document. Each new version of this policy, prepared by the Administrator, requires approval by the approvers indicated below and this policy will remain in draft status until a date is entered by each approver.

This Version Approved by _____ Karl von Busse
(The Managing Director duly authorized by the Board of Directors which is the governing body of IDU).

Date Approved _____

1.8 Non-Academic Grievance and Complaint Policy VET FEE-HELP

| | |
|--------------------|--|
| TYPE OF DOCUMENT: | Policy |
| TITLE: | Non-Academic Grievance and Complaint Policy VET FEE-HELP |
| VERSION NUMBER: | 050410_v1 |
| DOCUMENT LOCATION: | Policy and Procedures Manual |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Schedule 1A of the Higher Education Support Act 2003

Purpose

IDU is committed to the fair and equitable management of non-academic grievances and complaints within its learning community. The purpose of this policy is to ensure the achievement of this aim by providing a transparent and consistent process for resolving administrative, financial and operational grievances and complaints.

Scope

This policy articulates the general approach of IDU in resolving non-academic grievances relating to decisions, acts or omissions of IDU staff or committees which may adversely affect the well-being of complainants, and the informal and formal procedures that complainants should follow in pursuing grievances regarding their well-being. Complainants will be informed of the policy prior to enrollment and will be advised to read it at the commencement of a course. All IDU staff, whether permanent, part-time, or consultants, will receive a printed copy of this policy, and receive training in comprehending and implementing the policy's procedures. Students and staff will be informed in writing of any amendments to the policy as they may occur from time to time. When such amendments occur, IDU staff will receive additional training in order to ensure that the amendments and their implications are understood.

All complainants at IDU are entitled to access the non-academic grievance and complaints procedures regardless of the location at which a grievance may have arisen, or the student's place of residence. Non-academic grievances may be about the decisions or actions of staff or committees. They may not be about the policies or procedures of IDU. A non-academic grievance may be about the manner in which someone has interpreted or implemented a policy or procedure, but it cannot be about the policy or procedure itself. This policy does not cover grievances or complaints that are of an academic nature (covered in the Academic Grievance and Complaint Policy).

Definitions

Non-academic grievance: any perceived ground for complaint concerning a decision, act or omission of an IDU staff member or committee that may adversely affect a student's well-being. Non-academic grievances do not relate to student progress, assessment, curriculum or awards in a course of study.

Complainant: Students who are or would be entitled to VET FEE-HELP assistance and persons seeking to enroll who wish to assert a grievance.

Complaint: the assertion of a grievance (either formally or informally).

Non-academic matters: include (but are not limited to) those matters which relate to:

- the management, handling, documentation, review commentary on, or communication of, student administrative and/or financial and/or operational issues;
- the content, management, appropriateness of communications;
- due process in handling requests or complaints;
- policy compliance in any non-academic matter.

Policy Provisions

IDU will have procedures developed for handling grievances and complaints relating to non-academic matters that are complete, unambiguous, easily accessible by and at no or reasonable cost to the complainant and that result in a timely resolution. These procedures will be published and made publicly available on the IDU website. A mechanism will also exist to implement and ensure

compliance with these procedures. Complaints that remain unresolved will be reviewed internally by an independent and impartial senior officer that is on staff or nominated by IDU or a dedicated complaints committee established by IDU. The internal review procedure will include details regarding who the independent person or body is. An independent person or body should be established or nominated by IDU as a provision for external review of decisions made by the senior officer or complaints committee. This external review procedure must provide details of who the person or body conducting the external review is. A procedure will be in place for implementation of decisions or recommendations resulting from internal or external review of a grievance or complaint. In addition, IDU is committed to:

- Ensuring a complainant or respondent is not victimised or discriminated against;
- Conducting complaints processes in accordance with the principles of natural justice;
- Considering complaints in a consistent, transparent, objective and unbiased manner;
- Making all details of the procedures publicly available;
- Communicating the procedures in writing to all staff and ensure comprehensive training regarding comprehension and implementation of the policy's procedures and that amendments and their implications are understood;
- Informing students of the policy during their course orientation and advising students to read it at the commencement of a course;
- Specifying reasonable timelines for responses to each stage of the process and monitoring of these timelines;
- Allowing the complainant and / or respondent to be accompanied and / or assisted by a third party if desired;
- Providing reasons and full explanation in writing for decisions and actions taken as part of the procedures, if requested by the complainant and / or respondent;
- Keeping appropriate records of grievances for at least five years, and allow parties to the complaint appropriate access to these records;
- Ensuring that such records are treated as confidential, and;
- Reviewing the complaints-handling process regularly.

Associated Documents

Non-academic Grievance and Complaint Procedure VET FEE_HELP

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

The version of this policy is indicated by the date in the file name of this document. Each new version of this policy, prepared by the Administrator, requires approval by the approvers indicated below and this policy will remain in draft status until a date is entered by each approver.

This Version Approved by _____ Karl von Busse
(The Managing Director duly authorized by the Board of Directors which is the governing body of IDU).

Date Approved _____

1.9 VET FEE-HELP Reviewable Decisions

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|--------------------|-----------------------------------|
| TYPE OF DOCUMENT: | Policy |
| TITLE: | VET FEE-HELP Reviewable Decisions |
| VERSION NUMBER: | 010210v2 |
| DOCUMENT LOCATION: | Policy and Procedures Manual |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Higher Education Support Act 2003
 VET Provider Guidelines

Purpose

This policy outlines how IDU as a Vocational Education and Training (VET) administers VET FEE-HELP assistance and what its obligations are to students. It also provides a guideline to students who are accessing or wish to access VET FEE-HELP assistance to pay for their Unit or Units of Study (Units) and what their rights and obligations are once assistance has been approved.

Scope

This policy applies to full fee paying students who have accessed or are entitled to accesses VET FEE-HELP assistance to pay their tuition fee for a Unit or Units that are components of an IDU Course of Study (Course). It covers only those Courses that have been approved by the Department of Education Employment and Workplace Relations (DEEWR) as part of VET Provider status. It does not apply to full fee paying students who have not accessed VET FEE-HELP assistance to pay for a Unit in which they are currently enrolled or intend to enrol in regardless of their eligibility. Nor does it apply to Courses that have not been approved by DEEWR as part of VET Provider status.

Definitions

FEE-HELP assistance: FEE VET FEE-HELP assistance is an income contingent loan program provided by the Australian Government for institutions who have been approved as a VET Provider (by DEEWR) and who have full fee-paying students. Eligible students may access VET FEE-HELP to pay their tuition fee towards a Unit or Units in approved (DEEWR) VET Courses offered by IDU. Students then pay back the loan (to the Australian Tax Office) when earning above a prescribed threshold.

Fee-paying students: all IDU students are fee paying. Fee paying students are classified as paying upfront or as those accessing FEE-HELP assistance. Only students who are eligible may access FEE-HELP assistance. Ineligible students must pay upfront. IDU does not have Commonwealth Supported Places for students.

Tuition Fee: the fee charged by IDU for all academic services associated with the provision of study materials, student support services, tuition, assessment and support for a Unit.

Loan Fee: For each Unit purchased through FEE-HELP assistance (as part of a full Course), there is a 20% loan fee charged by the Government.

FEE-HELP Limit: The total amount a student may borrow throughout their lifetime using HELP assistance (including FEE-HELP, VET FEE-HELP and HECS-HELP). This amount is indexed annually and is published in the Student Information booklet (VET FEE-HELP) each year.

Re-Crediting: The remission of a FEE-HELP debt (incurred after Census Date of a Unit for which FEE-HELP assistance was granted). Re-crediting may only be granted under condition of special circumstance claimed by the student.

Census Date: A period of not less than 20% of the total time of a Unit from the start date of that Unit. For VET Units, the Census date is 21 days after the commencement of a VET Term in which the Unit is undertaken. On the day following the Census Date, the Census Date is deemed to have passed.

CHESN: A Commonwealth Higher Education Student Support Number is a unique identifier that is assigned to Commonwealth assisted students (including all students accessing HELP). It assists HEPs, VET Providers and the Australian Government to provide information to students regarding

their FEE-HELP assistance. IDU will allocate a CHESN to students who have not previously been allocated one.

Policy Provisions

Introduction

FEE-HELP assistance is an income contingent loan program provided by the Australian Government for institutions who have been approved as HEPs or VET Providers under the Higher Education Support Act 2003 and who have full fee-paying students. Eligible fee-paying students may access FEE-HELP assistance to pay their tuition fee for a Unit or Units towards a diploma or advanced diploma with IDU and then pay back the amount (to the Australian Tax Office) when earning above a prescribed threshold.

Entitlement

A student is entitled to FEE-HELP assistance to pay all or part of the tuition fee of a Unit if all of the following conditions have been met:

- Study is undertaken at an approved HEP or VET Provider such as IDU;
- Citizenship or residency requirements have been met;
- An eligible Unit has been enrolled in on or before the Census Date of the Term in which enrolled and remains enrolled in at the end of the Census Date;
- The student is not Commonwealth supported in relation to that Unit;
- The tax file number (TFN) requirements have been met;
- A valid Request for FEE-HELP assistance form has been completed, signed and submitted for the Unit or the Course of which the Unit forms a part, on or before the Census Date; and,
- The FEE-HELP Limit for the student has not been exceeded.

Citizenship and Residency Requirements

To meet the citizenship and residency requirements for FEE-HELP, a student must be:

- An Australian citizen, or;
- The holder of a permanent humanitarian visa AND be residing in Australia for the duration of the Unit for which FEE-HELP assistance has been requested, or;
- The holder of a permanent visa who is undertaking bridging study for overseas-trained professionals AND be residing in Australia for the duration of the Unit for which FEE-HELP assistance has been requested.

Eligible Units

An eligible Unit is one that is:

- Part of a Course leading to a HE award (undergraduate or postgraduate) with an approved higher education provider
- Part of a course leading to a VET award at the diploma, advanced diploma, graduate certificate or graduate diploma level undertaken through a VET Provider;
- Made available by a higher education provider, access to which is provided through Open Universities Australia;
- Part of bridging studies for overseas-trained professionals.

FEE-HELP Limit

Each Student has a FEE-HELP limit (previously referred to as a Student Learning Entitlement). This amount represents the total amount a student may borrow using FEE-HELP assistance throughout their lifetime. Each time a student accesses FEE-HELP assistance for payment of a Unit, the fee for that Unit is deducted from the student's FEE-HELP balance. A student may borrow up to the amount of their FEE-HELP balance for their Course or future Courses. Once a student has borrowed their entire FEE-HELP limit (i.e., their FEE-HELP balance is zero), they may not access FEE-HELP assistance for future study even if they have commenced repaying their loan. In 2010 the FEE-HELP limit will be \$85,062 for all courses except Medicine, Veterinary Science and Dentistry, for which the FEE-HELP limit will be \$106,328. Student who have previously accessed FEE-HELP assistance are able to use their CHESSN to access their FEE-HELP balance on the myUniAssist website (operated by Department of Education, Employment and Workplace Relations). Eligible students that choose to obtain assistance from the FEE-HELP loan program will, on the census date:

- Incur a FEE-HELP debt for those Units of Study for which the tuition fee was paid for by accessing FEE-HELP assistance.

If tuition fees have not been paid in full for the Unit/s in which enrolled in by the census date, and FEE-HELP assistance has not been accessed, enrolment in the Unit/s will be cancelled.

Loan Fee

For each Unit purchased through FEE-HELP for an approved Course, there is a 20% loan fee charged by the Government. It is important to note that although the loan fee is part of a student's FEE-HELP debt, it is not part of the deduction from the student's FEE-HELP balance. Only the tuition fee is deducted from the FEE-HELP balance. FEE-HELP assistance may also be accessed for Postgraduate Programs. In this case the student is not charged a loan fee.

Applying for FEE-HELP assistance

To apply for FEE-HELP assistance for a Unit in an approved Course, a student must fill out an Application for admission VET Award form, an application for VET FEE-HELP assistance form and attach all relevant documents including proof of citizenship. For details, see the Admission and Re-enrolment Policy.

Withdrawing from Units before the Census Date

A student may withdraw from a Unit before the Census Date without academic or financial penalty. If accessing FEE-HELP assistance for that Unit, the student will not incur a FEE-HELP debt (see also the Refund Policy).

Withdrawing from Units after the Census Date

If a student accessing FEE-HELP assistance is granted a WI or FA grade for a Unit/s, part of the FEE-HELP balance will be consumed and the student remains liable for the FEE-HELP debt for that Unit/s. Under the Higher Education Support Act 2003, a student may apply to IDU for a re-crediting of their FEE-HELP balance and a remission of their FEE-HELP debt if it is considered that their discontinuance from the Unit/s of Study was due to special circumstances similar to a student paying their tuition fees upfront (see next section and the Refund Policy).

Guidelines for Applying For Re-Crediting and / or Remission in Special Circumstances

In terms of the Higher Education Support Act 2003 IDU may:

- Re-credit a FEE HELP Limit;
- Re-credit a FEE-HELP balance; and,
- Remit a FEE-HELP debt.

For a Unit/s from which a student withdrew after the census date, or had not completed the requirements for the Unit/s, due to special circumstances.

For domestic full-fee paying students, IDU may

- Re-credit the fees paid for a Unit/s of Study from which the student withdrew after the census date, or had not completed the requirements for the Unit/s, due to special circumstances.

How to Apply

Students must apply in writing to the Administrator for a re-credit, remission or refund.

- If the student has accessed FEE-HELP assistance; they must complete the Application for Re-Crediting of FEE-HELP Balance and Remission of FEE-HELP Debt form; or
- If the student is paying their tuition fees up-front (i.e., not accessing FEE-HELP assistance for their Unit tuition fee/s) they must complete the Application for Refund of Tuition Fees form. To be eligible for consideration for re-crediting and remission, a student must lodge an application within 12 months of the date of withdrawal, or if they have not withdrawn, within 12 months of the end of the last Term in which the Unit/s was, or was to be, undertaken.

Notification of Decision

A student will be notified of the outcome of their application and reasons for the decision within 28 days of the receipt of the application.

Right of Appeal for Unsuccessful Applications

If an application for re-crediting and remission is unsuccessful, a student has the right of appeal. The student must write to the Administrator within 28 days of the date of the letter notifying the student of the outcome. The student must outline the grounds for the appeal. The student will then be advised in writing of the outcome of the review. Students have the right for their case to be reconsidered by the Administrative Appeals Tribunal.

What are Special Circumstances?

Each application will be examined and determined on its merits. As a general guide, special circumstances include those that:

- Are beyond the student's control;

i.e., a situation occurs which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. This situation must be unusual, uncommon or abnormal. A lack of knowledge of how FEE-HELP works is not considered beyond a person's control. AND

- Did not make their full impact on the student until on or after the census date; i.e. the circumstances occurred;
 - Before the census date, but worsened after that day;
 - Before the census date, but the full effect or magnitude did not become apparent until on or after that day; or
 - On or after the census date.

AND

- Made it impracticable for the student to complete the course requirements; i.e.
 - Undertake the necessary private study required in order to meet compulsory course requirements;
 - Complete the required assessable work;
 - Sit the required examinations, or complete any / or other course requirements because of inability to meet one or the other items listed directly above.

Special Circumstances May Cover, but are not Limited to:

Medical reasons

- Where a medical condition existed prior to the census date, continued past that date and deteriorated to the extent that the student is unable to continue their studies; or
- The medical condition only became known after the census date.
 - Example 1: A student contracts an illness prior to the census date. The illness continues past the census date and deteriorates to the extent that the student is unable to continue with their studies.
 - Example 2: A medical condition only becomes apparent after the census date and the effects are sufficiently serious that it is impracticable for the student to complete the course requirements and continue with their studies. Family / personal reasons
- Due to unforeseen personal/family reasons that are beyond the student's control, the student is unable to continue with their studies.
 - Example 1: A member of the student's family suffers from a severe medical condition that requires the student to provide full time care and as a result they are unable to continue with their studies.
 - Example 2: A member of the student's family or close friend dies and the student is affected to the extent that they are unable to continue with their studies. Example 3: The student and their family's financial circumstances change unexpectedly to the extent that the student is unable to continue with their studies.

Employment related reasons

- Where a student's employment status or employment arrangements change unexpectedly due to circumstances beyond their control and they are unable to complete their studies.
 - Example 1: A student is engaged in employment as well as studying. Their employer unexpectedly increases the hours of employment in circumstances where the student is unable to object. As a result the student is unable to continue with their studies or complete their course requirements. Course-related reasons
- Where IDU changes the arrangements for the student's Unit or Course and as a result the student is disadvantaged to the extent that they are unable to complete the requirements of the Unit or Course and continue with their studies.
 - Example 1: IDU cancels a Unit that a student is enrolled in after the census date and as a result the student is unable to complete the requirements of the Unit.

- Example 2: A student enrolls in a Unit having applied for credit based on Units previously undertaken at another institution; however the student is not advised of the decision for credit by IDU until after the census date.

Appeal to External Arbitration

If a student is unhappy with the result of the appeal process at IDU they can apply to the Administrative Appeals Tribunal (AAT) for a review. The Tribunal has a national "local call fee only" number for the use of callers in country areas of Australia. The telephone number is 1300 366 700. Students can use the number to call the Tribunal's office in the capital city of the State in which they live, for the cost of a local call. Applications to the AAT for review of a decision may attract an application fee. In New South Wales the A.A.T. can be found at: Level 7, City Centre Tower, 55 Market Street, Sydney NSW 2000.

For more information (and to find your closest A.A.T. office) go to: <http://www.aat.gov.au/default.htm>

Associated Documents

- Refund Policy
- Request for VET FEE-HELP assistance form
- VET FEE-HELP Information booklet

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

The version of this policy is indicated by the date in the file name of this document. Each new version of this policy, prepared by the Administrator, requires approval by the approvers indicated below and this policy will remain in draft status until each approver enters a date.

This Version Approved by

Date Approved

The Managing Director

1.10 Student Attendance Policy 030210v2

| | |
|-------------------|---------------------------|
| TYPE OF DOCUMENT: | POLICY |
| TITLE: | STUDENT ATTENDANCE POLICY |
| VERSION NUMBER: | 030210v2 |
| POLICY LOCATION: | ADMINISTRATION FILES |

Compliance Requirements

Vocational Education and Training Act 2005
Australian Quality Training Framework (AQTF) 2007 Standards
Higher Education Support Act 2003

Purpose

This policy has two purposes:

- To make students and staff aware of attendance and attendance records keeping requirements for Institute courses where required
- To ensure that proof of participation in learning for the internal and external auditing processes is always evident through a suitable up-to-date and accurate class roll.

Scope

Applies to all teaching staff in relation to all courses and all currently enrolled students of the Institute of Design Ulladulla.

Policy

The Institute of Design Ulladulla requires all teachers to accurately maintain IDU approved rolls that will meet internal and external quality processes through accurately recording student's attendance.

IDU requires that all student attendance, absences and lateness at scheduled classes are recorded in the prescribed manner on IDU rolls.

IDU requires that all teachers keep an accurate register of attendance rolls per academic year. Attendance rolls remain the property of IDU at all times and must be stored in a manner whereby they are accessible at all times by the relevant academic or administrative staff.

Definitions

- Absence: not being in attendance for the entirety of a scheduled class.
- Absenteeism: a series of regular absences from scheduled classes.
- Attendance: appearance in a scheduled class for the period of the scheduled class time or a period negotiated with the teacher.
- Lateness: arriving after the scheduled start time of a class.
- Unit Outlines: description of competency/curriculum delivered to a class or the individual program being followed by a student.
- Roll: a record of attendance, which clearly records a student's attendance in a particular unit of study.
- Scheduled Class: a unit in which a student has enrolled and is scheduled to take place at a certain time and place on the Institute scheduling system.

Policy Provisions

Attendance will be monitored by class teachers on an IDU approved roll and in accordance with IDU and external reporting requirements. Where prescribed attendance levels are a requirement of

successful completion of a course or unit, documented attendance levels will be used to substantiate a “pass” or “fail” grade.

Rolls must be made available for the purposes of audit.

The rolls remain the property of the Institute at all times and under the control of the Administrator.

Attendance is a part of all assessments that include observation and demonstration of skills. Students who are identified as “at risk” due to habitual absenteeism or lateness may be counselled in the first place by the Head of Department with the option of being referred onward to the Registrar.

Guidelines relating to absenteeism are published in the IDU Staff and Student Handbooks and these will be consistent with this Student Attendance Policy.

IDU is responsible for ensuring that a registry of rolls is maintained, and that all teaching staff accurately maintain and store class rolls as directed.

Teachers are responsible for keeping accurate class rolls and dealing with absenteeism according to the Recording of Student Attendance Policy and Procedure.

Students are responsible for regular attendance at scheduled classes or providing valid reason for not attending classes.

Rolls (attendance records) and the registry of rolls must be accurately maintained for all classes and stored in the Institute in a manner which ensures that they are accessible at all times by academic and administrative staff. Rolls may be destroyed two (2) years following the date of the last entry (Reference: PROS02/01).

Associated Documents

Recording Student Attendance Procedure

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Principal is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

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This Version Approved by

Date Approved

The Principal

1.11 Quality Assurance and Continuous Improvement Policy 161009v1

| | |
|--------------------|--------------------------------|
| TYPE OF DOCUMENT: | POLICY |
| TITLE: | QUALITY ASSURANCE & CONTINUOUS |
| IMPROVEMENT POLICY | |
| VERSION NUMBER: | 161009v1 |
| POLICY LOCATION: | ADMINISTRATION FILES |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Higher Education Support Act 2003

Purpose

The purpose of this policy is to guide IDU in its implementation of quality assurance through continuous improvement processes. Implementation of quality assurance will include the following:

- Identify issues, systems, and processes for review and improvement via ongoing feedback mechanisms, internal audits and external audits.
- Schedule cyclical processes of review linked to yearly planning activities in all departments and committees of IDU as an integral part of continuous improvement.
- Implement benchmarking processes.

Scope

This policy applies to all academic and operational departments within IDU and applies to the “whole of institution”.

Definitions

N/A

Policy Provisions

IDU is committed to a range of quality assurance strategies and continuous improvement activities to ensure that its practices and outcomes are checked against its mission and plans. The principle strategies and activities are:

- Annual Strategic Planning Review:
 IDU will undertake an annual review of the organisation’s Strategic Plan to track the effectiveness of procedures and processes to ensure consistency with educational and operational objectives. IDU’s Board of Directors is responsible for ensuring that the organisation’s mission and educational objectives guide all management and academic committees in their decision-making processes. The review may lead to the modification of the Strategic Plan and/or confirmation of IDU’s strategic objectives.
- Policies:
 IDU policies will direct the development of procedures and processes that include mechanisms to ensure quality assurance and continuous improvement and will be reviewed on a periodic basis.
- Course and Curriculum review and monitoring:
 IDU will conduct a periodic review of nationally recognised qualifications, accredited and non-accredited courses. The objective is to promote the achievement of its purpose and educational objectives.
 IDU will manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service. IDU will also manage the transition

from superseded accredited courses so that it delivers only currently endorsed Training Packages or currently accredited courses.

- Student and tutor surveys and feedback mechanisms:
IDI will collect, analyse and act on feedback from students, tutors and employers using mechanisms such as:
Competency Completion Survey (AQTF quality indicator)
Learning Engagement Survey (AQTF quality indicator)
Employer Satisfaction Survey (AQTF quality indicator)
- Complaints Handling:
IDU must have policies and procedures for dealing with all manner of grievances and complaints and conduct a periodic review of these.
- Performance management reporting:
In order to provide a supportive framework for establishing and maintaining academic quality, IDU will implement a range of annual performance appraisals for staff and contracted tutors and assessors.

Associated Documents

Student Complaint and Appeals Policy

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Principal is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

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This Version Approved by

Date Approved

The Principal

1.12 Risk Management Policy 161009v1

| | |
|-------------------|------------------------|
| TYPE OF DOCUMENT: | POLICY |
| TITLE: | RISK MANAGEMENT POLICY |
| VERSION NUMBER: | 161009v1 |
| POLICY LOCATION: | ADMINISTRATION FILES |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Higher Education Support Act 2003

Purpose

This policy explains IDU's approach to identifying and managing risk.

Scope

This policy applies to all academic and operational departments within IDU and applies to the "whole of institution".

Definitions

N/A

Policy Provisions

Risk Assessment

IDU should conduct a risk assessment as part of its Business Plan, which is reviewed annually by the Chief Executive Officer and Principal. In addition to setting the strategic path for the organisation, the review will develop a risk profile that identifies short- and medium-term risks, their potential impact, and the likelihood of their occurrence. The major sources of risk will be identified under the following headings:

Human Resource

- Compliance by teaching staff
- Control of staff selection process
- Availability of teaching staff
- Availability of administrative support
- Crisis management
- Discrimination/harassment of students

Operations/Program Delivery

- Client satisfaction, management of grievances
- AQTF compliance
- Maintenance of quality program delivery
- Efficiency of admissions procedure
- Efficiency of study pathway to university (including the communication and articulation thereof)

Liabilities/Legal Risks

- Student tuition fee protection
- Advertising/promotional compliance

Information/Data Management

- Maintenance of accurate enrolments data
- Maintenance of staff/student personal records
- Maintenance/storage of student academic achievement records
- Compliance with AQTF requirements in all areas of admissions and student exit
- Security and privacy of all data

Market/Strategic

- Crisis management
- Competition from other providers
- Enhancement of existing links with key partners in the community
- Addressing market trends and demand for courses
- Maintenance of IDU's reputation

Organisational Management

- Adequacy of decision-making processes
- Adequacy of infrastructure support.

Associated Documents

Quality Assurance and Continuous Improvement Policy 161009v1
Administration and Records Management Policy 161009v1

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Principal is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

The version of this policy is indicated by the date in the file name of this document. Each new version of this policy, prepared by the Administrator, requires approval by the approvers indicated below and this policy will remain in draft status until each approver enters a date.

This Version Approved by

Date Approved

The Principal

2 IDU Policy and Procedures

2.1 Fair Treatment and Equal Opportunity

TYPE OF DOCUMENT: Policy and Procedure
TITLE: Fair Treatment and Equal Opportunity
VERSION NUMBER: 201010_v1
POLICY LOCATION: Policy and Procedures Manual

Compliance Requirements

Vocational Education and Training Act 2005
Australian Quality Training Framework (AQTF) 2007 Standards
Schedule 1A of the Higher Education Support Act 2003 (HESA)
Racial Discrimination Act 1975
Sex Discrimination Act 1984
Human Rights and Equal Opportunity Act 1986
Disability Discrimination Act 1992
Equal Opportunity for Women in the Workplace Act 1999
Anti-Discrimination Act (NSW) 1977.
Age Discrimination Act 2004
Privacy Act 1988
Disability Standards for Education 2005

Purpose

The purpose of this policy and procedure is to ensure that the Institute of Design Ulladulla (IDU) provides fair treatment and equal opportunity for all staff, students and prospective students.

IDU understands that it is unlawful to discriminate on the basis of irrelevant personal characteristics and this policy provides guidance on creating a work and learning environment that is free from direct or indirect discrimination, harassment, bullying and vilification.

Scope

All IDU staff are required to comply with this policy and procedure.

This policy and procedure relates to all students and prospective students and all courses offered by IDU and applies to all educational services including pre- and post- enrolment services.

This policy and procedure does not prevent IDU taking into account, in making decisions concerning fair treatment and equal opportunity, educational disadvantages that a particular student has experienced or the fact that the student may be enrolled via a VET restricted access arrangement.

In order to meet the fair treatment requirements of clause 18 of Schedule 1A of the Higher Education Support Act 2003 (HESA) IDU undertakes to treat fairly:

- a) all students who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act; and
- b) all persons seeking to enrol with the VET provider in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

In order to meet the equal benefits and opportunities requirements of clause 18 of Schedule 1A of the Higher Education Support Act 2003 (HESA) IDU undertakes to have open, fair and transparent procedures that are based on merit for making decisions about:

- a) the selection, from among the persons who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act and who seek to enrol with the provider in a VET unit of study that meets the requirements under subclause 45(1) of Schedule 1A of the Act, of persons to enrol; and

b) the treatment of students who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act undertaking a VET course of study.

Definitions

- * Access: The freedom or ability to obtain or make use of information and services (training, support and workplace facilities).
- * Equity: Justice according to natural law or right. Freedom from bias, favouritism or discrimination.
- * Direct Discrimination: refers to the exclusion from a job opportunity or enrolment opportunity of a person or group based solely on age, race, marital status, sexual orientation, family responsibilities, disability, religious belief and/or political conviction.
- * Indirect Discrimination: refers to the development and application of rules, work practices, policies and related decisions that appear generic and in accordance with access and equity principles but in fact exclude or reduce the potential of an individual or group in obtaining an educational or employment opportunity.
- * Irrelevant Characteristics: those characteristics for which it is unlawful to discriminate against; include gender, age, race, gender, gender identity, sexual orientation, lawful sexual activity, marital status, parent carer status, pregnancy, breast feeding, family responsibilities, physical features, impairment, employment activity, industrial activity, religious belief or activity, political belief or activity, criminal record.

Policy Provisions

Equal Employment Opportunity

IDU is legally and morally obliged to provide equal opportunity in employment and a workplace and learning environment free from discrimination, harassment and bullying.

As an equal opportunity employer, IDU does not condone any form of unlawful discrimination and expects all staff to know and to adhere to policies and procedures that support and endorse access and equity.

IDU undertakes on a regular basis to:

- Collate and analyse employment and enrolment statistics for patterns which may impact on equal opportunity for staff and students
- Conduct consultation with staff on equal opportunity matters
- Conduct an annual review of policies and procedures to ensure equal employment opportunity is adhered to throughout the organisation
- Assist staff members to be aware of access and equity and equal employment opportunity principles.

Managers and senior staff are responsible for ensuring that staff undertake training as and when required in order to promote and implement principles of access and equity throughout the organisation.

Staff are expected to work co-operatively with staff whose task it is to devise develop and implement measures to meet the legislative requirements and adhere to IDU's policies.

Fair Treatment of Students and Prospective Students

IDU will treat fairly:

- a) all students enrolled in any course offered by IDU; and
- b) all persons seeking to enroll in any course or unit of study offered by IDU.

Equal Benefits and Opportunities for Students and Prospective Students

IDU will have open, fair and transparent procedures that are based on merit for making decisions about:

a) the selection, from among students or prospective students, for the purposes of enrolment or re-enrolment into any course or VET unit of study offered by IDU; and

b) the treatment of students or prospective students who are enrolled in or are seeking to enroll in any course or VET unit of study offered by IDU.

Student Recruitment and Selection Procedures

Recruitment to IDU will be carried out fairly and transparently. Students will be recruited on merit based on clearly defined and published entry criteria. Entry criteria and application procedures will be published in IDU's marketing materials, in the IDU Student Handbook and on the IDU website and will be accessible to prospective as well as current students.

IDU will ensure that prior to enrolment students receive adequate information regarding the course, training, assessment and support services provided by IDU which will enable them to make an informed decision about the suitability of the course and IDU for them.

All prospective students who make an enquiry about enrolment will be provided with the IDU Information Pack containing course outlines including information about entry requirements, subject descriptions, units of competency, assessment, RPL and pathways. Prospective students will also be provided with access to the IDU Student Handbook including all relevant policies.

All prospective students will be required to complete an Application for Enrolment.

Prospective students will be required to demonstrate an aptitude for design studies by attending an interview and/or by portfolio, and to provide evidence that they have met the entry requirements. The interview and/or portfolio assessment will be conducted by the relevant Course Coordinator.

All applicants will be advised in writing of the outcome of their application.

Applicants who have met the course entry requirements and demonstrated an aptitude for design studies will be offered a place in the course.

Entry Criteria - Diploma of Graphic Design

Completion of School Certificate (Year 10) or equivalent.

To enter the 21874VIC Diploma of Graphic Design candidates will be required to show skill in:

- drawing and design skills
- detail and originality of graphic designs and other art work
- visual acumen and originality

This may be done through a range of means such as a portfolio of work, an interview, education record, etc.

Also, an individual enrolling in the 21874VIC Diploma of Graphic Design or the 21873VIC Advance Diploma of Graphic Design needs to demonstrate the literacy and numeracy skills required to undertake a diploma or advanced diploma level qualification.

The literacy and numeracy competencies should be equivalent to National Reporting System (NRS) Level 4.

Entry Criteria - Advanced Diploma of Graphic Design

To enter the 21873VIC Advanced Diploma of Graphic Design candidates should demonstrate skills and knowledge of the competencies listed in the 21874VIC Diploma of Graphic Design. This may be through the completion of the Diploma of Graphic Design or equivalent.

Also, an individual enrolling in the 21874VIC Diploma of Graphic Design or the 21873VIC Advance Diploma of Graphic Design needs to demonstrate the literacy and numeracy skills required to undertake a diploma or advanced diploma level qualification.

The literacy and numeracy competencies should be equivalent to National Reporting System (NRS) Level 4.

Entry Criteria – Diploma of Applied Fashion Design and Technology

Completion of School Certificate (Year 10) or equivalent.

To enter the LMT50307 Diploma of Applied Fashion Design and Technology candidates will be required to show skill in:

- drawing and design skills
- detail and originality of fashion designs and other art work
- visual acumen and originality

This may be done through a range of means such as a portfolio of work, an interview, education record, etc.

Also, an individual enrolling in the LMT50307 Diploma of Applied Fashion Design and Technology needs to demonstrate the literacy and numeracy skills required to undertake a diploma or advanced diploma level qualification.

The literacy and numeracy competencies should be equivalent to National Reporting System (NRS) Level 4.

Entry Criteria –

To enter the LMT60307 Advanced Diploma of Applied Fashion Design and Technology candidates will be required to have completed the LMT50307 Diploma of Applied Fashion Design and Technology or equivalent.

Also, an individual enrolling in the LMT60307 Advanced Diploma of Applied Fashion Design and Technology needs to demonstrate the literacy and numeracy skills required to undertake a diploma or advanced diploma level qualification.

The literacy and numeracy competencies should be equivalent to National Reporting System (NRS) Level 4.

Associated Documents

N/A

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

The version of this policy is indicated by the date in the file name of this document. Each new version of this policy, prepared by the Administrator, requires approval by the approvers indicated below and this policy will remain in draft status until a date is entered by each approver.

| This Version Approved by | Date Approved |
|-----------------------------|---------------|
| The Chief Executive Officer | 20/10/10 |

2.2 Monitoring Course Attendance Policy and Procedures 311010v2

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|-------------------|---|
| TYPE OF DOCUMENT: | POLICY |
| TITLE: | MONITORING COURSE ATTENDANCE POLICY and PROCECURES |
| VERSION NUMBER: | 311010v2 |
| POLICY LOCATION: | ADMINISTRATION FILES |

Policy

Compliance Requirements

The Education Services for Overseas Students (ESOS) Act 2000 (as amended in 2010)
National Code of Practice 2007 –Standard 11
Vocational Education and Training Act 2005
Australian Quality Training Framework (AQTF) 2007 Standards
Higher Education Support Act 2003

Purpose

Visual Concepts and Design Australia Pty Ltd, trading as The Institute of Design Ulladulla (IDU) will monitor and assess the course attendance of each international student visa holder, in order to identify and offer support to those who are at risk of failing to make satisfactory attendance.

Scope

This policy applies to international student visa holders enrolled within a vocational education and training course offered by IDU.

The policy establishes IDU's process for monitoring student attendance in its accredited courses for overseas students:

21874VIC Diploma of Graphic Design CRICOS Course Code XXX
21873VIC Advanced Diploma of Graphic Design CRICOS Course Code XXX

LMT50307 Diploma of Applied Fashion Design & Technology CRICOS Course Code XXX
LMT60307 Advanced Diploma in Applied Fashion Design & Technology CRICOS Course Code XXX

General Policy

Students who are enrolled in accredited courses at IDU are required to attend classes as set out in the course timetables. The delivery period for classes will be in accordance with the length of the accredited course in which the student is enrolled. Attendance is recorded for each study period of a course. A study period is usually 1 semester and generally this is 18 weeks contact teaching learning of 20 hours per week. Typically there are 2 semesters in a course over a 12 month period.

To progress satisfactorily through the accredited courses students should attend all classes. The minimum attendance rate for scheduled course contact hours is 80%.

Procedures

Overview

The following procedures set out the processes to be followed in relation to student attendance at accredited IDU courses and monitoring attendance.

Procedure Provisions

IDU will establish, maintain and publish an official timetable of contact hours for each course in accordance with course requirements, including the length of each course.

Students will be notified immediately of any changes to the timetable after the course begins.

Students will have access to this policy via IDU web at idu4design.com as part of the Policies and Procedures Handbook.

Before training begins in a course, the Administrator will establish class rolls for each subject within a course with all enrolled students.

Before courses begin, trainers will receive a class attendance roll for the subjects they teach.

Trainers will ensure that the attendance roll is completed at the beginning of each study session as specified in the official timetable. Rolls are marked with symbols such a tick for present, L20 for 20 minutes late, A for absent. Students who arrive more than 10 minutes late are recorded Absent and Late by xx minutes/hours. Students who leave early without prior notice or permission will be marked absent.

Trainers will monitor the attendance register to ensure students are undertaking the required contact hours as outlined in the policy.

Satisfactory attendance will be determined by the percentage of class attendance. The minimum attendance rate is 80%.

The method for calculating the attendance rate will be as follows:

- Calculation of the 80% minimum attendance will be undertaken at 4 weekly intervals of course duration.
- If a student is absent for five or more days without approval, those students will be contacted and counselled.
- Any type of documented leave, such as sick leave, will not be included in the calculation.

Trainers will notify their respective Head of Department (HoD) of unsatisfactory attendance before attendance falls below 80%. Notification will occur when attendance reaches 90% and 85% respectively. HoDs will also monitor rolls on a weekly basis

The HoD will advise the Administrator or the Managing Director of any students at risk of not meeting the minimum attendance rate.

The Administrator or the Managing Director will notify the student by email, phone or face to face to inform them of their low attendance and forward a warning letter to the student's registered postal address. The warning letter will address the issue of attendance and request a meeting; it will also remind the student of their obligations under a student visa and IDU's requirement to inform DEEWR if their attendance falls below 80%.

The Administrator or the Managing Director will meet with the student to discuss their attendance record and, if required, discuss a plan to ensure the student's overall attendance meets the required attendance rate to successfully complete the course.

Trainers and the HoD will closely monitor students whose attendance is low throughout the remainder of the course, and provide attendance records to the Administrator or the Managing Director.

If a student's attendance continues to decline to the minimum of 80%, the student will be notified in writing of IDU's intention to report the student's unsatisfactory attendance to DEEWR. Students will also be notified of their right to access IDU complaints and appeals process within 20 working days.

After the 20 working day period, if a student does not submit an appeal or the student's appeal is unsuccessful the Administrator will report the matter to DEEWR (via the PRISMS website) as a course variation caused by unsatisfactory attendance.

IDU may choose not to report a student for attending less than 80% where **all** of the conditions below are met:

- the student produces documentary evidence demonstrating that compassionate or compelling circumstances apply
- the decision not to report is consistent with IDU's documented attendance policies and procedures, and
- the student has attended at least 70% of the scheduled course contact hours.

Associated Documents

Academic Grievance and Complaint Procedure
Academic Grievance and Complaint Policy
Non Academic Grievance Procedure

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

The version of this policy is indicated by the date in the file name of this document. Each new version of this policy, prepared by the Administrator, requires approval by the approvers indicated below and this policy will remain in draft status until a date is entered by each approver.

This Version Approved by

Date Approved

The Managing Director

2.3 Monitoring Course Progress Policy and Procedures 311010v2

TYPE OF DOCUMENT: POLICY and PROCEDURES
 TITLE: MONITORING COURSE PROGRESS POLICY and PROCEDURES
 VERSION NUMBER: 311010v2
 POLICY LOCATION: ADMINISTRATION FILES

Compliance Requirements

The Education Services for Overseas Students (ESOS) Act 2000 (as amended in 2010)
 National Code of Practice 2007
 Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) 2007 Standards
 Higher Education Support Act 2003

Purpose

Visual Concepts and Design Australia Pty Ltd, trading as The Institute of Design Ulladulla (IDU) will monitor and assess the course progress of each international student visa holder, in order to identify and offer support to those who are at risk of failing to make satisfactory academic progress.

Scope

This policy applies to international student visa holders enrolled within a vocational education and training course offered by IDU.

General Policy

IDU will systematically monitor students' course progress. It will be proactive in notifying and counselling students, initially by the Head of Department (HoD), who are at risk of failing to meet course progress requirements. Intervention strategies will be implemented to assist these students to attain their educational goals. Intervention strategies may include after class hours workshops and studio day sessions. If however, students remain unable to demonstrate the satisfactory academic progress requirements, IDU will report them under Section 19 of the ESOS Act for having breached the stipulated course progress requirements stated within this policy.

Satisfactory Course Progress Policy

IDU expects each student to progress through their course at a rate that will enable the student to complete the course in the nominated duration. IDU's student records (database and spreadsheet marking) generates results of students' academic progress, enabling the HoD to monitor, record and assess every student's progress at the end of each half semester (9 weeks) and on an ongoing basis. Each IDU brief and assessment task has a specific due date within a particular semester allowing progressive monitoring as results are entered.

Classroom monitoring and early intervention

In order to assist with academic progress, the trainers monitor each student's attendance and performance in each IDU subject, incorporating Units of Competency (UoC) they deliver. If a student appears to be experiencing difficulty within a particular IDU UoC or with the English language, the trainers alert the HoD.

The student will be notified and asked to make an appointment to see the HoD who will offer counselling and establish a course of action of support for the student. It is the student's responsibility to follow through on such course of action, and to maintain contact with the HoD or other staff nominated, such as a trainer.

Monitoring progress and intervention strategy - Stage 1

A student who does not demonstrate competency in at least 80% of the IDU UoCs undertaken during each semester will be identified as being 'at risk'. These students will be advised in writing and required to meet with the HoD by a nominated date to discuss any issues and support options - including supplementary assessment, workshops and studio days. A counselling and mentoring

programme will be implemented at this point, and an intervention strategy will be activated within the current semester and may continue into the next semester.

As part of the intervention strategy, the student will be provided with an intervention contract that will detail a support course of action that will include counselling and mentoring and one or more of the following:

- a. attending special tutorials, coaching, after hours workshop sessions or studio days;
- b. attending English language classes;
- c. receiving assistance with personal issues which are influencing progress;
- d. being placed in a suitable alternative course;
- e. undertaking a reduced course load.

It is the student's responsibility to follow through on that individual course of action, and to maintain contact with the HoD or other staff nominated within the intervention contract.

The HoD or other staff nominated within the intervention contract will keep a record of the intervention measures discussed and implemented on the student's file.

Intervention strategy - Stage 2: Review of progress

If following the implementation of an intervention strategy, a student demonstrates competency through supplementary assessment for units which they had not successfully completed in the previous semester, and as a result they achieve competency in 80% or more of the UoC attempted in that previous semester, the HoD will review the student's academic history, and may choose to cancel the intervention contract, amend it or continue it unchanged to the end of the current semester.

The HoD will monitor the academic progress of each student with an intervention contract for the remainder of that second semester, and review their results. If satisfactory academic progress of 80% of UoC or more was made during that second semester, the student will no longer be regarded as being 'at risk' and the intervention contract will end.

Intervention strategy - Stage 3: On-going support

If the student's academic progress demonstrates competency in more than 50% but less than 80% of the IDU UoC undertaken in that second (consecutive) semester, a second intervention strategy will be implemented to provide on-going support appropriate to the student's needs.

The HoD or other staff nominated within the Intervention Contract will keep a record of the intervention measures discussed and implemented on the student's file.

Unsatisfactory course progress – International Students

If after Stages 1 and 2 of the Intervention Strategy have been completed, the student has been assessed as not yet competent in 50% or more of the IDU UoC undertaken in the second (consecutive) semester, the HoD will notify the student in writing of IDU's intention to report the student to the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) via PRISMS for unsatisfactory academic progress. The written notice of IDU's intention will inform the student that he or she is able to lodge an appeal through the IDU's Grievance and Complaints process, and has 20 working days from the nominated date in which to do so. All subsequent action taken will be in accordance with that procedure.

Evidence will be retained in the student's file of the written notice of intention to report, documentation of the Grievance and Complaints process, and a copy of a Section 20 notice of the final reporting to DEEWR via PRISMS, as applicable.

Associated Documents

Academic Grievance and Complaint Procedure
 Academic Grievance and Complaint Policy
 Non Academic Grievance Procedure

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

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This Version Approved by

Date Approved

The Managing Director

3 IDU Procedures

3.1 VET FEE-HELP Review Procedures

| | |
|--------------------|--------------------------------|
| TYPE OF DOCUMENT: | Procedure |
| TITLE: | VET FEE-HELP Review Procedures |
| VERSION NUMBER: | 201010v1 |
| DOCUMENT LOCATION: | Policy and Procedures Manual |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) Standards
 Schedule 1A of the Higher Education Support Act 2003 (HESA)
 VET Provider Guidelines

Purpose

This procedure outlines how Institute of Design Ulladulla (IDU) handles reviewable VET FEE-HELP decisions. IDU will make these review procedures available on the IDU website.

Scope

There is currently one type of "reviewable VET decision". This is "the refusal to re-credit a person's FEE-HELP balance" (See clause 91 of Schedule 1A of the Higher Education Support Act 2003).

Definitions

VET FEE-HELP assistance: VET FEE-HELP is an income contingent loan scheme that assists eligible students undertaking certain Vocational Education and Training (VET) courses of study (diploma, advanced diploma, graduate certificate and graduate diploma courses) with an approved VET provider, to pay for all or part of their tuition costs. VET FEE-HELP is an extension of FEE-HELP, part of the Higher Education Loan Program (HELP).

Fee-paying students: all IDU students are fee paying. Fee paying students are classified as paying upfront or as those accessing VET FEE-HELP assistance. Only students who are eligible may access VET FEE-HELP assistance. Ineligible students must pay upfront. IDU does not have Commonwealth Supported Places for students.

Tuition Fee: the fee charged by IDU for all academic services associated with the provision of study materials, student support services, tuition, assessment and support for a Unit.

Loan Fee: For each Unit purchased through VET FEE-HELP assistance (as part of a full Course), there is a 20% loan fee charged by the Government.

FEE-HELP Limit: The total amount a student may borrow throughout their lifetime using HELP assistance (including FEE-HELP, VET FEE-HELP and HECS-HELP). This amount is indexed annually and is published in the Student Information booklet (VET FEE-HELP) each year.

Re-Crediting: The remission of a FEE-HELP debt (incurred after Census Date of VET Unit/s of study for which VET FEE-HELP assistance was granted). Re-crediting may only be granted under condition of special circumstance claimed by the student.

Census Date: A period of not less than 20% of the total time of a Unit from the start date of that Unit. For VET Unit/s of study, the Census date is 21 days after the commencement of a VET Term in which the Unit is undertaken. On the day following the Census Date, the Census Date is deemed to have passed.

CHESSN: A Commonwealth Higher Education Student Support Number is a unique identifier that is assigned to Commonwealth assisted students (including all students accessing VET FEE-HELP). It assists HEPs, VET Providers and the Australian Government to provide information to students regarding their VET FEE-HELP assistance. IDU will allocate a CHESSN to students who have not previously been allocated one.

Procedure Provisions

Withdrawing from Units before the Census Date

A student may withdraw from a VET Unit/s of study before the Census Date without academic or financial penalty. If accessing VET FEE-HELP assistance for that Unit, the student will not incur a VET FEE-HELP debt (see also the Refund Policy).

Withdrawing from Units after the Census Date

If a student accessing VET FEE-HELP assistance is granted a WI or FA grade for a VET Unit/s of study, part of the FEE-HELP balance will be consumed and the student remains liable for the VET FEE-HELP debt for that VET Unit/s of study. A student may apply to IDU for a re-crediting of their FEE-HELP balance and a remission of their VET FEE-HELP debt if it is considered that their discontinuance from VET Unit/s of study was due to special circumstances similar to a student paying their tuition fees upfront (see next section and the Refund Policy).

Guidelines for Applying For Re-Crediting and / or Remission in Special Circumstances

IDU may:

- Re-credit a FEE HELP Limit;
- Re-credit a FEE-HELP balance; and,
- Remit a VET FEE-HELP debt.

For a VET Unit/s of study from which a student withdrew after the census date, or had not completed the requirements for the VET Unit/s of study, due to special circumstances.

For domestic full-fee paying students, IDU may

- Re-credit the fees paid for a VET Unit/s of study from which the student withdrew after the census date, or had not completed the requirements for the VET Unit/s of study, due to special circumstances.

How to Apply

Students must apply in writing to the Administrator for a re-credit, remission or refund. Contact details for the Administrator are:

Administrator

Institute of Design Ulladulla

44 Deering Street Ulladulla NSW 2539 Australia

Ph: 02 4454 0101

- If the student has accessed VET FEE-HELP assistance; they must complete the Application for Re-Crediting of FEE-HELP Balance and Remission of VET FEE-HELP Debt form; or
- If the student is paying their tuition fees up-front (i.e., not accessing FEE-HELP assistance for their VET Unit/s of study tuition fee/s) they must complete the Application for Refund of Tuition Fees form.
- Students can access information regarding the review process by contacting the Administrator.
- The reasons and a full explanation for any decisions made by IDU will be provided in writing to the student if requested.

Application Period

To be eligible for consideration for re-crediting and remission, a student must lodge an application within 12 months of the date of withdrawal, or if they have not withdrawn, within 12 months of the end of the last Term in which the Unit/s was, or was to be, undertaken.

IDU will acknowledge receipt of an application for review of a reviewable VET decision in writing and inform the applicant that, if IDU has not advised the applicant of a decision within 45 days of receiving the application for review, IDU is taken to have confirmed the original decision.

IDU may waive the requirement that an application for review must be made before the end of the application period on the ground that it would be, or was not, possible for the application for review to be made before the end of that period.

Notification of Decision

A student will be notified in writing of the outcome of their application and reasons for the decision within 28 days of the receipt of the application.

Right of Appeal for Unsuccessful Applications

If an application for re-crediting and remission is unsuccessful, a student has the right of appeal. The student must write to the Registrar, which is a more senior position than the Administrator, within 28 days of the date of the letter notifying the student of the outcome. The student must outline the

grounds for the appeal. The student will then be advised in writing of the outcome of the appeal. Contact details for the Registrar are:

Registrar

Institute of Design Ulladulla

44 Deering Street Ulladulla NSW 2539 Australia

Ph: 02 4454 0101

The reasons and a full explanation for any decisions made by IDU will be provided in writing to the student if requested.

What are Special Circumstances?

Each application will be examined and determined on its merits. As a general guide, special circumstances include those that:

- Are beyond the student's control;

i.e., a situation occurs which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. This situation must be unusual, uncommon or abnormal. A lack of knowledge of how VET FEE-HELP works is not considered beyond a person's control. AND

- Did not make their full impact on the student until on or after the census date;

i.e. the circumstances occurred;

(i) Before the census date, but worsened after that day;

(ii) Before the census date, but the full effect or magnitude did not become apparent until on or after that day; or

(iii) On or after the census date.

AND

- Made it impracticable for the student to complete the course requirements; i.e.

(i) Undertake the necessary private study required in order to meet compulsory course requirements;

(ii) Complete the required assessable work;

(iii) Sit the required examinations, or complete any / or other course requirements because of inability to meet (i) or (ii).

Special Circumstances May Cover, but are not Limited to:

Medical reasons

- Where a medical condition existed prior to the census date, continued past that date and deteriorated to the extent that the student is unable to continue their studies; or

- The medical condition only became known after the census date.

Example 1: A student contracts an illness prior to the census date. The illness continues past the census date and deteriorates to the extent that the student is unable to continue with their studies.

Example 2: A medical condition only becomes apparent after the census date and the effects are sufficiently serious that it is impracticable for the student to complete the course requirements and continue with their studies. Family / personal reasons

- Due to unforeseen personal/family reasons that are beyond the student's control, the student is unable to continue with their studies.

Example 1: A member of the student's family suffers from a severe medical condition that requires the student to provide full time care and as a result they are unable to continue with their studies.

Example 2: A member of the student's family or close friend dies and the student is affected to the extent that they are unable to continue with their studies. Example 3: The student and their family's financial circumstances change unexpectedly to the extent that the student is unable to continue with their studies.

Employment related reasons

- Where a student's employment status or employment arrangements change unexpectedly due to circumstances beyond their control and they are unable to complete their studies.

Example 1: A student is engaged in employment as well as studying. Their employer unexpectedly increases the hours of employment in circumstances where the student is unable to object. As a result the student is unable to continue with their studies or complete their course requirements.

Course-related reasons

- Where IDU changes the arrangements for the student's Unit or Course and as a result the student is disadvantaged to the extent that they are unable to complete the requirements of the Unit or Course and continue with their studies.

Example 1: IDU cancels a Unit that a student is enrolled in after the census date and as a result the student is unable to complete the requirements of the Unit.

Example 2: A student enrolls in a Unit having applied for credit based on Units previously undertaken at another institution; however the student is not advised of the decision for credit by IDU until after the census date.

Appeal to External Arbitration

If a student is unhappy with the result of the appeal process at IDU they can apply to the Administrative Appeals Tribunal (AAT) for a review. The Tribunal has a national "local call fee only" number for the use of callers in country areas of Australia. The telephone number is 1300 366 700. Students can use the number to call the Tribunal's office in the capital city of the State in which they live, for the cost of a local call. Applications to the AAT for review of a decision may attract an application fee. If a student applies to the Administrative Appeals Tribunal for review of a decision, the student may have to pay an application fee of \$682. The application cannot proceed until the student pays the application fee or the fee has been waived. The application fee is refunded when the review is completed if the AAT decides that it is finalised in favour of the student.

In New South Wales the A.A.T. can be found at: Level 7, City Centre Tower, 55 Market Street, Sydney NSW 2000. For more information (and to find your closest A.A.T. office) go to: <http://www.aat.gov.au/default.htm>

Associated Documents

- Refund Policy
- Request for VET FEE-HELP assistance form
- VET FEE-HELP Information booklet

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

The version of this policy is indicated by the date in the file name of this document. Each new version of this policy, prepared by the Administrator, requires approval by the approvers indicated below and this policy will remain in draft status until a date is entered by each approver.

| This Version Approved by | Date Approved |
|-----------------------------|---------------|
| The Chief Executive Officer | 20/10/10 |

3.2 Student Attendance Procedure 030210v2

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|-------------------|------------------------------|
| TYPE OF DOCUMENT: | PROCEDURE |
| TITLE: | STUDENT ATTENDANCE PROCEDURE |
| VERSION NUMBER: | 030210v2 |
| POLICY LOCATION: | ADMINISTRATION FILES |

Compliance Requirements

Vocational Education and Training Act 2005
Australian Quality Training Framework (AQTF) 2007 Standards
Higher Education Support Act 2003

Overview of Procedure

The Procedure for Recording Student Attendance consists of (four) 4 components:

1. Preparing the roll
2. Maintaining a record of student attendance
3. Storing the rolls
4. Work Instructions

1. Preparing the roll

The Principal will ensure that Course Coordinators and teachers are apprised and comply with the standards and expectations pertaining to rolls in order to meet internal and external auditing and quality processes.

Teachers will ensure that all items specified on the institute approved roll are recorded on each roll for each class they teach, and that the appropriate unit/subject outlines are placed in the roll folder within four weeks of commencement of classes.

Students will apprise themselves of any attendance requirements for each unit of study.

2. Maintaining a record of student attendance

The Principal will ensure teaching staff are aware of their obligation to maintain a current, accurate and up-to-date roll which keeps a record of each student's attendance.

They will also manage the development of a centre register of rolls, storage requirements, location and accessibility.

Teachers will maintain a current, accurate and up-to-date roll that keeps a record of each student's attendance for each unit they teach. Where a number of units are clustered the role will clearly indicate which units were delivered on each day.

Teachers will also place a unit/subject outline for each unit they teach in the appropriate roll folder. Teachers will comply with storage and accessibility requirements and make that role available for any official Institute purpose, including internal and external audits. The roll always remains the property of the Institute and is not to be removed from the Institute.

Students will ensure that their attendance is noted on the class roll and that where there is mandated attendance they meet the requirements.

3. *Storing the rolls*

The Principal will ensure that there is an appropriate area for teachers to store class rolls:

- That ensures security and protection of privacy
- Where they can be easily retrieved and returned prior to and following the class.

Teachers will retrieve the class roll prior to any class from the designated storage area and replace it after the class has ended.

4. *Work Instructions*

The Principal will ensure that:

- At least twice annually the teacher work instructions – Maintaining Rolls are communicated and minuted in staff meeting papers and signed off by the Registrar.
- Within induction processes new teachers and casual staff are provided with a copy of this process and appropriate documents.

Teachers

Where a student is not on the official Student Administration printout for the class the teacher must request and record a copy of the receipt number indicating they have paid their fees to enrol.

Teachers are required to ensure that all students in their class are officially enrolled on the official Student Management System in that unit or subject. The teachers must request a Confirmation of Enrolment from that student which lists all units for which the student has enrolled and paid fees. The teacher is required to inform any student not officially enrolled for their class by the fourth week of commencement of classes that they will be excluded. The student will be excluded from classes until the student is enrolled on the Student Management System.

The teacher is required to follow the instructions for use of the Institute approved roll for the class or unit they are teaching.

Where there are attendance requirements for individual students, the teacher is required to comply with prescribed statutory and regulatory requirements.

Associated Documents

Student Attendance Policy

IDU Staff Handbook

IDU Student Handbook

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this procedure.

The Principal is responsible for enforcement of this procedure and for dealing with breaches.

Document Versions and Approvals

The version of this procedure is indicated by the date in the file name of this document. Each new version of this procedure, prepared by the Administrator, requires approval by the approvers indicated below and this procedure will remain in draft status until each approver enters a date.

This Version Approved by

Date Approved

The Principal

3.3 Academic Grievance and Complaint Procedure

TYPE OF DOCUMENT: Procedure

TITLE: Academic Grievance and Complaint Procedure VET FEE-HELP

VERSION NUMBER: 201010_v1

DOCUMENT LOCATION: Policy and Procedures Manual

Compliance Requirements

Vocational Education and Training Act 2005

Australian Quality Training Framework (AQTF) Standards

VET Provider Guidelines

Publication

Students and persons seeking to enroll can access this procedure on the IDU website (<http://idu4design.com/>). This procedure is also published in the IDU Student Handbook available from the Administrator. Contact details for the Administrator are:

Administrator

Institute of Design Ulladulla

44 Deering Street Ulladulla NSW 2539 Australia

Ph: 02 4454 0101

Overview of Procedure

Students who are or would be entitled to VET FEE-HELP assistance at IDU have access to a three-stage academic grievance process which is set out below. Students may gain access to the grievance process, regardless of the location of the campus where they study, the location of the campus where the grievance arose, the student's or person's place of residence or the mode in which they study, by communicating with the Administrator. Each stage of the process is free of charge to the student.

- Informal Stage
- Formal Stage
- Appeal Stage

The informal stage allows for grievances to be resolved directly and promptly by the principal parties with or without the assistance of others, and keeping procedural requirements to a minimum. All parties are invited to participate first in the informal stage of grievance management. If a grievance is resolved during the informal stage, then no formal stage processes are undertaken. If any of the parties to a grievance is unwilling to participate in the informal stage, then the formal stage is started.

During all stages of the academic grievance and complaint process IDU undertakes to:

- not victimise or discriminate against any complainant or respondent
- allow the complainant and/or respondent to be accompanied and assisted by a third party if desired
- give reasons and full explanation in writing for decisions and actions taken as part of the procedures, if requested by the complainant and/or respondent
- keep appropriate records of all grievances for at least five years, and allow parties to the complaint appropriate access to these records
- ensure that such records are treated as confidential

IDU also undertakes to communicate the grievance procedures in writing to its staff and train its staff in their application.

The Informal Stage

The informal stage consists of processes for responding to a grievance which has not yet been submitted in writing to the Administrator. In the first instance, students should discuss their grievance with the other parties to the grievance. This may involve phone or internet-mediated communications, such as teleconferencing. All phone and internet-mediated communications will be conducted at IDU's expense. If the matter is not resolved to the satisfaction of the complainant the complainant should move to the formal stage.

If the student is uncomfortable with raising the matter with other involved parties, then he or she may discuss it with the Administrator. This may involve phone or internet-mediated communications, which will be conducted at IDU's expense. If the Administrator considers there is a reasonable prospect of resolving the matter through a discussion with all parties, the Administrator will arrange a discussion.

If the matter is not resolved to the satisfaction of the complainant within 21 days of a meeting with other parties to the complaint and/or the Administrator, the complainant should move to the formal stage.

The Formal Stage

If the complainant does not wish to participate in the informal stage, or if unsatisfied with the response to the grievance during the informal stage, the complainant may submit the complaint in writing to the Administrator who will respond in writing within 21 days of receiving the complaint.

During the formal stage, the process is managed by the Administrator. The Administrator will convene a Complaints Resolution Committee within 5 days of receiving the complaint. The Complaints Resolution Committee will consist of three members. The chair will be a senior academic who is not a party to the complaint. One member of the committee will be a representative of academic staff not otherwise involved in the complaint, and another member will be a senior non-academic staff member of IDU. The Complaints Resolution Committee will make a determination within 14 days of its formation and notify the Administrator regarding:

- the nature, seriousness and extent of the complaint;
- whether the complaint is upheld by the committee in full or in part;
- allocation of responsibility should a finding be made in favour of the complainant;
- if a finding is made in favour of the complainant, what harm, if any, may have been caused to the complainant's academic well-being;
- suggested remedy, including possible counselling, advice, reprimand, further professional training, mentoring or other remedy as determined by the committee for persons or committees deemed responsible by the committee;
- comments and recommendations regarding how IDU may learn from the complaint in order to improve processes, policies, training and staff committee and student support.

The Administrator will then advise the parties of the committee's findings, and any action to be taken by IDU as a consequence of the findings, including any revision to the academic position of the student. The Administrator will also inform all parties to the complaint of the appeals process regarding the findings.

Lodging an Appeal

If a complainant is not satisfied with the decision of the Complaint Resolution Committee he or she may appeal, in writing, to the Managing Director within 14 days of notification of the Committee's decision. If the Managing Director is satisfied that there are grounds for an appeal, the Managing Director will determine action to be taken in order to redress any breach of due process, and any other recommendations that may improve IDU processes and minimise the risk of future breaches of due process. The complainant will receive a written response from the Managing Director within 28 days of receipt of the appeal. If the complainant is not satisfied with the decision of the Managing Director they may request, in writing to the Managing Director, that the matter be further reviewed by the Australian Council for Private Education and Training (ACPET). The Managing Director will inform ACPET of the request for a review, and will cooperate with ACPET to ensure a fair and equitable review process. Contact details for ACPET are: ACPET Box Q1076 QVB P.O. Sydney NSW 1230
Phone: (02) 9264 4490

Email: acpet@acpet.edu.au

Complainants who contact ACPET regarding a review of a decision by IDU will be advised by ACPET of the steps to be taken for such a review. ACPET may appoint a suitably qualified independent party to conduct the review, the cost of which will be borne by IDU. Requests for review will be addressed by ACPET within 30 days of receipt of a written request for further review of a decision made by IDU. Where ACPET makes recommendations to the Managing Director in relation to a complaint, they will be forwarded to the Administrator who will review and implement them within 14 days, provided that they are not unreasonable or inconsistent with relevant laws or policies, or would require IDU to waive any legal rights that it may have in relation to the complaint. Should IDU decide not to implement any such recommendation a written reason for the decision will be provided to the complainant with advice on their right to pursue any remedies available at law. The procedures set out in this document

do not replace or modify procedures or any other responsibilities which may arise under other Vocational Education and Training Provider policies or under statute or any other law.

Associated Documents

Academic Grievance and Complaint Policy VET FEE-HELP

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

The version of this policy is indicated by the date in the file name of this document. Each new version of this policy, prepared by the Administrator, requires approval by the approvers indicated below and this policy will remain in draft status until a date is entered by each approver.

This Version Approved by Karl von Busse
(The Managing Director duly authorized by the Board of Directors which is the governing body of IDU).

Date Approved 20/10/10_____

3.4 Non-Academic Grievance and Complaint Procedure

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|--------------------|---|
| TYPE OF DOCUMENT: | Procedure |
| TITLE: | Non-Academic Grievance and Complaint Procedure VET FEE-HELP |
| VERSION NUMBER: | 201010_v1 |
| DOCUMENT LOCATION: | Policy and Procedures Manual |

Compliance Requirements

Vocational Education and Training Act 2005
 Australian Quality Training Framework (AQTF) Standards
 VET Provider Guidelines

Publication

Students and persons seeking to enroll can access this procedure on the IDU website (<http://idu4design.com/>). This procedure is also published in the IDU Student Handbook available from the Administrator. Contact details for the Administrator are:

Administrator
 Institute of Design Ulladulla
 44 Deering Street Ulladulla NSW 2539 Australia
 Ph: 02 4454 0101

Overview of Procedure

Students who are or would be entitled to VET FEE-HELP assistance at IDU have access to a three-stage non-academic grievance process which is set out below. Students may gain access to the grievance process, regardless of the location of the campus where they study, the location of the campus where the grievance arose, the student's or person's place of residence or the mode in which they study, by communicating with the Administrator. Each stage of the process is free of charge to the student.

- Informal Stage
- Formal Stage
- Appeal Stage

The informal stage allows for grievances to be resolved directly and promptly by the principal parties with or without the assistance of others, and keeping procedural requirements to a minimum. All parties are invited to participate first in the informal stage of grievance management. If a grievance is resolved during the informal stage, then no formal stage processes are undertaken. If any of the parties to a grievance is unwilling to participate in the informal stage, then the formal stage is started.

During all stages of the non-academic grievance and complaint process IDU undertakes to:

- not victimise or discriminate against any complainant or respondent
- allow the complainant and/or respondent to be accompanied and assisted by a third party if desired
- give reasons and full explanation in writing for decisions and actions taken as part of the procedures, if requested by the complainant and/or respondent
- keep appropriate records of all grievances for at least five years, and allow parties to the complaint appropriate access to these records
- ensure that such records are treated as confidential

IDU also undertakes to communicate the grievance procedures in writing to its staff and train its staff in their application.

The Informal Stage

The informal stage consists of processes for responding to a grievance which has not yet been submitted in writing to the Administrator. In the first instance, students should discuss their grievance with the other parties to the grievance. This may involve phone or internet-mediated communications, such as teleconferencing. All phone and internet-mediated communications will be conducted at IDU's expense. If the matter is not resolved to the satisfaction of the complainant the complainant should move to the formal stage.

If the student is uncomfortable with raising the matter with other involved parties, then he or she may discuss it with the Administrator. This may involve phone or internet-mediated communications, which will be conducted at IDU's expense. If the Administrator considers there is a reasonable prospect of resolving the matter through a discussion with all parties, the Administrator will arrange a discussion.

If the matter is not resolved to the satisfaction of the complainant within 21 days of a meeting with other parties to the complaint and/or the Administrator, the complainant should move to the formal stage.

The Formal Stage

If the complainant does not wish to participate in the informal stage, or if unsatisfied with the response to the grievance during the informal stage, the complainant may submit the complaint in writing to the Administrator who will respond in writing within 21 days of receiving the complaint.

During the formal stage, the process is managed by the Administrator. The Administrator will convene a Complaints Resolution Committee within 5 days of receiving the complaint. The Complaints Resolution Committee will consist of three members. The chair will be a senior academic who is not a party to the complaint. One member of the committee will be a representative of academic staff not otherwise involved in the complaint, and another member will be a senior non-academic staff member of IDU. The Complaints Resolution Committee will make a determination within 14 days of its formation and notify the Administrator regarding:

- the nature, seriousness and extent of the complaint;
- whether the complaint is upheld by the committee in full or in part;
- allocation of responsibility should a finding be made in favour of the complainant;
- if a finding is made in favour of the complainant, what harm, if any, may have been caused to the complainant's academic well-being;
- suggested remedy, including possible counselling, advice, reprimand, further professional training, mentoring or other remedy as determined by the committee for persons or committees deemed responsible by the committee;
- comments and recommendations regarding how IDU may learn from the complaint in order to improve processes, policies, training and staff committee and student support.

The Administrator will then advise the parties of the committee's findings, and any action to be taken by IDU as a consequence of the findings, including any revision to the academic position of the student. The Administrator will also inform all parties to the complaint of the appeals process regarding the findings.

Lodging an Appeal

If a complainant is not satisfied with the decision of the Complaint Resolution Committee he or she may appeal, in writing, to the Managing Director within 14 days of notification of the Committee's decision. If the Managing Director is satisfied that there are grounds for an appeal, the Managing Director will determine action to be taken in order to redress any breach of due process, and any other recommendations that may improve IDU processes and minimise the risk of future breaches of due process. The complainant will receive a written response from the Managing Director within 28 days of receipt of the appeal. If the complainant is not satisfied with the decision of the Managing Director they may request, in writing to the Managing Director, that the matter be further reviewed by the Australian Council for Private Education and Training (ACPET). The Managing Director will inform ACPET of the request for a review, and will cooperate with ACPET to ensure a fair and equitable review process. Contact details for ACPET are: ACPET Box Q1076 QVB P.O. Sydney NSW 1230
Phone: (02) 9264 4490

Email: acpet@acpet.edu.au

Complainants who contact ACPET regarding a review of a decision by IDU will be advised by ACPET of the steps to be taken for such a review. ACPET may appoint a suitably qualified independent party to conduct the review, the cost of which will be borne by IDU. Requests for review will be addressed by ACPET within 30 days of receipt of a written request for further review of a decision made by IDU. Where ACPET makes recommendations to the Managing Director in relation to a complaint, they will be forwarded to the Administrator who will review and implement them within 14 days, provided that they are not unreasonable or inconsistent with relevant laws or policies, or would require IDU to waive any legal rights that it may have in relation to the complaint. Should IDU decide not to implement any such recommendation a written reason for the decision will be provided to the complainant with

advice on their right to pursue any remedies available at law. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other Vocational Education and Training Provider policies or under statute or any other law.

Associated Documents

Non-Academic Grievance and Complaint Policy VET FEE-HELP

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this policy. The Managing Director is responsible for enforcement of this policy and for dealing with breaches.

Document Versions and Approvals

The version of this policy is indicated by the date in the file name of this document. Each new version of this policy, prepared by the Administrator, requires approval by the approvers indicated below and this policy will remain in draft status until a date is entered by each approver.

This Version Approved by Karl von Busse

(The Managing Director duly authorized by the Board of Directors which is the governing body of IDU).

Date Approved 20/10/10

3.5 Personal Information Procedure

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|--------------------|--------------------------------|
| TYPE OF DOCUMENT: | Procedure |
| TITLE: | Personal Information Procedure |
| VERSION NUMBER: | 020210v2 |
| DOCUMENT LOCATION: | Policy and Procedures Manual |

Compliance Requirements

Privacy Policy

Purpose

This procedure is required to implement the IDU Privacy Policy. This procedure is intended to provide staff, students and prospective students with sufficient information to enable them to access their personal information held by IDU.

Scope

This procedure applies to information relating to IDU's staff, students and prospective students.

Definitions

The Privacy Act. The NSW Government passed the Privacy and Personal Information Protection Act in 1998, appointed a Privacy Commissioner, and established the Commissioner's Office known as Privacy NSW. The Act came into effect on 1 July 2000. On the 21st December 2001, new provisions of the Privacy Amendment (Private Sector) Act 2000 commenced. This legislation, updating the Privacy Act of 1998, is designed to protect personal information that organisations hold.

Personal Information. The Act applies to personal information which is "information or an opinion ... about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion." (s.4). Personal information can be in the form of paper or electronic records, video recordings, photographs and biometric data such as blood samples and finger prints.

Procedure Provisions

The following information should be made available on the IDU website:

On the 21st December 2001, the new provisions of the Privacy Amendment (Private Sector) Act 2000 commenced. This legislation, updating the Privacy Act of 1988, is designed to protect your rights with respect to personal information that organisations may hold, to ensure you are aware of your rights and of what information is held.

We will, with your help, keep your personal information accurate, complete and up to date. In order to ensure this, you have the right to access the personal information we have about you and request corrections. There are three ways you can contact us to inspect information:

1. By calling 02 4454 0101 and identifying yourself as a student by giving your student number and outlining your request.

2. By writing to

The Privacy Officer,
Institute of Design Ulladulla
44 Deering Street,
Ulladulla, NSW 2539

Please include your student number, name and address and outline your request.

3. By emailing us at: admin@idu4design.com with your student number, your name and address and outlining your request.

Associated Documents

Privacy Policy

Authorities and Accountabilities

The Administrator is responsible for establishing, communicating and implementing this procedure. The Managing Director is responsible for enforcement of this procedure and for dealing with breaches.

Document Versions and Approvals

The version of this procedure is indicated by the date in the file name of this document. Each new version of this procedure, prepared by the Administrator, requires approval by the approvers indicated below and this procedure will remain in draft status until each approver enters a date.

This Version Approved by

Date Approved

The Managing Director

4 IDU Statements

4.1 Statement of VET Tuition Assurance

Statement of VET Tuition Assurance (Version 201010_v1)

1. Under the provisions of *Schedule 1A of the Higher Education Support Act 2003* (HESA) and Chapter 3 of the VET Provider Guidelines Institute of Design Ulladulla (IDU) (the First Provider) must comply with the VET Tuition Assurance requirements. This is to protect students in the event that IDU ceases to provide a VET course of study in which a student is enrolled. The meaning of 'ceasing to provide a VET course of study' is set out at paragraph 3.1.25 of the *VET Provider Guidelines*. A copy of these is available from: <http://www.deewr.gov.au/VetFeeHelp>.

2. In the event that IDU ceases to provide a VET course of study in which a student is enrolled the student is entitled to a choice of:

- a) an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the “**VET Course Assurance Option**”);

OR

- b) a refund of his or her up-front VET payments for any VET unit of study that the student commences but does not complete because IDU ceases to provide the VET course of study of which the VET unit forms part (this is known as the “**VET Tuition Fee Repayment Option**”)

3. IDU has met the VET tuition assurance requirements as specified in the VET Provider Guidelines through its current membership of the VET tuition assurance scheme (VTAS) called the Australian Council for Private Education and Training Australian Student Tuition Assurance Scheme - VET (ACPET ASTAS-VET). Contact details for the VTAS administrator which is ACPET are:

ACPET ASTAS-VET
 ACPET National Office
 Suite 12, Level 14, 329 Pitt Street, Sydney NSW Australia
 Box Q1076, QVB PO, Sydney NSW 1230
 Phone: 02 9264 4490
 Fax: 02 9264 4550
 Email: nsw@acpet.edu.au

4. If IDU ceases to provide a VET course of study, ACPET will send a student enrolled in the VET course of study a Written VET Tuition Assurance Offer (the Offer) advising the student of the options available under the VET tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected VET unit. ACPET will provide this Offer within twenty *Business Days* after it knows, or should know by reasonable enquiries that the IDU has ceased to provide the VET course of study.

5. For the purposes of VET FEE-HELP, all courses offered by IDU in accordance with the course requirements of clause 45 of Schedule 1A of the *Higher Education Support Act 2003* are covered by ACPET ASTAS-VET ('the Scheme') as part of IDU's membership of the Scheme.

6. A student may choose either:

The VET Course Assurance Option:

7. Under the VET course assurance option, a student will be offered a place in a similar VET course of study by ACPET. If the student accepts this option, ACPET will make all necessary arrangements to ensure a student is able to enrol with the Second Provider in the similar VET course of study. This offered VET course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the Second Provider any VET tuition fee for any replacement VET units (that is, units that the student had commenced but not completed because the VET course ceased to be offered). A student will receive full credit from the Second Provider for any VET units of study successfully completed at IDU.

8. The Second Provider nominated by ACPET may have different VET tuition fees to the fees the student would have paid for VET units of study which were part of the VET course of study IDU ceased to provide but which the student had not yet started studying.

9. A student is not obliged to enrol in a VET course of study with a Second Provider offered by ACPET under the VET Course Assurance Option. However, if he/she enrolls with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with IDU or to offer replacement VET unit/s free of charge.

OR

The VET Tuition Fee Repayment Option

10. Under the VET Tuition Fee Repayment Option, ACPET undertakes to pay the student the total of any up-front VET payments already paid by the student for any VET units of study the student has commenced but not completed because the VET course ceased to be offered. Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted VET units.

Publication

The method this *Statement of VET Tuition Assurance* will be made public to students will be on IDU's website (<http://idu4design.com/>). IDU will also advise students about where the *Statement of VET Tuition Assurance* may be obtained from as part of their enrolment information.