

## **Students' Code of Conduct**

### Rights and Responsibility

The adult learning environment at AIHFE encourages and supports the participation of people from diverse backgrounds. Our aim is for each student to have an equal opportunity to learn in a supportive environment.

AIHFE is a Registered training organisation (RTO) and we provide quality training and assessment and issue AQF certificate in accordance with Standards of RTO 2015. As an RTO we comply with the standards for RTOs 2015.

### **Students' Rights**

AIHFE recognises that students have the right to:

- Expect the AIHFE to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- Have access to all the AIHFE services, regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it.

- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- Be treated with dignity and fairness,
- Expect AIHFE will be ethical and open in their dealings, their communications and their advertising.
- Expect the AIHFE will observe their duty of care to them.
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- Privacy and confidentiality and secure storage of student record in accordance with the organisation's policies, to the extent permitted by law.
- Access the RTO's complaints and appeals process
- Be informed if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- To be informed any changes to the agreed services and ownership as soon as practicable.
- Receive a full refund of the course/units fees paid for the term if the AIHFE or a third party it engages is unable to deliver the training and assessment as agreed.

## **Students' Responsibilities**

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Repayment of all the debt from VET FEE-HELP (if applicable) scheme arising from the provision of services.



- Providing accurate and authentic information/documents about themselves at the time of enrolment/RPL application, and to advise AIHFE of any personnel changes to their address or phone numbers within seven days.
- Paying all fees and charges associated with their course and providing their own course requirements where applicable.
- Abide by the dress code of AIHFE
- Not cheat/plagiarise in course work/ assessments submitted for assessment
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend classes sober and drug-free, and smoke in designated areas.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to AIHFE CEO.
- Respecting AIHFE property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.
- Ensure all assessment requirements are met.
- Inform AIHFE in writing within two weeks of any changes to their name or address or Email or phone number.
- Obtaining and providing the USI at the time of enrolment to the AIHFE.
- Funding of the course fees, learning resources and travelling expenses if required
- Ensuring that they have the necessary literacy and numeracy skills to complete the course
- Allocating sufficient time and resources to complete all the training and assessment during the time recommended by the college.