



STUDENT HANDBOOK





Australian Education and Training Institute (AETI) Pty Ltd

T/as Alpha Education House

ABN : 58 164 980 027 | ACN: 164 980 027 | RTO Code : 46419

Email : info@alphaeducationhouse.edu.au Website:alphaeducationhouse.edu.au

Address: PO Box 46, Austral NSW 2179

Tel : 0415 467 684

Student Handbook

CONTENTS

Introduction	4
Welcome	4
About us	4
Our obligation to you	4
Our contact details	5
Our location	Error! Bookmark not defined.
About our area	5
Courses we offer	5
What is a USI and why do I need one?	6
RPL and credit transfer	6
Course orientation	7
What can I expect during training and assessment?	7
Academic integrity	9
Support and welfare	9
Issuing certificates	10
Feedback	10
If your details change...	10
What's required of me as a student?	11
How can I apply?	11
Policies and processes	12
Fees and refunds	12
Complaints and appeals	17
Compassionate or compelling circumstances	21
Course progress and monitoring	21
Deferring your course	21
Suspending your course	22
Transferring courses within Alpha Education House	22
Discontinuing your studies	23

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Student Handbook

Suspending or cancelling your enrolment	23
Privacy and access to records	24
Student code of conduct	25
Your responsibilities	26
Your rights	27
Emergency contacts and other useful numbers and information	Error! Bookmark not defined.
Crisis support	Error! Bookmark not defined.



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INTRODUCTION

WELCOME

We are delighted that you have chosen to study with us. This handbook provides you with everything you need to know about your learning journey at Alpha Education House. By choosing us as your education provider, you are selecting high-quality, industry-relevant courses designed to equip you with the skills and knowledge for future success.



ABOUT ALPHA EDUCATION HOUSE

Located in Sydney, Australia, Alpha Education House delivers high-quality courses in the areas of business, leadership and management, and salon management. With accessible and comfortable facilities, industry-current trainers and assessors, and modern equipment and resources, Alpha Education House is a smart choice for your learning and future career success.

Alpha Education House is a provider of vocational education and training (VET) — a sector in Australia built on a strong partnership between governments and industry. VET qualifications are delivered by government institutions, such as Technical and Further Education (TAFE) institutes, as well as private institutions like ours.

As a private Registered Training Organisation (RTO Code 46419), we are committed to helping you develop practical skills that are relevant and valued in your industry. VET courses are competency-based, meaning you will be assessed on your ability to meet industry standards. You will be graded as either Competent or Not Yet Competent. Once you have achieved competency in all units within your course, you will be awarded your qualification certificate.

To learn more about vocational education in Australia, including the various certificate levels in the national framework, visit: <https://www.studyinaustralia.gov.au/English/Australian-Education/Vocational-education>

OUR OBLIGATION TO YOU

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Outcome Standards for RTOs, which are part of the VET Quality Framework.

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this



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means that we take responsibility for any third parties we may work with – this includes training partners and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the 'Complaints and Appeals' section of this handbook for information on how to do so.

OUR CONTACT DETAILS

Australian Education and Training Institute (AETI) Pty Ltd

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Main telephone number: 0415 467 684

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STUDENT SUPPORT CONTACT DETAILS

CEO: Nicolino Colonna, 0415 467 684

Available 24/7 for emergency situations.

ABOUT ONLINE STUDY

At Alpha Education House, our self-paced online learning gives you the flexibility to study when and where it suits you. There are no fixed class times, so you can fit your studies around work, family, and other commitments. All your course materials, videos, and assessments are available through our easy-to-use online platform, allowing you to learn at your own speed — moving quickly through familiar topics and taking more time on areas, you find challenging.

Although you control your schedule, you are fully supported throughout your course. Our trainers and assessors are available to answer questions, provide feedback, and help you stay on track. This learning style is perfect for independent, motivated students who want flexibility without losing access to expert guidance.



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COURSES WE OFFER

Alpha Education House offers the following courses to students:

1. BSB40120 Certificate IV in Business (Release 1)
2. BSB50420 Diploma of Leadership and Management (Release 3)
3. SHB50216 Diploma of Salon Management (Release 1)

WHAT IS A USI AND WHY DO I NEED ONE?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/exemptions>.

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

RPL AND CREDIT TRANSFER

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the 'Fees and Refunds' section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.



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COURSE ORIENTATION

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Critical incidents and critical incident reporting.
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Question and answer session.
- Assistance in creating your USI if you have not done so already.



WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT?

Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification— you will be eligible to be awarded your qualification.



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WORK PLACEMENTS

Some courses that we offer require you to complete a work placement. A work placement is structured workplace learning that is required as part of the course and prepares you for the workforce. The placement is designed to help you better understand what you have learned in classroom training and provides you with the opportunity to perform tasks relating to your course in an appropriate industry setting.

There are many benefits of participating in a work placement. You will have the opportunity to:

- apply the knowledge and skills learned during your course in a workplace setting
- gain skills that are recognised by industry
- get to know an employer.

Alpha Education House will assist you to find a work placement, or you may find your own work placement. Further information will be provided at your orientation. However, it is important to understand that as a requirement of work placement you will be required to complete a National Police Certificate and some workplaces may require further checks such as working with children and disability worker checks. You will need to pay for these checks yourself and as a guide these checks would be around \$50 - \$80 each. Further details will be required at orientation.

It is also important to understand that certain workplaces have immunisation requirements. If you have any concerns about these requirements, please speak to us.

REASSESSMENT ARRANGEMENTS

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the 'Fees and Refunds' information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the 'Fees and Refunds' section for more information.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.



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ACADEMIC INTEGRITY

Artificial Intelligence (AI) and Large Language Models (LLMs) are increasingly being used in the workplace and educational facilities.

Alpha Education House expects that all content generated in the course of undertaking studies with us will be your own original work.

Any use of AI will be for assistive purposes only, not to create substantive content for assessment.

Alpha Education House has a plagiarism policy which sets out expectations regarding academic integrity and the methods we use to detect AI and LLMs in student assessments.

The plagiarism policy also covers our stance on cheating, collusion and other forms of plagiarism.

Usage of text directly from AI or LLMs is plagiarism and is treated as such.

Alpha Education House provides students with further information about academic integrity during orientation and your trainer and assessor will also discuss this with you in class.

SUPPORT AND WELFARE

We all need a little extra support sometimes. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues, including your overall wellbeing.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Information about external sources of support.



You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues. Please communicate with us because we care. We don't charge for internal services but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.



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Some support services are listed in our Important information section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

ISSUING CERTIFICATES

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

REISSUING CERTIFICATION DOCUMENTS

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our 'Fees and Refunds' section for more information.

FEEDBACK

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.



IF YOUR DETAILS CHANGE...

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. Please notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.



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WHAT'S REQUIRED OF ME AS A STUDENT?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information.

We look forward to welcoming you as a new student and wish you the best of luck in your studies!

HOW CAN I APPLY?

The application process is outlined in the diagram below:

Complete and send your Application for Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies of previous qualifications, your ID and previous schooling.



When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, we will arrange an interview with you and provide you with a Language Literacy and Numeracy assessment to complete. Your interview may be in person or via phone or Skype.



Your application will then be processed and if you are successful, you will be issued with an Offer Letter and Student Agreement. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before re-applying.



Carefully review your Offer Letter and Student Agreement and make sure your course fees, duration and payment plan are correctly stated. Read through all of the included policies and procedures and if you are in agreement, sign and return to us along with payment of fees.



Once we have received your first payment, you will confirm your enrolment in writing.



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POLICIES AND PROCESSES

FEES AND REFUNDS

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from AETI Pty Ltd T/as Alpha Education House. AETI Pty Ltd T/as Alpha Education House may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of AETI Pty Ltd T/as Alpha Education House schedule of fees and charges.

You can find out about the fees for a course on the Course Brochure and in addition all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

We protect your fees at all times by:

- maintaining a sufficient amount in our account so we are able to repay all tuition fees already paid
- never charging any more than \$1,500 in one instalment.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Non-tuition fees that may apply include:

NON-TUITION FEES THAT MAY APPLY	AMOUNT
Deferral fee	Nil
Re-assessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee)	\$100
Fees for late payment of course fees	\$100 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Application fee of \$250 Unit fee \$500

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NON-TUITION FEES THAT MAY APPLY	AMOUNT
Re-issuance of certificate	\$100

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to cancel regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to cancel: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

Learners who cancel their enrolment part way through a training program must notify AETI Pty Ltd T/as Alpha Education House in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Replacement of text & training workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to AETI Pty Ltd T/as Alpha Education House schedule of fees and charges.



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Repeating the unit

This will incur an additional fee of AU\$500 per unit

Refunds

Learners, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

Learners who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program may be entitled to a 80% refund of fees paid. The amount retained (20%) by AETI Pty Ltd T/as Alpha Education House is required to cover the costs of staff and resources which will have already been committed based on the learner's initial intention to undertake the training.

Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a learner has purchased a text or training workbooks and subsequently cancels, AETI Pty Ltd T/as Alpha Education House will not refund monies for the text.

Payment method

AETI Pty Ltd T/as Alpha Education House accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to AETI Pty Ltd T/as Alpha Education House)
- Payment in cash is discouraged.

Substitutions

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date.

Transfers

Requests for transfers to alternate programs can be arranged if AETI Pty Ltd T/as Alpha Education House is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where AETI Pty Ltd T/as Alpha Education House has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).



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Statutory cooling off period

The Standards for Registered Training Organisations require AETI Pty Ltd T/as Alpha Education House to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that AETI Pty Ltd T/as Alpha Education House do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

Our Guarantee to Clients

If AETI Pty Ltd T/as Alpha Education House cancels or ceases to provide training, AETI Pty Ltd T/as Alpha Education House must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A learner enrolled in a course of 12 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the learner at that time had completed 4 of the 10 units. The learner's enrolment would be finalised and the learner would receive a Statement of Attainment for the 4 completed units. The learner would also receive a refund of \$900.00 which represents that value of the training not delivered.

REFUNDS

As per Fee and Refund Policy and Procedure V1.1. Please carefully read the following information about refunds. This applies whether you paid the fees or someone else paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except where we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to completion the Refund Application Form. The refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees.

The refund policy does not remove your right to take further action under Australian Consumer Law.

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In addition to the above circumstances, refunds apply as follows:

CIRCUMSTANCE	REFUND DUE
Alpha Education House cancels course before commencement.	Full refund of all fees.
Alpha Education House cancels course following commencement.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.



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COMPLAINTS AND APPEALS

Making complaints & appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeal seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner of Alpha Education House, as well as any third party that provides services on our behalf. AETI Pty Ltd T/as Alpha Education House is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

- Website address: www.alphaeducationhouse.com.au

Once you have completed the required form you are requested to submit this to the Office Manager either electronically via the following contact details:

- Email: info@alphaeducationhouse.edu.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

- **0415 467 684**

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by AETI Pty Ltd T/as Alpha Education House in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to AETI Pty Ltd T/as Alpha Education House within **28 days** of the learner being informed of the decision or finding.



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Student Handbook

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

AETI Pty Ltd T/as Alpha Education House applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the AETI Pty Ltd T/as Alpha Education House website.
- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 3 working days** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the persons rights and obligations.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by AETI Pty Ltd T/as Alpha Education House including all details of lodgement, response and resolution. AETI Pty Ltd T/as Alpha Education House will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, AETI Pty Ltd T/as Alpha Education House is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. AETI Pty Ltd T/as Alpha Education House will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in



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confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- The handling of a complaint / appeal is to commence within **seven (7) working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome **within thirty (30) days** of the complaint / appeal being initially received. Where AETI Pty Ltd T/as Alpha Education House Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, AETI Pty Ltd T/as Alpha Education House will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of AETI Pty Ltd T/as Alpha Education House and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- AETI Pty Ltd T/as Alpha Education House shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No AETI Pty Ltd T/as Alpha Education House representative will disclose information to any person without the permission of AETI Pty Ltd T/as Alpha Education House Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker



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Student Handbook

must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

INDEPENDENT PARTIES

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to an independent mediator. We recommend the Resolution Institute. You are responsible for all associated costs, except where we make a decision to refer the matter to the Resolution Institute.

We will cooperate in full with the independent mediator's decision and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the independent mediator's decision.

Complaints can also be made to the organisations indicated below:

NATIONAL TRAINING COMPLAINTS HOTLINE:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Online Complaints Form: <https://www.dewr.gov.au/national-training-complaints-hotline/national-training-complaints-hotline-complaints-form>

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.



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Student Handbook

COMPASSIONATE OR COMPELLING CIRCUMSTANCES

You will find that many of our policies refer to compassionate and compelling circumstances so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

COURSE PROGRESS AND MONITORING

At Alpha Education House, we want you to succeed — and that means keeping up steady progress in your course. Studying online at your own pace gives you a lot of flexibility, but it also means you need to stay engaged and connected.

To help you stay on track, we ask that you:

Log in regularly and work through your learning materials.

Complete your assessments by the due dates given.

Stay in touch with your trainer/assessor and take part in online activities.

If you're going to be away from your studies for more than 5 days, just let us know. That way, we can work with you to adjust your study plan if needed. If we notice you haven't been active for a while, we'll reach out by email, phone, or SMS to check in and offer support.

Sometimes, life gets in the way — and that's okay. If we see that you're falling behind (for example, if you haven't logged in for a while, haven't submitted assessments on time, or have received a Not Yet Competent result), we'll send you a First Support Letter. This is just an invitation to chat about what's happening and agree on a plan (an "Intervention Strategy") to help you get back on track.

If things still aren't improving, we may send a Second Support Letter so we can review your plan together and make any changes needed. Our goal is always to help you complete your course successfully.

If, after our support and check-ins, you're still unable to make satisfactory progress, we may need to consider cancelling your enrolment. We'll always explain why, and you'll have the right to appeal the decision within 20 days (see Complaints and Appeals in this handbook).

We understand that sometimes unexpected things happen. If you're experiencing compassionate or compelling circumstances, we may be able to extend your course or adjust your study plan. The most important thing is — talk to us early so we can support you.



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Student Handbook

DEFERRING YOUR COURSE

Alpha Education House allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

SUSPENDING YOUR COURSE

Alpha Education House allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved you will receive a new Student Agreement including a revised start date.

A leave of absence will not be approved if fees are unpaid.

TRANSFERRING COURSES WITHIN ALPHA EDUCATION HOUSE

Alpha Education House offers students the options to transfer to other courses within Alpha Education House.

Alpha Education House will approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met.

Alpha Education House will not approve your request if:

- you have unpaid course fees for the current study period.



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Student Handbook

HOW TO APPLY

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for wishing to transfer.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, we will confirm your new enrolment in writing. It is also important to check whether us whether any additional fees will be required to be paid.



APPEALING THE DECISION

If your application for internal transfer is unsuccessful you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

DISCONTINUING YOUR STUDIES

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

SUSPENDING OR CANCELLING YOUR ENROLMENT

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.



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Student Handbook

We will not cancel your enrolment until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

PRIVACY AND ACCESS TO RECORDS

WHY WE COLLECT YOUR PERSONAL INFORMATION

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage



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Student Handbook

- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

SURVEYS

You may receive a student survey which may be run by a government department or an NCVER employee, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

CONTACT INFORMATION

At any time, you may contact Alpha Education House to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

STUDENT CODE OF CONDUCT

The following information outlines what's expected of you.



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Student Handbook

YOUR RESPONSIBILITIES

POLICIES AND PROCEDURES

You are expected to:

- read and follow our policies as documented in this Handbook
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

LEARNING AND ASSESSMENT

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

CLASSROOM CONDUCT

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.



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Student Handbook

RESPECT AND ETHICS

You are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

YOUR RIGHTS

POLICIES AND PROCEDURES

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you
- have the opportunity to provide feedback on services received.

LEARNING AND ASSESSMENT

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission
- receive feedback on assessments where the result is not satisfactory.



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Student Handbook

ONLINE AND CLASSROOM CONDUCT

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

Online etiquette

Many of you will be undertaking your studies online. You will be engaging with the trainer and other students in forums, breakout rooms and webinars.

It is therefore important that you consider your behaviour and appearance, as if you are meeting the trainer and colleagues face to face.

The following points are to assist you get the most out of your course and enjoy your studies.

- Dress like you are going to class
- Sit at a desk or table, as you would in a classroom
- Be aware of your background
- Put your mic on mute unless you are speaking.
- Be punctual, log in on time.
- Be prepared for your class – read the course resources
- Introduce yourself and respect your peers
- Set up your space, make sure it's quiet and uninterrupted
- Embrace being flexible
- Speak up and engage with the other students and the trainer

RESPECT AND ETHICS

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- to interact with others in a collaborative, professional manner
- respect for yourself and your property.



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