

# **Student Handbook International Students**

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**Student Handbook International Students  
Version 10.0**

Last updated: 2 July 2024

This handbook is for use by all international students.

Provider name: AIE Institute Ltd

Provider ID: PRV14333

CRICOS Provider Code: 03986F

ABN 91 624 067 536

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COVER IMAGE: TBA

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## 1 Welcome to AIE Institute

Welcome to AIE Institute and to your future within the digital games and entertainment industry. You are joining a community of passionate students and teachers and embarking on an innovative course in game development at an exciting time for the industry. As the global appetite for games, simulation and gamification grows, so too do the limits and boundaries of knowledge, creating new arenas and technologies for development and exploration. Your time studying at AIE Institute will provide you with the skills and knowledge to use your technical, artistic and creative abilities to lead in the development of these future applications and technologies.

AIE Institute acknowledges the Aboriginal People and Torres Strait Islander People as the first inhabitants of the nation, and acknowledges the Traditional Owners of the lands where our staff and students live, learn and work. AIE Institute celebrates diversity in all its forms and welcomes students to our harmonious and supportive environment. I hope you enjoy your studies with us and urge you to make the most of the study, work, leadership and social opportunities your time here provides. Work hard, have fun and get involved as you commence your journey into an exciting future.

**Vicki De Margheriti**  
*Chief Executive Officer*



## 1.1 AIE Institute vision and mission

### 1.1.1 Vision statement

To be the world's best educator in computer game development, film and visual effects.

### 1.1.2 Mission statement

To produce work-ready and job-creating graduates who will pioneer a future of innovation and enterprise.

## 1.2 About this student handbook

This student handbook is intended for international students and provides information to assist you with your studies at AIE Institute. As a student, it is important that you understand your responsibilities and the policies, procedures and processes used at AIE Institute. This handbook contains information on these, and it is important that you read and understand this information.

You can access the most up-to-date version of AIE Institute's student handbook at any time via your learning management system (LMS) and our website: [www.aieinstitute.edu.au/](http://www.aieinstitute.edu.au/).

## 2 Contacts

Standard office hours of operation are 9.00 am to 5.00 pm on weekdays, excluding public holidays.

Please note that calling from a country outside of Australia will require the inclusion of the country code 61.

### 2.1 Campus contacts

#### 2.1.1 Campus locations

Campus	Address
Sydney	Level 1, 33 Mountain Street, Ultimo NSW 2007

#### 2.1.2 Campus receptions and Student Administration offices

Campus	Phone	Email
Sydney	02 8514 8800	<a href="mailto:administration@aieinstitute.edu.au">administration@aieinstitute.edu.au</a>

#### 2.1.3 Heads of school

Campus	Name	Phone	Email
Sydney	Alexandra Mannell	02 8514 8807	<a href="mailto:alexandra.mannell@aieinstitute.edu.au">alexandra.mannell@aieinstitute.edu.au</a>

#### 2.1.4 Workplace Health and Safety (WHS) contact officers

Campus	Name	Phone	Email
Sydney	Alexandra Mannell	02 8514 8807	<a href="mailto:alexandra.mannell@aieinstitute.edu.au">alexandra.mannell@aieinstitute.edu.au</a>

#### 2.1.5 Harassment officers

Campus	Name	Phone	Email
Sydney	Alexandra Mannell	02 8514 8807	<a href="mailto:alexandra.mannell@aieinstitute.edu.au">alexandra.mannell@aieinstitute.edu.au</a>

#### 2.1.6 First aid officers

Campus	Name	Phone	Email
Sydney	Alexandra Mannell	02 6162 5166	<a href="mailto:alexandra.mannell@aieinstitute.edu.au">alexandra.mannell@aieinstitute.edu.au</a>

## 2.2 Emergency contacts

In a **life-threatening** situation, **emergency**, or critical incident that requires **emergency services support** – you are responsible to immediately call emergency services.

**Dial 000  
immediately**

## 2.3 Student Administration, student support services, library services, and IT services

For further information on student support services, library services, and IT services, please see relevant sections within this handbook.

Campus	Phone	Email
Student Administration	1300 972 622	<a href="mailto:administration@aieinstitute.edu.au">administration@aieinstitute.edu.au</a>
Student Support Services	1300 972 622	<a href="mailto:studentsupportservices@aieinstitute.edu.au">studentsupportservices@aieinstitute.edu.au</a>
Library Services	1300 972 622	<a href="mailto:library@aieinstitute.edu.au">library@aieinstitute.edu.au</a>
IT Services	<b>Urgent support:</b> 1300 323 182	<a href="#">IT Service Desk</a>

## 2.4 Academic contacts

### 2.4.1 Academic teaching contacts

Academic staff are available for consultation with students at each campus during their consultation hours. All academic staff consultation hours and contact details are available on your LMS. The consultation hours and contact details relevant to each particular unit are also found within that unit's study guide, also available on your LMS.

### 2.4.2 Academic management contacts

Role	Name	Email	Consultation Hours
Academic Director	Ann-Maree Davies	<a href="mailto:annmareed@aie.edu.au">annmareed@aie.edu.au</a>	Mon & Tue 1pm - 4pm
Course Coordinator	Tony Oakden	<a href="mailto:tony.oakden@aie.edu.au">tony.oakden@aie.edu.au</a>	Friday 10am - 12pm

# 3 Course Information

## 3.1 Why study at AIE Institute

AIE Institute is offering a Bachelor of Game Development degree in 2024, building upon AIE's 25+ years as Australia's peak non-profit Registered Training Organisation (RTO) for the Australian video games, 3D animation and related digital industries. Specialising in game art, game design and game programming, AIE Institute provides students with real avenues to employment and further studies through innovative programs that combine current knowledge and role-based learning within a project-based professional simulation environment. Our courses are developed and continuously reviewed in close consultation with industry and is delivered by industry-experienced faculty.

AIE Institute's Bachelor of Game Development course is nationally accredited and recognised through the Tertiary Education and Quality Standards Agency (TEQSA) and complies with the Australian Qualifications Framework (AQF).

## 3.2 Bachelor of Game Development overview

**Course Code: CRS1400953**

**CRICOS Course Code: 108905F**

AIE Institute offers a Bachelor of Game Development with three majors. This enables you to study a broad and coherent range of knowledge in game development, whilst also specialising to develop a depth of knowledge in game art, game design or game programming.

You can choose from among:

- a. Bachelor of Game Development Major in Game Art – *BGameDev (Art)*
- b. Bachelor of Game Development Major in Game Design – *BGameDev (Design)*
- c. Bachelor of Game Development Major in Game Programming – *BGameDev (Programming)*.

Upon graduation you will have a depth of knowledge in the disciplines of game art, game design or game programming as a basis for lifelong learning and practice in game development. You will have the cognitive, creative and technical skills to critically analyse, problem-solve and communicate game projects. You will be able to apply your knowledge and skills individually and collaboratively in professional practice. AIE Institute's Bachelor of Game Development will qualify you for professional work in game development and provide a pathway for further learning in game studies.

### 3.2.1 Course learning outcomes

Upon graduation of this course, you will be able to:

1. Demonstrate broad technical and theoretical knowledge of contemporary practices and processes in digital game development, with specialised knowledge in game art, design or programming as a basis for independent lifelong learning
2. Use cognitive and research skills to analyse, critically review and synthesise theoretical and practical information in game development
3. Use cognitive, technical and creative skills to solve game design problems and produce innovative concepts for game development
4. Write effectively and deliver engaging and influential presentations and proposals for original game concepts and projects to a range of stakeholders
5. Apply initiative and judgement to make effective decisions in the production of innovative digital game projects and scholarship
6. Adapt knowledge and skills across diverse contexts that underpin the development of digital games
7. Practise responsible and ethical behaviour with respect to diversity and inclusion across a range of contexts
8. Apply effective self-management skills to work individually, or collaboratively as part of a team.

### 3.2.2 Graduate attributes

Through completion of the Bachelor of Game Development in one of three majors, AIE Institute graduates will be work-ready, entry-level professionals with:

1. Broad discipline knowledge and skills, with deep knowledge in areas of specialisation to be lifelong learners
2. Cognitive and research skills to be critical and analytical thinkers
3. Creative and innovative problem-solving skills
4. Effective and influential communication skills
5. The ability to make effective decisions, exercising initiative and professional judgement
6. Skills to be adaptable, responsible and ethical local and global citizens
7. Effective teamwork and self-management skills.



### 3.3 Overview of Bachelor of Game Development Major in Game Art

#### BGameDev (Art)

##### 3.3.1 Major description

This major specialises in game art and targets the development of skills required by game artists. You will gain a deep critical understanding of digital game art and production through critical analysis of games and animations; create levels, avatars, and animations using problem solving skills, and develop a multitude of artistic, creative, cognitive and technical skills in order to foster your creativity and professional knowledge in the domain of game art.

As a graduate of the course specialising in this major, you will have broad discipline knowledge and skills, with deep knowledge in the area of game art to be a lifelong learner, and develop a range of skills including cognitive and research skills, creative and innovative problem-solving skills, as well as teamwork and self-management skills. You will apply initiative and judgement to make effective decisions in the production of innovative digital game projects and scholarship for independent game production, including digital and mobile marketplaces, and demonstrate characteristics of being an adaptable, responsible and ethical local and global citizen, as well as a critical and analytical thinker.

This major:

- a. Immerses you in a collaborative, creative game development process, cultivating a research culture with an emphasis on teamwork, critical analysis, evaluation and reflection in game development projects
- b. Gives you deep experience in game art, including graphic design principles, art optimisation techniques, modelling and texturing, digital lighting and visual effects, principles of animation, character pipeline, character design and animation, level design, graphical user interface design, user experience design, and virtual and augmented reality technologies
- c. Teaches you expansive creative control of complete game projects through agile game development, project management, communication and teamwork skills in order to go beyond technical mastery and build up a professional portfolio of game development
- d. Presents you with the necessary business knowledge and skills needed to launch your own game products and sustainably operate a game studio
- e. Equips you with a critical language for researching games for wellbeing and embedding research throughout your professional creative and reflective practice.

Graduates will design and develop levels, avatars, and animations in highly advanced game projects for the enjoyment and wellbeing of the community, while specialising in game art. Critical and broader games research, including the development of games for wellbeing, is embedded throughout the degree.

Throughout the course of study, you will utilise role-based learning and gain the experience of working in a game studio environment supervised by experienced industry practitioners and academics. You will work collaboratively in teams with game design and game programming students in a dynamic and multidisciplinary environment.

The course has two capstone projects: Major game production 1 and Major game production 2, with the intention that you will leave with a complete game produced in a team environment creatively driven by you but advised and curated by academic and professional staff.

Students complete a total of 240 credit points across their course, with each unit of study counting as 10 credit points, except for the capstone project Major game production 2 which is 20 credit points. In your final semester you will have the option of applying for a full time industry internship worth 40 credit points or undertaking Major game production 2 and completing two electives. In the elective units, you will have an opportunity to build your interdisciplinary knowledge and breadth by choosing and combining courses in the areas of game design and programming, if you wish to develop design skills or programming capabilities.

### 3.3.2 Structure of Bachelor of Game Development Major in Game Art

Year One			
	Unit	CP	
Semester 1	GDC101 Introduction to game art	10	
	GDC102 Introduction to game design	10	
	GDC103 Introduction to game programming	10	
	GDC100A Game development project 1	10	
Semester 2	GDX101 Level design theory	10	
	GDX102 Graphic design principles	10	
	GDX103 Art optimisation techniques	10	
	GDC100B Game development project 2	10	
<b>Total CP</b>		<b>80</b>	
Year Two			
	Unit	CP	
Semester 1	GDA201 Principles of animation	10	
	GDC201 Human-computer interaction and user experience design	10	
	GDA101 Modelling and texturing for game environments	10	
	GDC200A Game development project 3	10	
Semester 2	GDA202 Character Pipeline	10	
	GDA203 Digital lighting and visual effects	10	
	GDX201 Graphical user interface design	10	
	GDC200B Game development project 4	10	
<b>Total CP</b>		<b>80</b>	
Year Three			
	Unit	CP	
Semester 1	GDA301 Character animation	10	
	GDC301 Game studies for wellbeing	10	
	GDC302 Virtual and augmented reality technologies	10	
	GDC300A Major game production 1	10	
Semester 2	GDC300B Major game production 2	<b>OR</b> GDC300I Internship (40cp) Must be taken as full-time study	20
	Elective: Choose any 2 <sup>nd</sup> or 3 <sup>rd</sup> year unit from another major		10
	Elective: Choose any 2 <sup>nd</sup> or 3 <sup>rd</sup> year unit from another major		10
<b>Total CP</b>		<b>80</b>	

## 3.4 Overview of Bachelor of Game Development Major in Game Design

### Short form: BGameDev (Design)

#### 3.4.1 Major description

This major specialises in game design and targets the development of skills required by game designers. You will gain a deep critical understanding of digital game design processes through the critical analysis of games, synthesise game elements using problem solving skills, and develop a multitude of artistic, creative, cognitive, and technical skills in order to foster your creativity and professional knowledge in the domain of game design.

As a graduate of the course specialising in this major, you will have broad discipline knowledge and skills, with deep knowledge in the area of game design to be a lifelong learner, and develop a range of skills, including cognitive and research skills, creative and innovative problem-solving skills, as well as teamwork and self-management skills. You will apply initiative and judgement to make effective decisions in the production of innovative digital game projects and scholarship for independent game production including digital and mobile marketplaces, and demonstrate characteristics of being an adaptable, responsible and ethical local and global citizen, as well as a critical and analytical thinker.

This major:

- a. Immerses you in a collaborative, creative game development process, cultivating a research culture with an emphasis on teamwork, critical analysis, evaluation and reflection in game development projects
- b. Gives you deep experience in game design, including graphic design principles, art optimisation techniques, system design, level design, interactive narrative design, graphical user interface design, user experience design, virtual and augmented reality technologies, and quality assurance and game play testing
- c. Teaches you expansive creative control of complete game projects through agile game development, project management, communication and teamwork skills in order to go beyond technical mastery and build up a professional portfolio of game development
- d. Presents you with the necessary business knowledge and skills needed to launch your own game products and sustainably operate a game studio
- e. Equips you with a critical language for researching games for wellbeing and studying critical game studies, and embedding research throughout your professional creative and reflective practice.

Bachelor of Game Development Major in Game Design graduates will design and develop highly advanced game projects, for the enjoyment and wellbeing of the community, while specialising in game design. Critical game studies and broader games research including the development of games for wellbeing are embedded throughout the degree.

Throughout the course of study, you will utilise role-based learning and gain the experience of working in a game studio environment supervised by experienced industry practitioners and academics. You will work collaboratively in teams with game art and game programming students in a dynamic and multidisciplinary environment.

The course has two capstone projects: Major game production 1 and Major game production 2, with the intention that you will leave with a complete game produced in a team environment creatively driven by you but advised and curated by academic and professional staff.

Students complete a total of 240 credit points across their course, with each unit of study counting as 10 credit points, except for the capstone project Major Production 2 which is 20 credit points. In your final semester you will have the option of applying for a full-time industry internship worth 40 credit points or undertaking Major Production 2 and completing two electives. In the elective units, you will have an

opportunity to build your interdisciplinary knowledge and breadth by choosing and combining courses in the areas of game art and programming, if you wish to develop artistic skills or programming capabilities.

### 3.4.2 Structure of Bachelor of Game Development Major in Game Design

Year One			
	Unit	CP	
Semester 1	GDC101 Introduction to game art	10	
	GDC102 Introduction to game design	10	
	GDC103 Introduction to game programming	10	
	GDC100A Game development project 1	10	
Semester 2	GDX101 Level design theory	10	
	GDX102 Graphic design principles	10	
	GDX103 Art optimisation techniques	10	
	GDC100B Game development project 2	10	
<b>Total CP</b>		<b>80</b>	
Year Two			
	Unit	CP	
Semester 1	GDD201 Interactive narrative design	10	
	GDC201 Human-computer interaction and user experience design	10	
	GDD202 System design principles	10	
	GDC200A Game development project 3	10	
Semester 2	GDD203 Modular level design for game environments	10	
	GDD204 Quality assurance and game play testing	10	
	GDX201 Graphical user interface design	10	
	GDC200B Game development project 4	10	
<b>Total CP</b>		<b>80</b>	
Year Three			
	Unit	CP	
Semester 1	GDD301 Critical game studies	10	
	GDC301 Game studies for wellbeing	10	
	GDC302 Virtual and augmented reality technologies	10	
	GDC300A Major game production 1	10	
Semester 2	GDC300B Major game production 2	<b>OR GDC300I Internship (40cp)</b> <b>Must be taken as full-time study</b>	20
	Elective: Choose any 2 <sup>nd</sup> or 3 <sup>rd</sup> year unit from another major		10

	Elective: Choose any 2 <sup>nd</sup> or 3 <sup>rd</sup> year unit from another major		10
<b>Total CP</b>			<b>80</b>

### 3.5 Overview of Bachelor of Game Development Major in Game Programming

#### Short form: BGameDev (Programming)

##### 3.5.1 Major description

This major specialises in game programming and targets the development of skills required by game programmers. You will gain a deep critical understanding of digital game programming through critical analysis of games, design and develop algorithms for game engines using problem solving skills and programming languages, and develop a multitude of analytical, cognitive, and technical skills in order to foster your creativity and professional knowledge in the domain of game programming.

As a graduate of the course specialising in this major, you will have broad discipline knowledge and skills, with deep knowledge in the area of game programming to be a lifelong learner, develop a range of skills including cognitive and research skills, creative and innovative problem-solving skills, as well as teamwork and self-management skills. You will apply initiative and judgement to make effective decisions in the production of innovative digital game projects and scholarship for independent game production including digital and mobile marketplaces, and demonstrate characteristics of being an adaptable, responsible and ethical local and global citizen, as well as a critical and analytical thinker.

This major:

- a. Immerses you in a collaborative, creative game development process, cultivating a research culture with an emphasis on teamwork, critical analysis, evaluation and reflection in game development projects
- b. Gives you deep experience in game programming, including object oriented-programming, discrete maths and transformations, fundamentals for computer graphics, computer graphics using shaders, algorithms and data structures, advanced programming techniques, connected games, software engineering, graphical user interface design, user experience design, and virtual and augmented reality technologies
- c. Teaches you expansive creative control of complete game projects through agile game development, project management, communication and teamwork skills in order to go beyond technical mastery and build up a professional portfolio of game development
- d. Presents you with the necessary business knowledge and skills needed to launch your own game products and sustainably operate a game studio
- e. Equips you with a critical language for researching games for wellbeing and embedding research throughout your professional creative and reflective practice.

Bachelor of Game Development Major in Game Programming graduates will write code for game engines used in highly advanced game projects, for the enjoyment and wellbeing of the community, while specialising in game programming. Critical and broader games research, including the development of games for wellbeing, is embedded throughout the degree.

Throughout the course of study, you will utilise role-based learning and gain the experience of working in a game studio environment supervised by experienced industry practitioners and academics. You will work collaboratively in teams with game art and game design students in a dynamic and multidisciplinary environment.

The course has two capstone projects: Major game production 1 and Major game production 2, with the intention that you will leave with a complete game produced in a team environment creatively driven by you but advised and curated by academic and professional staff.

Students complete a total of 240 credit points across their course, with each unit of study counting as 10 credit points, except for the capstone project Major Production 2 which is 20 credit points. In your final semester you will have the option of applying for a full-time industry internship worth 40 credit points, or undertaking Major Production 2 and completing two electives. In the elective units, you will have an opportunity to build your interdisciplinary knowledge and breadth by choosing and combining courses in the areas of game art and game design, allowing you to develop art and design capabilities.

### 3.5.2 Structure of Bachelor of Game Development Major in Game Programming

Year One			
	Unit	CP	
Semester 1	GDC101 Introduction to game art	10	
	GDC102 Introduction to game design	10	
	GDC103 Introduction to game programming	10	
	GDC100A Game development project 1	10	
Semester 2	GDP101 Introduction to OO programming and C++	10	
	GDP102 Maths for games	10	
	GDP103 Introduction to computer graphics	10	
	GDC100B Game development project 2	10	
<b>Total CP</b>		<b>80</b>	
Year Two			
	Unit	CP	
Semester 1	GDP201 Advanced programming techniques for games	10	
	GDC201 Human-computer interaction and user experience design	10	
	GDP202 Algorithms and data structures	10	
	GDC200A Game development project 3	10	
Semester 2	GDP203 Software engineering	10	
	GDP204 Network programming for connected games	10	
	GDP205 Computer graphics using shaders	10	
	GDC200B Game development project 4	10	
<b>Total CP</b>		<b>80</b>	
Year Three			
	Unit	CP	
Semester 1	GDP301 Systems programming and cross-platform development	10	
	GDC301 Game studies for wellbeing	10	
	GDC302 Virtual and augmented reality technologies	10	
	GDC300A Major game production 1	10	
Semester 2	GDC300B Major game production 2	OR GDC300I Internship (40cp) Must be taken as full-time study	20
	Elective: Choose any 2 <sup>nd</sup> or 3 <sup>rd</sup> year unit from another major		10

	Elective: Choose any 2 <sup>nd</sup> or 3 <sup>rd</sup> year unit from another major		10
<b>Total CP</b>			<b>80</b>

## 3.6 Certification and graduation

### 3.6.1 Graduation

You will be eligible to receive a testamur for your award on completion of all requirements of the course in which you are enrolled. Students must apply to receive a testamur and official academic transcript using the *Testamur Request Form* or *Academic Transcript Request Form*. Students must have met all requirements and finalised all financial matters prior to the published cut-off date to ensure a place at the graduation ceremony. If you are unable to attend the graduation ceremony, you may graduate in absentia, in which case your testamur and official academic transcript will be posted to you.

For further information on graduation and links to relevant policies and procedures, please refer to *Graduation and Certification Policy and Procedure* available at: <https://aieinstitute.edu.au/about-us/policies-and-procedures/>.

If you have any questions, please contact Student Administration: [administration@aieinstitute.edu.au](mailto:administration@aieinstitute.edu.au).

### 3.6.2 In-progress transcript

Official or unofficial academic transcripts may be requested at any time after completing at least one unit of study. An official academic transcript will incur a fee as it will be signed by the official delegate and printed on official transcript paper. An unofficial transcript does not incur a fee. Please contact Student Administration for further information: [administration@aieinstitute.edu.au](mailto:administration@aieinstitute.edu.au).

## 4 Commencement information

### 4.1 Entry requirements

Information regarding admissions, applications and commencement can be found in the *Admissions Policy and Procedure*, available at: <https://aieinstitute.edu.au/international-students/policies-and-procedures/>.

You may also refer to our application process webpage at: <https://aieinstitute.edu.au/international-students/application-process/>.

If you have any questions that have not been resolved, please contact us directly at: [admissions@aieinstitute.edu.au](mailto:admissions@aieinstitute.edu.au).

#### 4.1.1 How to apply

To apply for admission, you must complete your application using the approved *Admissions Application Form – International Students* and demonstrate that you meet the entry requirements by providing relevant evidence. You will find the form on the prospective students' webpage, and you must submit it by the due date. The form contains all information on how to fill out the form, evidence requirements, the submission process, letters of offer and enrolment. We advise you to apply as early as possible to allow sufficient time for your application to be processed as late applications may not be processed in time for the upcoming semester. Your application form and required documentation must be submitted to admissions at: [admissions@aieinstitute.edu.au](mailto:admissions@aieinstitute.edu.au).

For further information refer to *Admissions Policy and Procedure* to ensure that you understand the process, available at: <https://aieinstitute.edu.au/international-students/policies-and-procedures/>.



You may also refer to our application process webpage at: <https://aieinstitute.edu.au/international-students/application-process/>.

If you have any questions that have not been resolved, please contact us directly at: [admissions@aieinstitute.edu.au](mailto:admissions@aieinstitute.edu.au).

#### 4.1.2 International student enrolment responsibilities

As an international student, you are responsible for ensuring that you adhere to all relevant Australian government regulations and processes regarding your student visa. This may include ensuring that you enrol into and maintain a full study load to attain and maintain your international student visa.

AIE Institute is unable to offer advice on visa attainment or visa implications of enrolment, withdrawal, and/or study progression decisions or action steps implemented.

#### 4.1.3 How to apply to change your enrolment

There are times when you may need to change your enrolment. As an example, you may need to:

- a. Apply to defer your commencement in the course
- b. Apply to withdraw from unit(s) and enrol into other unit(s) – you can withdraw from a unit before or after the census date, however penalties apply for withdrawing from a unit or course after census date. International students must maintain a full time study load of 40 credit points every semester
- c. Change from one major to another (this requires formal approval)
- d. Apply for a leave of absence for one or two semesters, with the intention to return to your course of study with AIE Institute in a pre-determined semester.

For instructions and links to relevant policies and procedures to ensure that you understand the process and conditions of changing your enrolment, please refer to the Admissions Policy and Procedure found at: <https://aieinstitute.edu.au/international-students/policies-and-procedures/>.

For the enrolment deadlines and census dates for your semester, please refer to the academic calendar: <https://aieinstitute.edu.au/student-services/academic-calendar/>.

The Student Administration team will also be able to provide you with advice on what you will need to do if you wish to change your enrolment.

#### 4.1.4 Access and equity

AIE Institute is committed to access and equity for all students, including those from under-represented equity subgroups. It is the responsibility of our whole learning community to make sure that no student is discriminated against because of race, colour, origin, nationality, gender, sexual preference, religious beliefs and/or any other circumstance, characteristic, appearance or belief. Specific equity subgroups will be identified through *Admissions Application Forms* for domestic and international students to track their progress and completion.

For links to relevant policies and procedures, refer to: <https://aieinstitute.edu.au/international-students/policies-and-procedures/>.

## 4.2 Student forms

All student forms are available at: <https://aieinstitute.edu.au/international-students/policies-and-procedures/>.

If you have any questions regarding completion of these forms, please contact Student Administration: [administration@aieinstitute.edu.au](mailto:administration@aieinstitute.edu.au).



### 4.3 Credit transfer and Recognition of Prior Learning (RPL)

AIE Institute aims to:

- a. Provide opportunities for students to have their prior learning recognised
- b. Permit progression through a degree course in a reduced timeframe, where appropriate
- c. Grant credit up to a maximum of 160 credit points, where prior learning has been demonstrated to meet the relevant degree course or unit outcomes
- d. Enable flexible pathways between degree courses to contribute to life-long learning.

For instructions on how to apply for credit transfer, please see: <https://aieinstitute.edu.au/international-students/credit-and-rpl/>.

### 4.4 Fees and payments

#### 4.4.1 Tuition fees

As the fee schedule is subject to change, students are encouraged to check the current fee schedule for the upcoming semester. For the current fee schedule, please refer to: <https://aieinstitute.edu.au/international-students/international-fees-and-payments/>.

You will be invoiced for the full tuition fees payable as part of the admissions process. The due date for payment is stipulated on your invoice, with enrolment and payment due before commencement of your semester of study.

For further information and links to relevant policy and procedure to ensure that you understand the process and conditions of payments, please refer to: <https://aieinstitute.edu.au/international-students/policies-and-procedures/>.

If you have any questions regarding payment of your fees, please contact Student Administration immediately so that we can work with you to resolve any queries: [administration@aieinstitute.edu.au](mailto:administration@aieinstitute.edu.au).

#### 4.4.2 Payment plans

We appreciate that for many students, upfront payment of fees can be difficult. For students undergoing financial hardship, you may request to pay via a payment plan option, which, if approved, would permit you to pay fees in instalments. If you agree to a payment plan, you are responsible for adhering to the payment terms and conditions within that payment plan.

For further information, please contact Student Administration: [administration@aieinstitute.edu.au](mailto:administration@aieinstitute.edu.au).

### 4.5 Scholarships

AIE Institute have scholarships available for Aboriginal and Torres Strait Islander peoples and other equity subgroups. Applicants are able to indicate their application for a scholarship on their *Admissions Application Form – International Students*.

For detailed information on scholarships which may be offered, including eligibility and how to apply, and links to relevant policy and procedure to ensure that you understand the process and conditions of scholarships, please refer to: <https://aieinstitute.edu.au/international-students/scholarships/>.

### 4.6 Refunds

There are sometimes circumstances where a refund of tuition fees or charges related to study at AIE Institute may apply for commencing and continuing students. Administrative fees, incidental fees and fines are non-refundable.

Please refer to *Refund Policy and Procedure International Students* to ensure that you understand the process, available at: <https://aieinstitute.edu.au/international-students/policies-and-procedures/>.

If you have any questions regarding refunds, please contact student administration: [administration@aieinstitute.edu.au](mailto:administration@aieinstitute.edu.au).

## 4.7 Orientation

Once you have enrolled in your first semester of study, you will be sent orientation information:

- a. Orientation week schedule and orientation week pack – please note that attendance of **orientation week is compulsory**
- b. Applying for and receiving your Unique Student Identifier (USI)
- c. Accessing your learning resources, including: your student email, your LMS, the Student Management System (SMS), and online and on-campus library services.

### 4.7.1 Orientation week

The week before weekly classes formally commence, AIE Institute holds an orientation week for all commencing students at their chosen campus. Attendance of this week is compulsory for all students. During orientation week you will meet the AIE Institute team and your fellow commencing students and receive valuable information to assist in commencing and progressing well through your studies with AIE Institute.

Orientation week includes:

- a. Welcome and introduction to the AIE Institute team
- b. Meeting fellow students of your cohort
- c. Lunches with the AIE Institute team, your cohort, and an industry speaker
- d. Finding your way around campus (includes facilities and resources, safety, emergency and evacuation procedures)
- e. Receiving your student card and completing any remaining necessary administration (includes how to report and seek assistance for a critical incident that significantly impacts on student wellbeing, requirements for course attendance and progress, and complaints and appeal processes)
- f. An introduction to student buddies for peer support
- g. Living and studying in Australia (for international students) providing information on living and studying in Australia, including banking and indicative costs of food, transport, dependents' costs and medical charges
- h. Understanding student support services options and how to access these services
- i. Invitation to become a Peer Support Facilitator and receive training within the Guided Peer Support Program
- j. How to access and use your learning resources, including: your student email, your LMS and the SMS
- k. How to access and use library resources, both online and on-campus
- l. Academic study skills and study assistance workshops including research, referencing, academic honesty, academic writing and English Language Proficiency (ELP) expectations and skills
- m. Learning resources workshop on how to access and use your *Student Handbook* and unit study guides (including requirements for course attendance and progress, achieving expected learning outcomes and how to access to learning support services)
- n. Personal support skills workshop
- o. Basic ICT skills, SMS, LMS and administration drop-in clinic
- p. A questions and answers session.

#### 4.7.2 Unique Student Identifier (USI)

All students studying tertiary education in Australia must apply for and receive a USI. All students must supply their USI at the point of enrolment. This will allow you to graduate and receive your award.

Once you have arrived in Australia, you can obtain a USI at <https://www.usi.gov.au/students/get-a-usi>.

Once the government has issued you with your personal USI, you are responsible for retaining this important information for your ongoing use. This USI is also used for any future studies that you may undertake at other education providers.

#### 4.7.3 Student card

As part of studying at AIE Institute you will be issued with a student card. This card is an important personal identifier during your studies at AIE Institute. This student card may also entitle you to claim student or concession discounts at various businesses and organisations locally and around Australia.

You will be emailed information regarding your student card upon enrolment and will receive your student card during orientation week.

#### 4.7.4 Safety

In a **life-threatening** situation, **emergency**, or critical incident that requires **emergency services support** – you are responsible to immediately call emergency services.

**Dial 000 immediately**

For your campus' Workplace Health and Safety (WHS) contact officer, first aid officer, and harassment officer, please refer to the contacts section of this handbook.

Please note that calling from a country outside of Australia will require the inclusion of the country code 61.

Campus	Police Emergency	Non-Police Emergency	Local Police Station (Option 1)	Local Police Station (Option 2)
Sydney	Call 000	Call 131 444	<b>Day Street Police Station</b> +61 2 9265 6499 192 Day St, Sydney 2000	<b>The Rocks Police Station</b> 02 8220 6399 132 George St, The Rocks, 2000

### 4.8 Settling into Australia

#### 4.8.1 Health insurance cover

The Australian Government requires international students to maintain Overseas Student Health Cover (OSHC) while they are in Australia. International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy.

Learn about OSHC, including a list of the providers at: [www.privatehealth.gov.au/](http://www.privatehealth.gov.au/).

For further information please visit the Department of Home Affairs (DHA) website:

<https://www.homeaffairs.gov.au/>.

AIE Institute is able to offer OSHC through AHM (Australia Health Management Group Limited). For further information about AHM OSHC services through AIE Institute, please contact student administration:

[administration@aieinstitute.edu.au](mailto:administration@aieinstitute.edu.au).

For further information on AHM directly, please see AHM's website: [www.ahm.com](http://www.ahm.com).

#### 4.8.2 Healthcare services

Campus	Health Emergency	Local Hospital ( <i>Option 1</i> )	Local Hospital ( <i>Option 2</i> )
Sydney	Call 000	<b>Royal Prince Alfred Hospital</b> +61 2 9515 6111 50 Missenden Rd, Camperdown 2050	<b>St Vincent's Hospital Sydney</b> +61 2 8382 1111 390 Victoria St, Darlinghurst 2010
Campus	Health Services	Phone and Address	Website
Sydney	Myhealth Broadway	+61 2 8866 3111 20A Ground Level, Broadway Shopping Centre, 1 Bay St, Broadway 2007	<a href="http://www.myhealth.net.au/broadway/">www.myhealth.net.au/broadway/</a>
	Myhealth Central Park	+61 2 8197 1888 Shop RB08 Lower Ground Level, Central Park, Sydney 28, Broadway, Chippendale 2008	<a href="http://www.myhealth.net.au/central-park/">www.myhealth.net.au/central-park/</a>
	Citydoc Medical & Dental	+61 2 8399 5320 Shop 3–5/7–9 Gibbons St, Redfern 2016	<a href="http://www.citydoc.com.au">http://www.citydoc.com.au</a>

#### 4.8.3 Accommodation

As a student at AIE Institute, you will need to arrange your accommodation for the duration of your studies. Students can find their own accommodation through specialised student accommodation providers or through general share accommodation matching and listing services. Please see below for links.

If you pursue general share accommodation, it is important for you to plan for establishment costs. For example, to secure an apartment or house to rent there will be a bond cost, two weeks of rent in advance, setup costs for utilities (electricity, gas, telephone/internet) in addition to any household items or appliances that you may need to purchase or rent. If you are renting the apartment or house with others, you may be able to split these establishment costs between you, making it more affordable per person. You may still need to purchase any personal household items (e.g. bed, desk, chair, wardrobe).

##### Student accommodation providers:

UniLodge: [www.unilodge.com.au](http://www.unilodge.com.au)

Scape: [www.scape.com/en-au](http://www.scape.com/en-au)

iglu: [www.iglu.com.au](http://www.iglu.com.au)

##### General share accommodation matching and listing services:

Flatmates.com.au: [www.flatmates.com.au](http://www.flatmates.com.au)

Flatmate Finders: [www.flatmatefinders.com.au](http://www.flatmatefinders.com.au)

Realestate.com.au, share accommodation in Australia: [www.realestate.com.au/share](http://www.realestate.com.au/share)

#### 4.8.4 Banking

In Australia, salary, wages, government benefits and tax refunds are paid directly into a bank account. Upon your arrival into Australia, we recommend opening an Australian bank account to assist you in making and receiving payments locally for the duration of your studies.

#### 4.8.5 Legal and working rights services

Many AIE Institute students work part-time to support themselves financially through their studies. As an international student in Australia, it is your responsibility to ensure that you review, understand, and adhere to the working rights conditions on your visa. For example, typically, student visas stipulate that you may not work more than 40 hours per fortnight.

It is important that you are aware of your legal and working rights in relation to living, studying, and working in Australia. For further information on these rights and the Fair Work Ombudsman, please refer to the links below.

Campus	Service	Phone	Website
Sydney	<b>LawAccess</b> Free legal information, advice, and referral for various concerns.	1300 888 529	<a href="http://www.lawaccess.nsw.gov.au">www.lawaccess.nsw.gov.au</a>
	<b>Redfern Legal Centre</b> Free legal information, advice and advocacy for various concerns.	+61 2 9698 7277	<a href="http://www.rlc.org.au/our-services">www.rlc.org.au/our-services</a>
	<b>Fair Work Ombudsman</b> Information and advice about workplace rights and obligations across Australia.	N/A	<a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>

#### 4.8.6 Living in Australia

Living costs in Australia vary according to your lifestyle preferences, dependent costs, and medical expenses. Living cost approximations are provided on the AIE Institute website to assist you in planning your budget for the duration of your studies. You can find these approximations at <https://aieinstitute.edu.au/international-students/studying-in-australia/>. Please note that actual costs may vary due to lifestyle preferences.

You may also find the following websites helpful to calculate an approximate budget for your preferred lifestyle:

- Australian Government – Study in Australia: <https://www.studyinaustralia.gov.au/english/live-in-australia>
- Guides Cost of Living Calculator: <https://insiderguides.com.au/cost-of-living-calculator/>

If you are planning to bring children with you, you may find helpful information on childcare and schools on the Australian Government Study in Australia website:

<https://www.studyinaustralia.gov.au/English/Australian-Education/bringing-your-children> and Care for Kids website: <https://www.careforkids.com.au/child-care-articles/article/77/how-much-does-child-care-cost>.

You may also find helpful financial information, advice, tools, and calculators on the Australian Government’s MoneySmart website: <https://www.moneysmart.gov.au/>.

## 5 Study success

### 5.1 Student responsibility

We are committed to providing the best possible learning opportunities for students and ensuring that all students successfully complete the course for which they are enrolled. You are responsible for committing to your studies, letting us know of any concerns regarding your progression and seeking support as required.

If you are aware of any issues that may adversely impact your attendance or successful progression in your course of study, you are responsible for letting us know as soon as possible so that we can assist you. Please contact student support services: [studentsupportservices@aieinstitute.edu.au](mailto:studentsupportservices@aieinstitute.edu.au).

Studying at AIE Institute simulates industry experience. You are therefore expected to act as a responsible industry member would in terms of attendance, meeting deadlines, communicating and conducting yourself in a professional manner.

#### 5.1.1 Student Code of Conduct

As an AIE Institute student you are expected to adhere to the *Student Code of Conduct*. To view the Student Code of Conduct, please refer to: <https://aieinstitute.edu.au/international-students/policies-and-procedures/>.

### 5.1.2 Students at risk of unsatisfactory progress

AIE Institute is committed to monitoring student progress and ensuring that students who are potentially 'at risk' of unsatisfactory progress are identified, monitored and offered support.

Extra support in the form of peer support and reasonable adjustment of learning, as outlined in *Student Support Policy and Procedure*, will be provided for students who are Aboriginal and Torres Strait Islander peoples or one of the equity subgroups below:

- a. People from lower socio-economic backgrounds
- b. People with disability
- c. People from remote, rural or isolated areas
- d. Gender, especially women in the Game Programming specialisation.

## 5.2 Your study workload

Each unit of study that you are enrolled in may vary slightly in terms of the ratio of weekly required on-campus lecture and workshop hours and weekly recommended study hours. Your study hours will generally consist of reading unit materials, researching, revision for quizzes or exams, and working on assessments by yourself or with your team. In total, each unit of study requires approximately 10 hours of combined class and study time. This means that a full-time student taking four units is expected to commit 40 hours per week to their studies.

### 5.2.1 Attendance

You are expected to attend a minimum of 80% of formal on-campus lectures and workshop class times. If you do not attend your classes, you will miss important conceptual content, opportunities to develop your skills and opportunities to contact your teachers and peers. This will affect your ability to successfully undertake your assignments and may also negatively impact on your peers' ability to successfully undertake team project assignments. If you are absent for an extended period, you will need to provide a medical certificate or alternative evidence to Student Administration.

You should also ensure that any absence does not impact on your ability to complete your course of study within your student visa requirements or student progress requirements. In accordance with *Standard 8.13 of the National Code 2018*, if an international student is deemed as making unsatisfactory progress or unsatisfactory course attendance, they must be given a written notice as soon as practicable which:

- 8.13.1 notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
- 8.13.2 informs the overseas student of the reasons for the intention to report
- 8.13.3 advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with *Standard 10 (Complaints and appeals)*, within 20 working days.

Unsatisfactory progress or attendance must be reported in Provider Registration and International Student Management System (PRISMS) in accordance with *Standard 8.14 of the National Code*. Please refer to *Assessment, Moderation and Progress Policy and Procedure* for further information.

## 6 Administration

### 6.1 Student Management System (SMS)

All students are given access to the SMS during Orientation week. Through your SMS you can:

- a. Update your personal contact details
- b. View invoices and make payments
- c. Receive assessment marks and final grades
- d. Access other important information and administrative processes.

If you have any questions, please contact our student support services team: [studentsupportservices@aieinstitute.edu.au](mailto:studentsupportservices@aieinstitute.edu.au)

## 6.2 Student email

All students are given access to a student email which will be the primary means of communication between AIE Institute and you. Upon enrolment you will be issued with your student email and emailed instructions to your personal email account on how to access and use your student email. It is your responsibility as an AIE Institute student to check your student email regularly. Your personal email address will not be used after your student email has been successfully set up.

If you have any questions, please contact student administration: [administration@aieinstitute.edu.au](mailto:administration@aieinstitute.edu.au).

# 7 Learning resources

## 7.1 Learning Management System (LMS)

All students are given access to the LMS via the student portal during Orientation week. Through your LMS you can:

- a. Access academic staff contact details and consultation times
- b. Access unit outlines, unit study guides and learning materials for units in which you are enrolled
- c. Access and participate in any online learning components for units in which you are enrolled
- d. Submit assessments
- e. Receive feedback on assessments
- f. Access other important information.

These materials will be discussed in the first week of classes. You are responsible for reviewing these materials and clarifying any questions with your lecturer or tutor early in the semester.

If you have any further questions or require academic or personal support services to assist you in your learning, please contact our student support services team: [studentsupportservices@aieinstitute.edu.au](mailto:studentsupportservices@aieinstitute.edu.au).

## 7.2 Library services

Both online and on-campus library services are available to assist you in your studies. The library catalogue is available via your student portal and includes a selection of electronic textbooks and journals and hard copy textbooks. For details on accessing and using these services, please refer to: <https://aieinstitute.edu.au/student-services/student-portal/>.

If you have any further questions or require support accessing or using library services, please contact our librarian: [library@aieinstitute.edu.au](mailto:library@aieinstitute.edu.au).

### 7.2.1 Assessment drive

All students are given access to a personal assessment drive to store electronic projects created during the course. Through your assessment drive you can:

- a. Store and work from stored copies of your projects in computer labs and during classes
- b. Share and work on team assessments when in computer labs and during classes.

If you have any questions, please contact our IT services team: [itservices@aieinstitute.edu.au](mailto:itservices@aieinstitute.edu.au).



## 8 Student support services

Student Support Services provide a range of academic support services so that you have the best opportunity for success in your studies. The following services are available:

- a. Academic Support
  - I. English language and academic support services such as
    - i. Academic study skills workshops
    - ii. learning support, including course attendance and progress, support for online or distance units of study,
    - iii. tutoring support
    - iv. study skills centres
  - II. English Language Proficiency (ELP) support internally or referral to external ELP service providers
  - III. Academic advice including consultation time with your lecturer or tutor,
  - IV. Individualised learning support strategies for students with disability and specific needs, or for other reasons
  - V. Guided Peer Support program
  - VI. Mentoring Program
- b. General Support
  - I. Emergency and health services such as
    - i. counselling and mental health support
    - ii. health and disability services
    - iii. critical incidents
  - II. Facilities and resources
  - III. Accommodation, housing and tenancy services
  - IV. Relevant legal services
  - V. Complaints and appeals processes
  - VI. Employment rights and conditions and the Fair Work Ombudsman
- c. Personal support such as
  - I. Personal support to ATSI and other equity subgroups
  - II. Medical conditions or disability.
  - III. Mental health conditions
  - IV. Disability and special needs support
  - V. Emotional instability resulting from trauma, such as victimisation or sexual harassment
  - VI. External issues such as financial hardship
  - VII. Safety and personal security including sexual harassment,
  - VIII. Advocacy support for assistance with rules and procedures from personnel independent to AIE Institute including Student Council
  - IX. International student support services to assist with adjusting to study and life in Australia
  - X. Personal and counselling support via referral to a relevant professional. AIE Institute offers financial support for the first session with a counsellor from AIE Institute's approved list
  - XI. Career services.



## 8.1 How do I access these services?

For further information, to RSVP for workshops, and for links to relevant policies and procedures, please refer to the student support services website: <https://aieinstitute.edu.au/student-services/student-support/>.

If you have a question regarding academic support services or to request a consultation, please contact our student support services team: [studentsupportservices@aieinstitute.edu.au](mailto:studentsupportservices@aieinstitute.edu.au).

## 8.2 Personal and general support services

Student support services provide a range of personal and general support services for students so that you have the best opportunity for success in your studies. The following services are available:

- a. General support services and workshops including:
  - I. Information on emergency and health services, safety and personal security (including sexual harassment), and relevant legal services
  - II. Facilities and resources
  - III. Accommodation, housing and tenancy services
  - IV. Relevant legal services
  - V. Complaints and appeals processes
  - VI. Access to information on employment rights and conditions and the Fair Work Ombudsman.
- b. Personal support services and workshops including:
  - I. Medical conditions or disability. AIE Institute can provide referrals to health practitioners
  - II. Mental health conditions
  - III. Disability and special needs support
  - IV. Emotional instability resulting from trauma, such as victimisation or sexual harassment
  - V. External issues such as financial hardship
  - VI. Safety and personal security including sexual harassment,
  - VII. Advocacy support for assistance with rules and procedures from personnel independent to AIE Institute including Student Council
  - VIII. International student support services to assist with adjusting to study and life in Australia
  - IX. Personal and counselling support via referral to a relevant professional. Referral to services is provided at no cost to the student. AIE Institute offers financial support for the first consultation session with a counsellor from AIE Institute's approved list
  - X. Career services.
- c. These support services in addition to other relevant contacts listed below can be found in *Students Support Services Information*:
  - I. Information on safety and personal security on campus
  - II. Contacts for your campus discrimination, harassment, and first aid officers
  - III. Links to information and contact details for the Student Council
  - IV. Referral to external counselling practitioners
  - V. Referral to external medical practitioners
  - VI. Links to external health, wellbeing, accommodation, legal, employment rights services
  - VII. Links to all AIE Institute's policies and procedures.

## 8.3 Disabilities and specific needs support services

Students with disabilities and specific needs are offered the same opportunity to study with AIE Institute as any other student. Please let us know of your disabilities and specific needs as soon as possible to arrange a

consultation with our student support services team for the development of an individualised learning support strategy. Learning support strategies may include reasonable adjustment of learning and assessment, integration of support mechanisms, or additional support sessions.

If you have a question or would like to request a consultation, please contact our student support services team: [studentsupportservices@aieinstitute.edu.au](mailto:studentsupportservices@aieinstitute.edu.au).

## 8.4 Support services for equity subgroups

AIE Institute recognises that Aboriginal and Torres Strait Islander peoples and other equity subgroups such as those listed below may experience educational disadvantage:

- a. People from lower socio-economic backgrounds
- b. People with disability
- c. People from remote, rural or isolated areas
- d. Gender, especially women in the Game Programming specialisation.

AIE Institute is committed to providing additional support to the above groups through:

- e. English language support
- f. Peer mentoring
- g. Scholarships
- h. Reasonable adjustment of learning.

If you have a question or would like to request a consultation, please contact our student support services team: [studentsupportservices@aieinstitute.edu.au](mailto:studentsupportservices@aieinstitute.edu.au).

## 8.5 English Language Proficiency (ELP) support services

Whether you are an international, Aboriginal or Torres Strait Islander person, or domestic student, if you require assistance with ELP, you are encouraged to contact our Student Support Services team. Support for ELP may include assistance internally or direction to external ELP service provider programs, depending on the degree of assistance that you need.

It is recommended that you speak English while on campus to help improve your English language skills and create an inclusive environment.

If you have a question or would like to request a consultation, please contact our student support services team: [studentsupportservices@aieinstitute.edu.au](mailto:studentsupportservices@aieinstitute.edu.au).

## 8.6 IT support services

IT technical support services are available to all students. Students are to contact IT services directly with their support request: [it@aie.edu.au](mailto:it@aie.edu.au).

- a. **Expected response time:** one hour
- b. **Expected resolution time:** within one-two business days

# 9 Student voice

## 9.1 Student Council

The Student Council provides a voice for students studying at AIE Institute through advocacy in all areas of study and assistance in interpreting AIE Institute rules, policies and procedures. Through the Student Council, students can develop relationships with fellow students, share ideas, and encourage engagement between the student body, the governance and management of AIE Institute.

For further information on the Student Council, please refer to: <https://aieinstitute.edu.au/student-services/student-council/>.

To request advocacy assistance or assistance in interpreting AIE Institute's rules, policies and procedures, to apply to stand for election to the Student Council, or for questions regarding the Student Council, please email the Student Council: [studentcouncil@aieinstitute.edu.au](mailto:studentcouncil@aieinstitute.edu.au).

## 9.2 Student feedback

Student feedback is a vital part of continuous improvement processes at AIE Institute. AIE Institute will seek feedback on your course, units of study, and your lecturers and tutors via student surveys. Your feedback is important to ensure improvements are continuously made to teaching and learning and your feedback will be anonymous.

## 10 Complaints

AIE Institute does not tolerate bullying, discrimination, harassment, sexual harassment, victimisation or vilification through any means or medium. We aim to provide fair and equitable grievance handling processes. The grievance process includes academic and non-academic grievances, is offered at no charge to complainants, and will be completed confidentially, in a timely manner.

Grievances can often be resolved informally by speaking to the relevant person or their supervisor. However, if you wish to lodge a formal grievance, please complete the *Student Complaints Form* located on the website: <https://aieinstitute.edu.au/international-students/policies-and-procedures/>.

In certain circumstances, students are also entitled to appeal decisions and seek an external review of a decision according to AIE Institute's policies and procedures. If you have any questions, please contact student administration: [administration@aieinstitute.edu.au](mailto:administration@aieinstitute.edu.au).

For further information on types of grievances and the grievance processes, please refer to *Student Grievance Policy and Procedure* available at: <https://aieinstitute.edu.au/international-students/policies-and-procedures/>.

## 11 Related documents

- a. Academic Calendar 2024-2026
- b. Admission Application Form – International Students
- c. Assessment, Moderation and Progress Policy and Procedure
- d. Course Admission Information – Game Art
- e. Course Admission Information – Game Design
- f. Course Admission Information – Game Programming
- g. Course Outline
- h. Credit and RPL Policy and Procedure
- i. Student Grievance Policy and Procedure
- j. Student Support Services Process Table – student use
- k. Study Guide Template.