



ADELAIDE
INSTITUTE
of HIGHER EDUCATION

Adelaide Institute of Higher Education

Student Assist 2020

Welcome to Adelaide Institute of Higher Education (AIHE)

This Student Handbook is essential reading for all AIHE students. Students are assumed to have read the Handbook and to be aware of the Policies and Procedures it describes. If you are unsure about any terminology relating to studying at AIHE, please refer to the Glossary of Terms at <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>.

Any alterations or additions to the Handbook during the year will be updated on the AIHE website www.aihe.sa.edu.au

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Section 1: Location and Contact Details

The Campus on Level 5, 127 Rundle Street Adelaide opens Monday to Friday: 9.00 am – 5.00 pm

Telephone + 61 (8) 8470 0156
Internet <http://aihe.sa.edu.au/>
Email student.assist@aihe.sa.edu.au

Key people

General Manager	Dr Angela Noack (interim)
Head of School	Associate Professor Susan Lambert
Lecturer	Dr Anh Tuan Bui
Lecturer	Dr Karen Grogan
Lecturer / Student Support Officer	Dr Rebecca Dong
Library & Learning Advisor	Ms Felicity Lyons-Reid
Student & Academic Services Manager	vacant
Student & Academic Services Officer	Ms Marissa Tinh Bui
Student Services Officer (Admissions)	Ms Jinni Liu
Student Services Assistant (Admissions)	Ms Katlyne Bundal
Accounts Officer	Ms Qi (Vicky) Li

Section 2: The Learning Environment

AIHE is committed to providing students with a safe comfortable and functional learning environment. We encourage students to join with us to keep the environment operating as it should and help us to rectify aspects of that environment that become damaged or inoperable.

If you accidentally damage something, or if you notice damage or graffiti by others, please advise the Student Support Officer or email studentassist@aihe.sa.edu.au.

To avoid disturbing your fellow students and the lecturers during classes, mobile phones must be turned off at all times during classes and use of laptops and other mobile devices for purposes that do not relate to the class is prohibited.

2.1 Health, safety and wellbeing

AIHE is committed to providing and maintaining a safe, healthy and hazard free work and study environment for all staff, temporary staff, contractors, students, clients and visitors. AIHE's Work Health and Safety Policy and Procedure applies to AIHE students to ensure your safety. You will be provided with training during orientation and your enrolment in addition to the information provided here.

Emergency procedures

When 'ALERT' signal sounds "Beep – Beep" (that is the first signal, listen to the instructions and get ready to evacuate if you are given this instruction. When 'EVACUATION' signal sounds "Whoop – Whoop" (that is the second signal) follow the warden's instructions and vacate the

building using the stairs via the safest route to the assembly area (do not use the lifts) on the lawn area in Hindmarsh Square or otherwise as directed.

Only re-enter the building then instructed that is safe to do so by authorities.

COVID-19

AIHE has adopted principles and protocols for reducing the potential risk of COVID-19 transmission on campus.

Our core principles are to:

- Help stop the spread and stay healthy
 - reduce transmission among community members and visitors
 - maintain a healthy working, learning, and living environment
- Stay informed
- Maintain healthy business operations

We do this by:

- Social and physical distancing
- Enhanced cleaning protocols and good personal hygiene
- hand washing guidelines and hand sanitiser are provided
- Communication
- Health monitoring
- staff and students who are sick with cold and flu symptoms must NOT attend campus

Critical incident response

A critical incident is a traumatic event, or the threat of such, which causes extreme stress, fear or injury.

Any staff member, student or visitor involved in, witnessing or becoming aware of a critical incident must immediately contact the General Manager. Depending on the incident, when it is necessary in the first instance the staff member, student or visitor must contact the relevant Emergency Services and if applicable secure the area. Under no circumstances are injured students or staff to be transported in private vehicles.

Police – life threatening emergency 000

Police – police assistance 24/7 131 444

Fire – emergencies 000

Fire – general enquiries in business hours 8204 3600

Ambulance – life threatening emergency 000

Please refer to the AIHE Critical Incident Policy and Critical Incident Procedure at <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/> for further information.

Student counselling services

AIHE provides adequate protection for the health, safety and wellbeing of students, comprising AIHE student support services (see Section 2.5 below) and external services. The counselling

service to students is provided by a third-party provider. If you would like assistance in arranging an appointment please seek assistance from the Student Support Officer or email student.assist@aihe.sa.edu.au .

Community services that may be useful to students:

- Lifeline Crisis Support, Lifeline
 - phone 131 114, available 24/7 days a week or
 - online chat, <https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat> available 7:00pm - 12am (AEST), 7 days a week
- Financial and gambling support, Financial Counselling
 - phone 1800 007 007, Available Monday - Friday, 9:30 to 4:30pm

First aid

For minor matters please seek assistance from Reception.

2.2 Facilities

Printing

Please note that you must register your student card for on campus printing. Students may contact the IT Service desk at servicedesk@aihe.sa.edu.au for printing assistance.

Learning resources and the AIHE Library

AIHE subscribes to the EBSCOHost Business Source Corporate Plus online resources that are available to all AIHE students. Where resources recommended in subjects are not available online, hardcopies will be kept in the Library and/or made available via AIHE's learning management system Canvas.

The physical Library is located on level 5, 127 Rundle Mall, Adelaide and is available to students between 9am and 5pm Monday to Friday.

2.3 Access to a computer and the AIHE network

AIHE expects students to have their own tablet or laptop computer to support their studies. (Please refer to your Letter of Offer for details). There is also a suite of computers for students to use on level 5, 127 Rundle Mall.

Rules for the use of AIHE computer hardware and software are provided on the "Student IT Services" web site at <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>.

Students are responsible for keeping their login details and passwords safe.

- Do not let anyone else use any of your accounts or tell anyone your password.
You will be held responsible for email from your account.
- Do not type in your password if someone is standing behind you.
- If you suspect someone has discovered your password, you should change it at once.

Please be aware that this service has been provided for academic purposes to improve communication between staff and students at AIHE. Any user suspected of abusing this privilege will find their email account disabled and the Head of School will be notified.

2.4 Email and internet access

All students will be given an AIHE email address. All email correspondence between AIHE staff and students will be directed through the AIHE staff and student email accounts. AIHE staff **will not** communicate with students by personal email accounts. It is your responsibility to **check your AIHE email regularly** to receive important notices from the AIHE staff such as changes to teaching arrangements, timetables, student information sessions, availability of computing facilities, enrolments, other events, etc. The IT services desk will assist you to setup your email account and link it to your existing email account if required.

2.5 Student support

Students are supported on campus by the Student Support Officer and the Library and Learning Adviser. The support staff are located on level 5. Students should feel free to ask the support staff questions and request assistance at their convenience.

The Student Support Officer will assist students to understand and implement AIHE's student related policies and procedures including:

- student grievances complaints and appeals
- information and communication technologies
- international students
- fees and refunds.

The Student Support Officer is also responsible for directing students to third party student support services including:

- Counselling and mental health support
- Career services
- Housing and tenancy services
- Financial support services
- Health and disability services.

The Library and Learning Adviser is responsible for:

- providing students with effective library, learning and technology support
- conducting individual or group learning and information literacy skills training
- ensuring the Library software is used effectively.

2.6 Student services

AIHE's student services staff are available to assist you with administrative matters, such as:

- finding out information about specific classes
- completing or amending your enrolment
- viewing your unofficial academic transcript, including your final assessment results
- viewing information about fees and charges on your student account
- updating your address and telephone details
- applying to graduate
- changing your password

In the first instance send your request or query to studentassist@aihe.sa.edu.au.

2.7 International students

The Student Support Officer is responsible for ensuring International Students receive information to assist them settling into Adelaide and to help them with their studies. This will include:

- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia
- the AIHE International Students Policy and its related Procedure.

International students should consult the Student Support Officer to receive assistance with any financial, visa-related or other personal issues. The Student Support Officer will either provide assistance directly to the student or will advise the student of the appropriate person or agency that can assist them.

Information about studying in Adelaide can be found on the Study Adelaide website at <https://studyadelaide.com/live/>

Section 3: Where to find Information

Information about AIHE, courses and much more., including an up to date version of this **Handbook** may be found on the AIHE website www.aihe.sa.edu.au.

Key student resources can be accessed via the Student Portal at <http://aihe.sa.edu.au/quick-links/student-portal/>.

If you need personal assistance to find information, please ask the Student Support Officer or email student.assist@aihe.sa.edu.au.

3.1 Learning Management System – Canvas

Canvas is AIHE's learning management system (LMS). Canvas is the entry point to online learning at AIHE and provides students and staff with access to subject materials, discussion forums, announcements, online assessment and many other features to help manage your study. The Canvas manual and Canvas Login are available on the Student Portal at <http://aihe.sa.edu.au/quick-links/student-portal/>.

3.2 Equity and diversity at AIHE

AIHE recognises, values and promotes the diversity of its student community as a positive feature of our teaching and learning environment. We are committed to meeting student learning and support needs, so that as far as possible all students have equal opportunities for academic success.

AIHE's Equity and Diversity Policy specifies the principles and framework for AIHE to ensure equivalent opportunities for student academic success regardless of students' backgrounds. The Policy applies to all students and potential students.

Students with identified and/or stated needs are consulted in relation to their study requirements and supported throughout their enrolment to be as successful as they can within

the limits of the available resources. Each student's situation will be handled on its individual merits and AIHE will provide reasonable adjustments within the learning environment for students with special needs through a range of services such as, but not limited to: reasonable modifications to assessment, special consideration, and physical access to premises. AIHE will also provide students with information on access to literacy, numeracy and counselling services.

Complaints of any breach of the Equity and Diversity Policy by or against a student or students are made in the first instance by following the steps set out in the Student Grievances, Complaints and Appeals Procedure which can be accessed at: <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>

3.3 Student Code of Conduct

The Student Code of Conduct sets out the standard of conduct expected of students at AIHE. It outlines the rights and responsibilities of students and explains what happens in instances of alleged student misconduct.

The **Student Code of Conduct** and the related **Student Misconduct Procedure** are on the website <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>. Students studying on-campus and participating in site visits and field trips are expected to conduct themselves in an acceptable manner that provides a safe and supportive environment.

Section 4: Student-Staff Consultative Committee (SSCC)

AIHE have a Student-Staff Consultative Committee (SSCC) that discusses course-related issues, such as:

- timetabling
- workload
- the application of student-related policy and procedure; and
- access to student services, facilities and resources, including ICT support.

The SSCC does not deal with complaints or grievances about staff or students, and student rights issues (such as appeals), which have separate processes.

The Head of School will call for nominations for student representatives at the beginning of each semester. The SSCC normally meets once a semester but additional meetings can be called by students under specific circumstances or by the Head of School.

Student representatives are the voice of the student body in their study program. They consult with their peers to find out what course-related issues are of concern to them and present those issues for discussion at SSCC meetings, then provide feedback to the other students on the results of the consultations.

Section 5: Attendance and Assessments

5.1 Attendance

Attendance at classes is expected and attendance records will be taken. Students should take advantage of the educational opportunities offered by all classes, including the opportunity for interaction and learning from each other.

Compulsory attendance is necessary at all practical work sessions for a number of reasons: to achieve the necessary level of interaction, in particular in group work; because of the sequential nature of work in some subjects; because of the need for students to provide an audience and feedback for other students presenting work; and to ensure the authorship of project work on which assessment is based.

If students are unable to attend a class we ask that you email your lecturer in advance of the class and indicate when you next expect to attend.

Where you miss an in-class assessment due to nonattendance you will be required to submit a request for an extension or alternative assessment in line with the AIHE Assessment Procedure which is accessible at: <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>.

5.2 Assessing language skills to ensure you receive assistance if required

During orientation week all commencing students (international and domestic) are required to take an English Language Diagnostic test. The results of this test will help us to identify students who require additional language assistance to ensure they are well placed to succeed in their studies.

Students are entitled to free English Language Tuition, up to five hours per student per week, based on the diagnostic assessment and based on lecturer recommendations during the semester.

5.3 Submission of assessment tasks

Each subject offered as part of the Bachelor of Business has its own, specially designed assessment configuration. A Subject Assessment Brief, which contains assessment details and other subject information, is made available to students at the beginning of each semester. The subject coordinator will discuss the content of the Subject Assessment Brief in the first class of the semester and explain the submission details of each assessment task.

Late submissions of any student work will attract penalties unless an extension has been agreed to by the subject coordinator. See the AIHE Assessment Procedure which is accessible at <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/> for details.

The Subject Assessment Brief will specify the due date of the assignment and how the assignment is to be submitted. Each assignment must have an Assignment Cover Sheet attached. You can obtain a copy of the Assignment Cover Sheet from the Assessment tab of your subject website.

If there are medical circumstances or compassionate circumstances affecting your attendance or ability to complete work, an Application for Modified Assessment form should be submitted **prior to the Assessment Due Date**. The form can be obtained from the AIHE website at: <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>.

Students encountering continuing medical issues should also consult the Student Support Officer so that the School can help maintain academic progress where possible.

5.4 Schedule of Grades

Your assessed work will be graded using the following final grades.

Pass Level (P) – The grade will be awarded where there is evidence that a student has demonstrated at least an adequate level of knowledge/ understanding/ competencies/ skills required for meeting subject outcomes and satisfactorily completing essential assessment tasks.

A score in the range of 50-64 will be awarded.

Credit (CR) – The grade will be awarded where there is evidence that a student has demonstrated a sound level of knowledge/ understanding/ competencies/ skills required for meeting subject outcomes at a proficient standard.

The student would normally have attained a sound knowledge of the subject matter contained in set texts or reading materials and have done wider reading; demonstrated familiarity with and application of, a range of major academic debates, approaches, methodologies and conceptual tools.

Students should have a reasonable opportunity of reaching this grade provided they have completed all course requirements, demonstrated proficiency in the full range of course outcomes and shown considerable evidence of a sound capacity to work with the range of relevant subject matter.

A score in the range of 65-74 will be awarded.

Distinction (DN) – The grade will be awarded where there is evidence that a student has demonstrated advanced knowledge/ understanding/ competencies/ skills required for meeting subject outcomes and completing assessment tasks at a high standard.

The student would normally have attained an advanced knowledge of the subject matter contained in set texts or reading materials and have done wider reading; demonstrated sound understanding and application of, a range of major academic debates, approaches, methodologies and conceptual tools.

The grade should reflect very high-quality work which shows the student generally works at a level which is beyond the requirements of the subject outcomes and is developing a capacity for original and creative thinking.

A score in the range of 75-84 will be awarded.

High Distinction (HD) – The grade will be awarded where there is evidence that a student demonstrated the acquisition of an advanced knowledge/understanding/competencies /skills required for meeting subject outcomes and passing the range of subject elements at the highest level.

The student would normally have attained an in-depth knowledge of and have consistently demonstrated a high level of proficiency at applying a range of major academic debates, approaches, methodologies and conceptual tools and shown evidence of combining knowledge of the subject matter with original and creative thinking.

The grade will be awarded in recognition of the highest level of academic achievement expected of a student at a given subject level.

A score in the range of 85-100 will be awarded.

Non-Graded Pass for Satisfactory Performance (NGP) – The grade will be awarded in a subject that is assessed only on a pass or fail basis, where a satisfactory level of performance has been achieved. The grade may be awarded to reflect:

- that the student has achieved mastery of the subject content; and
- that the student has satisfactorily completed subject requirements or contractual requirements where these forms a prerequisite or condition of passing, or continuing with a program of study.

The Non-Graded Pass is awarded on a pass/fail basis and a score would not normally be assigned. The grade may encompass any level of achievement from satisfactory performance through to outstanding performance.

A subject assessed as NGP will not be counted for the purposes of applying Grade Point Average to the grading system.

Fail (F) – The grade will be awarded if a student is unable to demonstrate satisfactory academic performance in the subject or has failed to complete essential subject elements or required assessment tasks at an acceptable level, in accordance with subject outcomes.

A score in the range of 0-49 will be awarded.

Section 6: Learning Support

6.1 Academic consultation time

Lecturers will provide weekly consultation time to students in the subjects that they teach. The lecturer will advise students of their preferred arrangement at the beginning of each study period. Permanent staff will provide a minimum of 3 hours dedicated student consultation time per week and casual lecturers will provide a minimum of 1 hour per week (on average) per subject over the study period. Other arrangements such as consultation by appointment and agreed telephone or Internet based consultation may also be arranged. Lecturers are flexible in their arrangements but please keep in mind that they do have other commitments and might not be available at short notice.

6.2 Monitoring of academic progress and early intervention

Throughout the study period lecturers will be monitoring your academic performance with a view to helping you pass the subjects. They will monitor your attendance, note when you fail to submit assignments and when you do poorly in assignments. They will check if you are taking self-assessment activities and they will ask you how you are going.

Where a lecturer is concerned about your academic progress they might suggest you complete some additional activities or attend some of their consultation sessions to receive extra tutoring. You may also be directed to the Library and Learning Adviser for specific study skills assistance. In some instances, the lecturer might think that you require additional study or English language assistance in which case they will inform the Head of School who will consult with the Student Support Officer and arrange a meeting with you. All of these early interventions are for the purpose of helping you in your studies and ensuring that you receive the assistance that you require to complete your course in the required time.

6.3 English language support

Students who have English as their second language sometimes require ongoing tuition in English to be successful in their studies. Even though students pass the required English language entry tests they often struggle with academic language and this holds them back in their studies. AIHE is aware of this problem and have committed to providing all students with up to five hours English language tuition per week. To be eligible for the tuition students must take the English Language Diagnostic test during orientation week (or at another date to be arranged) so that your English skills can be assessed. English language support may also be recommended by your lecturer on the basis of your in-class communication, comprehension and written communication.

Section 7: Teaching and Subject Evaluation Surveys

Towards the end of each Semester you will be asked to rate your subjects and how they were delivered. You are also given an opportunity to make brief comments on good and bad aspects of the subject and the lecturer. This brief online Teaching and Subject Evaluation Survey (TSES) is administered by AIHE support staff, who will summarise the data so that individual student's feedback cannot be identified.

Your opinion is valued by AIHE and the survey data is used as input for future teaching and learning developments and decisions. Students will be provided with feedback from the surveys each semester.

Section 8: Disabilities

Students who have a disability that may affect their learning outcomes (e.g. mobility impairment, visual impairment, deaf or hearing disability, dyslexia) are encouraged to contact the Student Support Officer to discuss special arrangements that may need to be put in place, and to make arrangements to negotiate a learning plan with the Head of School. Please refer to the AIHE Equity and Diversity Policy and Procedure available at: <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>.

Section 9: Leave of Absence and Withdrawal

A student may apply for leave of absence for a period of up to twelve (12) months in a calendar year. Students cannot take Leave of Absence (or extend a period of absence) unless they have been granted official permission in writing from the School. At the end of the period of leave of absence the student is required to re-enrol in their course. To apply for Leave of Absence students will need to contact the Student Support Officer and complete a Leave of Absence form available at <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>.

Leave of absence for international students on a student visa – In accordance with the ESOS National Code 2018, international students **are not permitted to take leave of absence** except on compassionate or compelling grounds, which are supported by documentary evidence. Refer to the AIHE International Students Policy at <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>.

A student may forfeit their place in their course if they:

- fail to apply for formal leave of absence in their course

- do not re-enrol by the due date following an approved period of leave of absence
- fail to apply for an extension to leave of absence; or are not granted leave of absence or an extension to leave of absence as applicable.

Students should refer to the AIHE Enrolment and Withdrawal Procedure at: <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/> for further information regarding their enrolment and applications for leave and withdrawal.

Section 10: Freedom of Intellectual Inquiry and Academic Honesty

Academic integrity and freedom of intellectual inquiry are essential qualities for higher education and are a fundamental part of learning and teaching at AIHE.

AIHE will deliver student centred higher education courses that are informed by contemporary business practice, and promote intellectual inquiry, critical thinking and real world problem-solving. The value of AIHE as a higher education institution lies in its ability and determination to challenge accepted ideas and encourage vigorous debate. AIHE recognises and values the right to freedom of intellectual inquiry as central to its endeavours in scholarship, teaching and research and is committed to its promotion and protection within AIHE. This statement is found in the Institute's Freedom of Intellectual Inquiry Policy, which can be found at <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>. As with staff, to encourage scholarly inquiry students at AIHE are entitled to full freedom in any scholarly activity.

AIHE will ensure that students have a reasonable expectation that their right to hold values of their own will be respected even when those values are being questioned. A student's right to academic freedom carries associated responsibilities to exercise professional judgement, to subject academic work to the critical scrutiny of others, to consider the impact that one's work may have on others, and not to impinge on the ability of others to engage freely in teaching, learning and academic debate.

AIHE is committed to promoting academic integrity and ethical behaviour. The reputation of AIHE and its graduates, and the academic standing of its qualifications rests with its ability to promote academic integrity and manage academic misconduct fairly and consistently.

Academic standards in relation to correct referencing and acknowledgement of sources are highly valued by AIHE and are specifically taught and developed as part of the student orientation program and in each subject. Students have an ongoing obligation to be aware of the AIHE Academic Integrity Policy and its related Procedure, the Student Conduct Policy and Student Misconduct Procedure at <http://aihe.sa.edu.au/quick-links/policy-and-procedure-directory/>.

Assignment Cover Sheets require students to make the following declaration:

"I declare that the work contained in this assignment is my own, except where acknowledgement of sources is made. I have not previously submitted this work for another assessment at AIHE, in whole or in part. I authorise the Institute to test any work submitted by me, using text similarity detection software, for instances of plagiarism. I understand this will involve AIHE or its contractor copying my work and storing it on a database to be used in future to test work submitted by others."

Document Control

Version #	Date	Key changes
1.0	5/12/2017	PLG8.1 Approved by General Manager
1.1	13/11/2018	Revised to meet compliance requirements
1.2	13/08/2019	Updated to reflect current systems, personnel and facilities
1.3	8/09/2020	Reviewed; key people updated; COVID-19 added