



STUDENT SERVICES, WELFARE AND GUIDANCE

The organisation has sound management practices to ensure effective student services.

The organisation has operational standards to ensure timely issuance of delivery, assessments, results and qualifications. These will be appropriate to results achieved and issued in accordance with required National guidelines. All student records and documentation will be recorded, kept confidential and securely archived.

Students can access their files by request, in writing allowing 14 days notice. All relevant organisational documentation will carry a version number and date. Records of updated version numbers are kept on file.

The organisation has student welfare and guidance services relevant to the courses of delivery. Where necessary, arrangements will be made for students requiring Literacy and/or numeracy support. This will be out-sourced to the relevant qualified experts.

Any fees incurred are the responsibility of the student.

The organisation has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

The organisation's student information will ensure that, all fees and charges are known to students prior to enrolment. Students are advised of Course requirements prior to enrolment. These can be found on the website www.aias.com.au or in the published course guide.

The organisation's quality focus includes – access and equity, recognition of prior learning, fair and equitable refund policy, Complaint policy, appeal policy and complaint procedure.

For any matter outside of the organisation's expertise or control, the organisation will make every attempt to refer the student to the relevant agency or expert.