

Smart Connection Company Pty Ltd t/a
Australian College of Applied Business

Student Handbook

(With International Student Guide)

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Welcome

Welcome to Australian College of Applied Business (ACAB).

Thank you for considering ACAB as your education and training destination in Parramatta, Australia. This handbook provides useful information about student life in Parramatta and ACAB courses to help you make a decision on your qualification and career choices.

In the last decade, we have witnessed a rapid and progressive advancement in technology, telecommunication and global trade, creating a major shift in market and consumer behaviour, business processes and business thinking. Moreover, changes in business and industry dynamics also require an equal transformation in education and training. It becomes pertinent that new graduates and skill workers are equipped with appropriate skill sets, competencies and knowledge in their respective fields to be able to face new challenges of modern workplaces. With these concepts in mind, ACAB has developed courses that are industry-specific, competency based and relevant to students who are looking to start a new career in their chosen field.

In Australia, the Vocational Education and Training (VET) structure is guided by the Australian Qualifications Framework (AQF), offering Nationally Recognised Qualifications in a wide range of industry sectors. The institutions delivering these qualifications to International students operate under a quality assured regime of ESOS (Essential Services to Overseas Students) and VQF (VET Quality Framework). Students acquiring nationally recognised qualifications can obtain credits for all the successfully completed competencies between different educational institutes and courses, creating flexible education and career pathways.

ACAB is committed to providing a positive and resourceful learning environment to all its students to enhance their learning experience at ACAB. ACAB is further committed to student welfare with students as the prime focus of the operations. At ACAB, students have access to all levels of management to express their concerns, views and suggestions. ACAB believes in continuously improving its services in both academic and administrative areas that add value to student experience at the college.

ACAB would like to welcome you as a new student.

All the best wishes,

Ben Wong
CEO
ACAB

Campus Location and Information

Campus Location:

Level 1, 239 Church Street
Paramatta, NSW 2150
Tel: 1300 678 379

Email: info@acab.edu.au

Parramatta is a prominent suburb of Greater Western Sydney, in the state of New South Wales, Australia, approximately 23 kilometres (14 mi) west of the Sydney central business district on the banks of the Parramatta River. Parramatta is the administrative seat of the City of Parramatta and is often regarded as commercial centre for Greater Western Sydney. It is also commonly referred to as the “cradle city” because of its significant farming contribution to help feed the whole colony.

For more information on Sydney;

<https://www.visitnsw.com/>

The most visited state in the nation is home to Sydney, Australia’s most beautiful capital city. There are transport options from Sydney to the marvellous destinations and fun adventures in the regions. There are trains and coaches, as well as flights from Sydney Airport to many regional airports.

ACAB’s campus is located in the heart of Parramatta CBD at Church Street, boasting some of the finest restaurants and eateries. Buses are the best mode of cost-effective and easy public transportation. Bus stops are located right at the doorsteps of the campus, providing students with easy access to various establishments and action businesses.

Timetables & Route

<https://transportnsw.info/>

Public Transport in Sydney

CENTRAL STATION

Sydney’s main train and coach terminus is Central Station at Railway Square, near Haymarket and Chinatown. Use the trip planner at transportnsw.info to plan your train and coach travel in NSW.

INTERCITY AND COUNTRY NSW TRAINS

Explore 365+ destinations on the NSW TrainLink regional coach and train network. Intercity and regional trains depart Central Station for many NSW destinations, including the South Coast, Blue Mountains, Southern Highlands, Central Coast, North Coast, Country NSW and Outback NSW. Travelling long distances is easy and affordable with NSW TrainLink. To find out more and to book, visit transportnsw.info/regional or call 13 22 32

OPAL CARD

Opal is the smartcard ticketing system used to pay for travel on public transport in Sydney, the Blue Mountains, Central Coast, the Hunter and the Illawarra. Add value before you travel and tap on and off to pay your fare.

With a convenient Opal Card, pay for intercity trains on the Blue Mountains Line, Central Coast and Newcastle Line, Hunter Line, South Coast Line and Southern Highlands Line, and buses in the Blue Mountains, Central Coast, Hunter, Newcastle, Port Stephens, Wollongong, Shellharbour and Kiama.

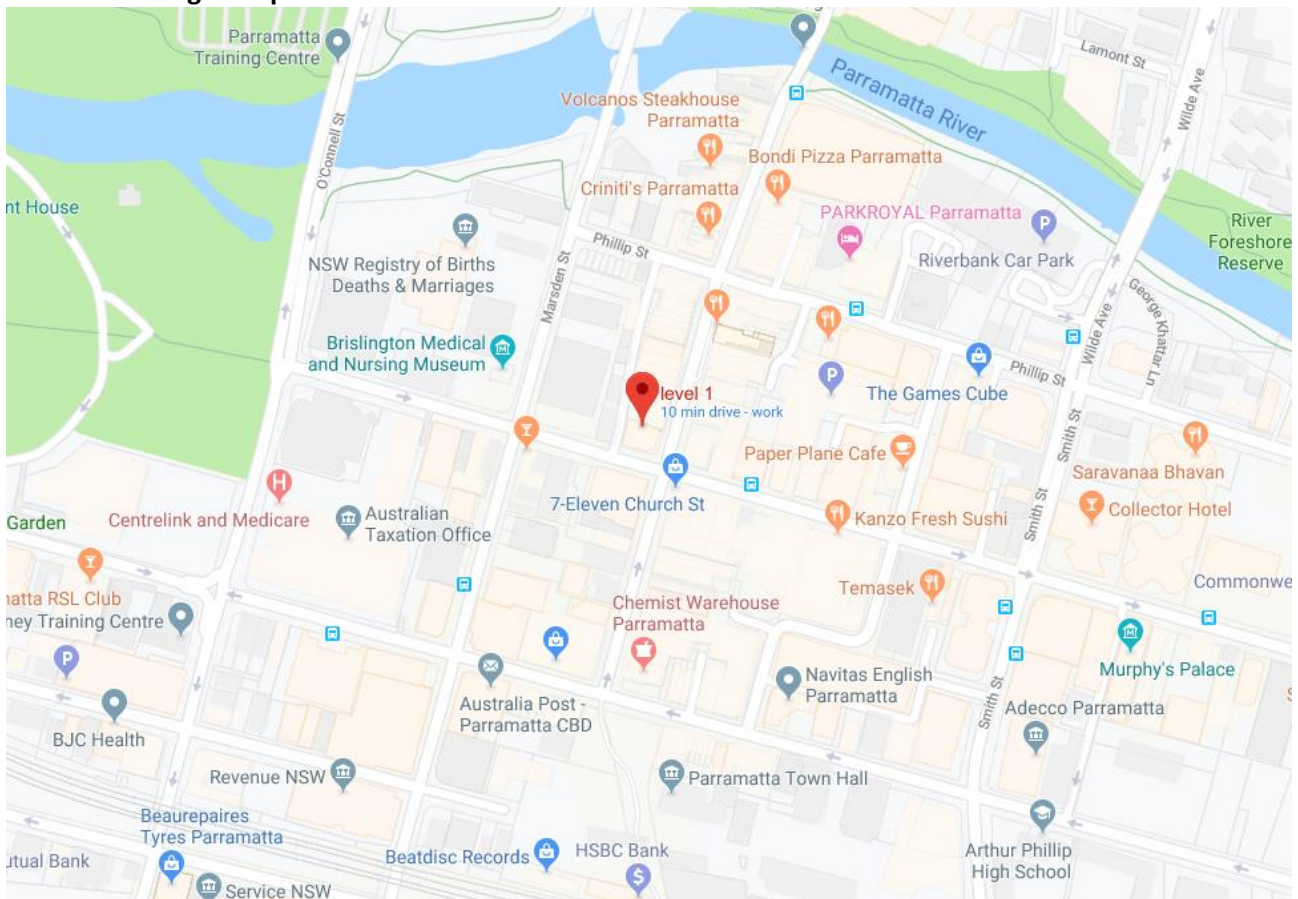
For more information, visit;

<https://www.visitnsw.com/travel-information/transport>

<https://transportnsw.info/routes/bus>

<https://transportnsw.info/routes/metro-train>

Find us on Google Map



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Campus Facilities

Modern and fully equipped campus located in the heart of Parramatta's education and entertainment precinct. The campus has been newly designed and refurbished with modern lecture rooms and student amenities. The campus boasts top student facilities and resources including;

- Free WIFI in the campus building
- Modern, large and fully-fitted lecture rooms
- An on-campus reference library and computer lounge
- Spacious Student lounge and study nooks
- Printing and photocopying facilities

The ground floor of the building has a public café offering hot and cold drinks, snacks and meals.

Major features;

- Modern and spacious campus
- Fully networked campus with modern networking hardware
- High speed broadband and Wi-Fi connectivity
- Spacious and tastefully furnished lecture rooms
- Projector and audio-visual equipment in each lecture room
- Kitchenette for students
- Student lounge with recreational spaces and seating
- Student computer areas/desks
- Printing and photocopying facilities
- A fully resourced library covering key subject areas of the college

The campus is easily accessed through buses right at the doorstep. The campus is in the vicinity of parks, cafes, shopping areas and a short distance from the city centre. More information on the surrounding areas and Parramatta can be found at;

<https://www.visitnsw.com/>

Guide to Sydney

<https://www.australia.com/en/places/sydney-and-surrounds/guide-to-sydney.html>



Notes:

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About ACAB

ACAB is one of the fast-growing Registered Training Organisations (RTOs) in Sydney, offering a range of business and management courses to corporate and individual clients. The RTO is well-positioned to provide career-oriented training to young graduates and workplace-based trainees, and through its certificate and diploma programs in business. These courses are aimed at providing essential skills to work and enhance career within the business industry. With a strong brand recognition and market presence of Smart Connection, ACAB aims to cater to the needs of growing demands for quality training and education services in its core areas with the VET sector. ACAB is guided by a strong leadership team of motivated educators and managers with decades of collective experience within the VET sector.

As part of its strategic plan, the RTO aims to enhance its quality assurance processes and academic oversight to create a distinction with the sector, and focus on long-term growth. In 2017-2018, the RTO plans to add several additional courses and engage with cross-sector partners to forge strategic alliances for future growth and development. As a major strategic initiative, the RTO is planning to apply to become an approved CRICOS provider in early 2017, with a view to capturing the growing international education market, promoting Sydney as an international education destination, and enhancing RTO's profile.

ACAB's mission of providing quality education and training to all its students and its commitment to continuous improvement places it distinctively in the education sector with forward-looking strategy, robust governance structure, academic oversight and industry engagement. ACAB's values and quality processes will further be enhanced by a proposed Honorary Academic Board that will comprise of eminent academics and industry professionals, and provide overall academic oversight. ACAB is managed by a team of highly qualified and experienced executives and program managers with years of professional experience in their respective fields. The top management team consists of senior managers who are highly qualified and boast a strong and distinguished academic background in education and training.

ACAB is constantly engaged in developing new and skill-oriented learning programs for its students and forming alliances with corporate partners, industry bodies and universities. ACAB envisages articulation arrangements with prominent universities, corporate training and government-funded training programs in the near future as part of its strategic initiatives. Focusing on its core expertise of developing and providing vocational education programs, ACAB envisions expansion of its operations in the overseas markets, most notably the Sub-continent and SE Asia, where it can leverage its marketing networks, brand image and industry associations in creating long-term business opportunities.

Academic Profile

ACAB is a Registered Training Organisation registered by the Australian Skills Quality Authority (ASQA) delivering a range of vocational education and training programs to domestic and international students (planned 2017; subject to registration).

Honorary Academic Board

The honorary academic board of ACAB will be responsible for overseeing ACAB's academic policies and processes, including the maintenance of high standards in training and assessment.

It will also recommend new programs, regulations and advise improvements to the academic standards and outcomes. All the positions will be honorary and none of the academic board members will be employed by ACAB.

Role of the Academic Board

The Academic Board has responsibility for monitoring and reviewing academic policymaking, course development, academic administration and the educational process. This ensures that the Academic Board maintains independent influence over the administration of the curricula and courses to allow ACAB's quality academic objectives to be achieved.

The Academic Board is the principal academic authority within the college for maintaining the highest standards in teaching and assessment.

Core Principles

ACAB has as its primary purpose the provision of education and is committed to supporting free intellectual inquiry and nurturing a culture of scholarship throughout the organisation.

The objectives for which the college is incorporated are to foster and direct the systematic study of its core academic programs by teaching in a manner and at a level comparable to the standards of Australian institutions and colleges by:

- Establishing itself as a distinctive and responsible education provider within the vocational education and training sector in Australia and overseas
- Awarding vocational qualifications in business, management, business and other disciplines equivalent to awards offered in Australian TAFE institutions and universities, and delivering the related courses in a variety of modes; and
- Engaging in student-centred teaching and learning, that advances skills, knowledge, encourages free and open inquiry, and enhances the pursuit of academic excellence; and
- Facilitating each faculty realisation of the full potential of its formational, educative and scholarly endeavour; and
- Promoting the study of business, management, business and other disciplines in the wider community; and
- Underpinning these objectives through governance, procedural rules, policies, financial arrangements and planning, and quality assurance processes which are sufficient to ensure the academic integrity of the college's learning and teaching activities, and business endeavours.

Our Mission

ACAB is committed to providing quality and client-focussed training and education services to its local and international clients through innovative programs, industry engagement and strategic alliances across its core business areas.

Our Vision

To establish ourselves as a distinctive higher education and training provider in Australia and overseas within the next five years by;

- Engaging with industry stakeholders and developing training programs that meet client, regulatory, and industry expectations
- Maintaining student focus
- Building strategic and pathway partnerships with universities and higher education institutes in Australia and overseas
- Embedding quality principles in all our operations
- Setting benchmarks for quality education and training; and maintaining compliance in all areas of operations
- Developing innovative and flexible delivery platforms and tailoring skill solutions to specific client needs
- Continuously learning, innovating, and transforming our organisation

Programs

Vocational Courses Offered by ACAB;

Code	Course Name	Mode
BSB30120	Certificate III in Business Certificate III in Business	Face-to-Face; on campus and blended
BSB40120	Certificate IV in Business	Face-to-Face; on campus and blended
BSB50420	Diploma of Leadership and Management	Face-to-Face; on campus and blended
BSB60420	Advanced Diploma of Leadership and Management	Face-to-Face; on campus and blended
BSB80615	Graduate Diploma of Management (Learning)	Face-to-Face; on campus and blended

Articulation Arrangements

ACAB is discussing articulation arrangements with some of the leading higher education providers to provide a learning pathway to its graduates.

Student Code of Conduct

1. Purpose

ACAB is committed to providing a safe, supportive, collaborative, and positive learning environment to all the students. This Code sets out the college expectations of students with respect to their academic and personal conduct and outlines the college's responsibilities to students.

2. Scope

This code applies to all the students of ACAB enrolled with ACAB in Australia or overseas campuses, or students representing ACAB in any event or activity in Australia or overseas. This code does not replace, but supports, legislation, relevant professional bodies' codes of conduct or awards and policies.

3. Definitions

College Members: Means all employees of ACAB regardless of the type/tenure of employment, contractors, visitors, guest speakers and persons on honorary appointment

The Code: The Student Code of Conduct

4. Legislative Context

- ESOS Act 2001
- National Vocational Education and Training Regulator Act 2011
- Anti-Discrimination Act 1977
- Copyright Act 1968
- Equal Opportunity for Women in the Workplace Act 1999
- Freedom of Information Act 1989
- Occupational Health and Safety Act 1983
- Privacy and Personal Information Protection Act 1998
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Protected Disclosures Act 1994
- Workplace Relations Act 1996

5. The Code

5.1 Compliance with all ACAB policies, procedures and quality initiatives

All students are required to observe and comply with all college policies, procedures, guidelines, directive, and quality initiatives at all times during their enrolment at the college.

5.1 Student Obligations

ACAB expects its student to;

- Inform themselves of the college's rules and policies affecting them and comply with this Code of Conduct at all times.

- Treat all college staff, other students, and visitors to the college with courtesy, tolerance and respect.
- Ensure their contact details are up to date and that they regularly read all the communications and emails sent to their provided email and physical addresses.
- Identify themselves when required to do so by a college staff member and produce their student card on request to a college staff member fulfilling the requirements of their duties.
- Treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare.
- Abstain from bullying, harassing, and any other unlawful activity or Unacceptable Student Behaviour whilst on campus or when representing the college in an activity or an event, including the online environment.
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being.
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment.
- Adhere to course requirements and classroom norms established in class.
- Make timely payment of any fee, charge or penalty imposed by the college.
- Ensure their actions or inactions as a student do not harm, or bring into disrepute, the college's reputation or good standing.
- Abide by the conditions of the Student Agreement.

5.2 Unacceptable Student Behaviour:

Unacceptable behaviour may include but is not limited to;

- Endangering the safety of self or others
- Inappropriate physical contact and/or physical violence
- Bullying and intimidation of any other person
- Being affected by drugs and/or alcohol
- Consistently disrupting the work of learning in the classroom
- Inappropriate isolation of a group member from group activities
- Putting at risk the good reputation of any other person
- Making racist, sexist or inappropriate comments to any other person
- Demeaning another in any way
- Constantly and inappropriately seeking attention
- Behaving in a disruptive manner such as swearing, yelling, using offensive language
- Inappropriate invasion of another's personal space
- Stealing
- Disobeying any reasonable direction by a staff member
- Viewing or distributing offensive material via the internet, e-mail or any other means
- Use of mobile phones in the classroom environment.

If your behaviour is disruptive or unacceptable, disciplinary action may be taken against you. A trainer/assessor can ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damages or threatens college property, you may be suspended.

5.3 Integrity in Academic Works

Students are expected to;

- Not engage in plagiarism or other academic misconduct (Ref: *Plagiarism and Academic Misconduct Policy*)
- Actively participate in the learning process.
- Attend scheduled course training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise.
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student.
- Comply with the assessment conditions, trainer/assessor instructions, and ensure the proper use of copyright material.
- Not behave in a way that disrupts or interferes with any training or academic activity of the college.

5.5 College Resources

Students have a general responsibility to safeguard, properly use and care for college resources. Fraud or theft by a Student may result in dismissal or a legal action.

Students are expected to:

- Use and care for all college resources, such as buildings, equipment, library, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all college members.
- Not engage in behaviour that is detrimental to college property, including the college library sources, and course materials.
- Not misuse library, computing or communications facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others.

Students must use college resources only for purposes related to their studies. College facilities and resources are necessarily provided in an accessible manner on trust to staff and students. College information systems, including software and computer equipment, may be used only by staff or students.

6. College Responsibilities

The college has responsibilities to ensure that students:

- Study in an academic environment which fosters student participation in active and collaborative learning activities that contribute towards development to knowledge, skills and graduate attributes.
- Are considered for selection into courses or programs on the basis of criteria that are valid, explicit, fair and reliable.


- Enrol in courses and programs of study that are of high standard, satisfy relevant professional requirements, are up-to-date and based on training packages and industry expectations.
- Have access to appropriately qualified academic staff and academic and learning support services.
- Have access to materials, equipment and other resources to enable completion of academic courses.
- Receive timely, complete, clear and accurate information in relation to the content, conditions, cost and assessment tasks of courses.
- Receive timely and appropriate feedback on assessment tasks.
- Receive timely and appropriate information in relation to administrative procedures that apply to them.
- Have an opportunity to provide feedback on the training, learning and assessment environment.
- Study and work in a safe, harmonious, tolerant and productive academic environment.
- Are treated with courtesy, tolerance and respect as valued members of the college community.
- Are treated fairly, impartially and consistently in all aspects of college policy, procedures and practice.
- Are treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment.

7. Breach of the Code

A student may be suspended or have their enrolment terminated from a course for behaviour that contravenes this Code of Conduct.

Students have a responsibility to;

- Observe the college and classroom norms and this Code of Conduct
- Be courteous to staff and other students
- Behave in a manner which does not interfere with the learning of others
- Conduct themselves in a responsible manner while at the college or any other college activity, excursion, or function
- Abide by the policies and rules of the college
- Abide by the conditions of the Student Agreement

	<ol style="list-style-type: none"> 1. Harassment Policy and Complaint Procedure 2. Anti-Discrimination and Bullying Policy and Procedure 3. Health and Safety Policy and Procedure 4. Critical Incident Policy 	<p>In this Guide (Policies and Procedures) & College Website</p>
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ESOS Framework and Your Rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code (2007).

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E-Mail: info@acab.edu.au © Smart Connection Company Pty Ltd . V3

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at: <http://cricos.DET.gov.au/>

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location and match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
 - How to use your provider's student support services;
 - Who the contact officer or officers are for overseas students;
 - If you can apply for course credit;
 - When your enrolment can be deferred, suspended or cancelled;
 - What your provider's requirements are for satisfactory progress in the courses you study;
 - If attendance will be monitored for those courses;
 - What will happen if you want to change providers; and
 - How to use your provider's complaints and appeals process.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your provider;
- Inform your provider if you change your address;
- Maintain satisfactory course progress;
- If attendance is recorded for your course,
- Follow your provider's attendance policy; and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact Information

Who	Why	How
ACAB	For policies and procedures that affect you	Contact college administration through front desk
Department of Education, Employment and Workplace Relations	For your ESOS rights and responsibilities	ESOS Helpline +61 2 6240 5069 Email esosmailbox@dest.gov.au
Department of Home Affairs	For visa matters	https://www.homeaffairs.gov.au/ Phone (02) 6264 1111.in Australia Contact the DHA office in your country.



Notes:

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Pre-Enrolment Information

International Student Guide

This Student Handbook contains an International Student Guide that provides useful information about Australia, Sydney, pre-arrival, settling-in, and culture and social adjustments.

This guide can be requested from the college administration in person or by email.

A shorter version of the guide is also provided at the end of this handbook.

	International Student handbook & Guide	College Reception & Admin
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How do intending students apply for admission in the college?

Students need to first complete and lodge college's relevant Application Form; i.e. Application Form – International Student or Application Form – Domestic Students.

Prospective students may apply directly or through an Education Agent for an admission in their desired course(s). The courses can also be packaged to offer an academic pathway for students looking for a specific educational outcome.

PLEASE NOTE: You must be 18 year of age or above at the time of application to get an admission into a ACAB course.

How does the college formalise the enrolment?

Once an application is received with the relevant documents, the college determines if the applicant meets the entry requirements in the intended courses.

Once all the enrolment conditions have been met, the college extends an offer letter to applicant along with a copy of Student Agreement. This agreement aims to ensure the obligations and rights of both the registered provider and student are clearly set out, including the course money payable and services to be provided (The National Code: Standard 3).

The college's enrolment process is guided by the *Student Admission and Enrolment Policy and Procedure*. This policy outlines the procedure for approving admission applications and enrolling students in the relevant courses or units of competency.

Once the offer has been accepted and the enrolment conditions have been met, the college issues an eCoE to the students (in case of international students) which can be used for applying for a student visa in student's home country.

	Student Admission and Enrolment Policy and Procedure	In this Guide (Policies and Procedures) & College Website
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What other information is provided to prospective students as part of the enrolment process.

All intending students are provided with an information pack that includes a copy of college's *StudentFees Policy, Fee Refund Policy and Procedure, Student Code of Conduct*, and a Student Handbook. The Student Handbook is also available on college's website and provides essential information to students to plan and organise their trip.

College's website contains further pre-departure information and link to various resources for student's information.

What is the Tuition Fee?

Tuition fees are fees we receive, directly or indirectly, from an overseas student or intending overseas student, or another person who pays the fees on behalf of an overseas student or intending overseas student that are directly related to the provision of a course that ACAB is providing, or offering to provide, to the student.

Tuition fees are clearly shown against each course of study in ACAB's Offer Letter as well as Student Agreement.

What other types of fees may be charged along with the tuition fees?

Other types of fees may include,

- Application Fee
- Materials fee
- RPL fee
- Reassessment Fee
- Late Fee

The college includes all the applicable fees for a student in the Student Agreement. Any fee type that is not included in the Student Agreement is not charged.

Are the fees refundable?

The only refundable fees are the tuition fees. Fee refunds will be based on unexpended (unused) tuition fees.

How much fee does a student have to pay prior to commencement?

As per the recent changes to the Education Services for Overseas Students Act 2000, effective 1 July 2012, only up to 50% of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less: See Study Period below).

If a student enrolls in packaged courses (e.g. Cert IV + Diploma + Advanced Diploma), only up to 50% of the tuition fee of the first course may be collected prior to student commencement.

What does the college do with the pre-paid fees?

ACAB keeps the initial prepaid tuition fees in a separate pre-paid fees account within 5 business days of receiving them. This account can only be drawn down when the student commences the course.

ACAB has established a mechanism for keeping pre-paid tuition fees separate from day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.

What is TPS?

From 1 July 2012, the TPS has replaced the Tuition Assurance Scheme (TAS) arrangements and the ESOS Assurance Fund.

The Tuition Protection Service or TPS is now a placement and refund service for international students. All providers (both public and private) will contribute annually to the TPS. More information on TPS can be found at: <https://tps.gov.au/Home/>

How are rest of the fees collected after commencement?

After the student commences, ACAB cannot require a student to pay any further fees until two (2) weeks before the start of the second study period (term). However, if a student voluntarily pays tuition fees after commencement but earlier than two weeks before the start of the second study period, the college is not required to return the fees and would not be considered in breach of this requirement.

ACAB invoices students on a term basis; i.e. due date for fee for each term will be two weeks before the start of the term

What if ACAB's agents collect any fees on behalf of ACAB?

Under the obligations placed under Standard 4 of the National Code 2018, agents who collect prepaid tuition fees from international students do so on ACAB's behalf and in that case, from a legal aspect, the acts of an agent are the acts of ACAB. ACAB's agreement with agents must specify the responsibilities of the education agent and the registered provider and the need to comply with the requirements of The National Code 2018.

What if the students have any difficulty in paying their fees?

ACAB recognises that some students may face financial difficulties due to unforeseen circumstances in their personal or family situation.

ACAB has a fee arrange system in place by which students can choose to pay the fees in instalment, or a later date as mutually agreed. The students must apply for fee extension or fee instalments using appropriate forms.

What does the college do with the fees received from the international students in advance?

Under the provisions of changes to the Education Services for Overseas Students Act 2000 enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review ACAB has set up a separate Pre-Paid Fees account that is used to hold all pre-paid fees. This account is only drawn down when the student commences the course.

A maximum of 50% of the course tuition fee will be collected as a pre-paid fee for course longer than 24 weeks in duration. For packaged courses, 50% of the fee of the first course of study will be collected as a pre-paid fee.

	1. Student Fees Policy 2. Fee Refund Policy and Procedure	In this Guide (Policies and Procedures) & College Website
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How the LLN skills development is supported by the RTO for learners with non-English background?

For all learners, LLN are key underpinning skills that will support their vocational learning, the development of their employability skills and their workplace communication skills whatever level of course or training they are doing (The Crux of the Matter, DET, 2011). Accordingly, ACAB will embed LLN principles within its delivery and learning and assessment tasks.

ACAB uses Australian Core Skills Framework (ACSF) as a reference to assess current LLN skill levels. The ACSF provides:

- A consistent national approach to the identification of the core skills requirements in diverse personal, community, work and training contexts.
- A common reference point for describing and discussing performance in the five core skill areas.

Further information on ACSF and assessment resources can be viewed at;

http://www.precisionconsultancy.com.au/acs_framework

<http://www.innovation.gov.au/Skills/LiteracyAndNumeracy/AustralianCoreSkillsFramework/Pages/default.aspx>

Pre-training LLN assessments will be conducted during student orientation program to identify specific LLN needs of the students. These needs will be addressed through classroom learning and assessment activities over the duration of the program. LLN Assessments will be conducted through LLN Robot.

What RPL or Credit Transfer arrangement are place to assessment pre-training RPL eligibility of the students?

ACAB provides RPL and Credit Transfer opportunities to all its prospective and existing students. The college has a comprehensive *RPL and Credit Transfer Policy and Procedure* in place to support its commitment for recognition of prior learning.

ACAB recognises all National qualifications achieved within the AQF framework and provides credits for equivalent competencies achieved into its courses.

The college has RPL assessment resources for all its courses that are validated each year as part of college's quality and continuous improvement framework. RPL assessment is conducted in accordance with the principles of assessment and the rules of evidence.

The college follows AQF's "*National Principles and Operational Guidelines for Recognition of Prior Learning*".

Under the AQF, each qualification Guideline provides for an RPL pathway as an 'alternative' or 'non-institutional' access point or source of credit. This keeps the system of qualifications open to recognition of the value of learning achieved outside the formal system, as part of everyday living in a continuum of learning throughout one's life.

	1. RPL and Credit Transfer Policy and Procedure	In this Guide (Policies and Procedures) & College Website
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Is there a fee for RPL or Credit Transfer?

The college does not charge any fee for Credit Transfer applications.

RPL is an extensive process and the RPL fee is equivalent to a single unit fee on a pro-rate basis based on the total course fee.

How does the college ensure access and equity in its programs?

Access refers to the ability to enter training regardless of racial, religious, cultural or language backgrounds or physical attributes

Equity is about ensuring that all people have the supports that they need to access, participate and achieve to the same level

The college has an *Access and Equity Policy* in place that ensures that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location. The college staff, trainers and assessors adhere to the principles and practices of access and equity in the provision of education and training services.

	Access and Equity Policy	In this Guide (Policies and Procedures) & College Website
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Notes:

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On Arrival: Commencing Your Studies

Student Orientation

Student Orientation is a welcome and orientation program for new students commencing their studies at the college. The program consists of presentation, campus tour, enrolment and information that helps new students settle into the new study environment.

All incoming students are expected to attend the college's orientation program.

The orientation session provides all new students with information about the training, assessment and support services, their responsibilities as student, key policies that impact upon their course progress and completion, and their rights and obligations at the college.

Students who miss the scheduled orientation session will be provided with a copy of the orientation presentation and information handed out during the session, and given an opportunity to attend the next program if they wish to do so.

How do students start their student life at the college?

Following the orientation session, students are provided with their Student ID and details of their college network accounts.

The students are provided with their timetables and extended any further assistance they may need through college's student support system including the Student Welfare Officer.

The college is committed to providing a positive and a culturally vibrant learning experience to all its students; and ensuring student safety, welfare, and general well-being through a client-focussed approach and continuous engagement. Students are free to contact anyone from the college administration and management, if they need more information or discuss any specific issues.

What support services are provided to students, especially international students who just begin their studies?

All incoming students are expected to attend a student orientation session on arrival. College's Student Orientation session is aimed at supporting students to adjust to study at the college and to life in Australia in general. The college invites guest speaker from various government agencies (e.g. DHA) and industry for benefit of the students.

Student Orientation Policy and Procedure outlines the organisational and operational program structures for orientation.

	Student Orientation Policy and Procedure	In this Guide (Policies and Procedures) & College Website
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The college also conducts a survey at the end of the orientation session to collect data for continuous improvement.

Student Cards

You will receive aACAB student card on commencement. Student card must be carried at all times when on campus and produced to verify identification when asked by college staff members.

Library Services

All students have access to on campusACABreference Library. Students can borrow the books for study on-campus.

Health & Safety on Campus

The College will take every practicable step to provide and maintain a safe and healthy work environment for all employees and students. To this end ACAB abides by the responsibilities specified by the OH&S Act 2004 and subsequent state and federal amendments. If the Students observe a safety hazard, they can report this to RTO Manager who would address it and take necessary steps to eliminate or reduce potential risk.

Timetables

Timetables are displayed on the College Notice Board in the student area. A list of students that belongs to each group is displayed on the Notice Board as well. Each student can refer to the list of names, find the group they are allocated to and find the relevant class according to the Timetables.

The new timetable for the new term will be updated one week prior to the Term commencement and will also be available on the ACAB website.

Student Welfare Officer

ACAB understands that being in a new country, new environment and engaging in your studies can be quite challenging. We are ready to help you through the process of your adjustment to the life in Australia and in fact through any of the issues you may face while studying at ACAB.

The college has designated a full-time, on-site student welfare officer to provide student welfare related services including (but not limited to) accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management.

Students will need to make an appointment to meet the Student Welfare office. Urgent matters will be attended to promptly on advice of the front desk (initiated by the student) or college staff members.

Current Address Details

Students on an International Student Visa no longer need to keep DHAINformed of their home address in

Add: Level 1, 239 Church Street Parramatta NSW 2150, AUSTRALIA Ph: +61 02 86777407 | +61 42 256
E-Mail: info@acab.edu.au © Smart Connection Company Pty Ltd . V3



Australia, as DHA will check these details with your education provider if required. Therefore, you **MUST** maintain a current residential address on your student file **AT ALL TIMES**. If you have changed your address, please obtain a 'Change of Details Form' from the Reception and fill it in and hand it back to them.

Notes:

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Academic Life

Attendance

Is the college attendance based?

No. The college has adopted and implemented the DHA-DEapproved course progress policy and procedures for its courses. Therefore, Standard 11 of The National Code 2018 does not apply.

However, it does not mean that students can simply skip the classes. Student attendance in classroom learning and assessment session is strongly linked to academic performance. Further, in a competency-based environment, students need to demonstrate certain skills as part of their course which is best achieved during in-class assessment sessions.

Missing classes and remaining absent without college's approval may impact on your course progress and course duration.

Does the college still keep attendance records?

Yes, attendance records must be kept as evidences of student participation and attendance during in-class assessment sessions. Students are expected to advise the college if they are unable to attend the class scheduled.

What to do if a student does not turn up for classes?

If a student misses three consecutive classes without an approved leave of absence from the college, trainers should complete and forward the *Trainer Concern Form* to the Academic Manager. Continuous student absence may also mean that student enrolment has either been deferred or suspended due to certain reasons. Consult with the Academic Manager to verify a student's current status.

Course Progress

What is Course Progress?

Course Progress is the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies (The National Code 2018).

How does the college monitor student progress?

The college has a *Course Progress Policy and Procedure* in place that ensures that students studying at the college maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory progress and taking remedial actions.

The college has adopted a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements - even after attempts by the college to notify and counsel them through the intervention strategy - shall be reported to DET and DHA in accordance with the ESOS Act 2001.

An Unsatisfactory Course Progress will be noted when a student has failed, or is deemed Not Competent (NC), in 50% or more of the units attempted in a study period.

Students with "At Risk" status may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed through appropriate procedures.

What intervention strategies are in place to support the student course progress issues?

In the first instance, the student will be informed of the course progress issue by the trainer/assessor in the classroom through assessment feedback during each academic term (or a study period). Depending on the assessment outcomes, trainer/assessors may allow the student to resubmit the work or suggest a reassessment or a re-sit as per college's *Reassessment Policy*.

A range of intervention strategies are developed for different stages of intervention (See *Course Progress Policy and Procedure*). These strategies include, but are not limited to;

- The trainer/assessor providing information and support
- The student allowed to resubmit assessment tasks or allowed to undertake assessments missed
- The student allowed undertaking extras classes
- Undertaking reassessment in each of the failed units
- Undertaking a period of study during the scheduled break between study periods
- Repeating failed units during the next study period by
 - Attending additional classes
 - Undertaking a self-paced/on line program
- Being required to undertake additional English language classes prior to reassessment
- Producing evidence of competence gained in the workplace
- Being referred to Student Welfare Officer if the progress is thought to be affected by personal issues and situation of the student
- Academic support in the areas such as developing research and paper/essay writing skills and general strategies for completing various types of assessments
- Change of course
- Course variation (extension of course duration)

How are these strategies implemented?

Students at risk of course progress will be notified in writing and asked to attend a course progress meeting with the designated officer. During the course progress meeting, reasons for unsatisfactory performance will be identified and a remedial action/measure discussed and agreed with the student.

Interview details will be kept on the student file and strategies agreed with the student implemented within the agreed time frame.

If any variations to the enrolment are noted, student's PRISM record will be updated.

What happens if students continuous to show unsatisfactory performance even after intervention strategies have been implemented?

If the Student is unable to demonstrate competency in a majority of units half way during the second consecutive study period, and has not fulfilled the necessary actions which were agreed upon during the interview, the college will notify the student in writing of its intention to report the student to DHA-DE for unsatisfactory course progress.

A Letter of Intention to Report for Unsatisfactory Progress (or a Letter of Intention to Cancel Enrolment) will be sent by registered mail. This written notice will inform the student that he or she is able to access the college's complaints and appeals process as per ESOS Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

If the Student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the college, the college will notify the Secretary of DET through PRISMS of the Student not achieving satisfactory course progress as soon as practicable.

Copies of all outcomes and notifications related the appeal process is kept on the Student's file in accordance with the college's complaints and appeals policy and procedure.

	Course Progress Policy and Procedure	In this Guide (Policies and Procedures) & College Website
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Teaching & Learning in Australia

One thing you may find is that the Education system is much different in Australia than your home country. So are the teaching and learning methods. It is important for you to understand this difference which would help your adjustment to the student life in Australia. ACAB is a Vocational education and Training provider and the system in this sector is much different to Higher Education (University) sector and the secondary education sector.

You are expected to display adult learning capabilities that involve much of independent learning. You will be provided with the help and guidance by trainers however it is expected that you would manage your time and work load independently.

Active learning and cooperation among students is expected from you as adult learners. Active learning is defined as activities like the following:

- Finding and reading a reference referred to in a text or found when browsing the stacks
- Making an outline from class notes or readings
- Taking a test to measure your abilities, interests, or attitudes
- Working on a paper which integrates ideas from several sources
- Making presentations and doing tasks or activities

Keys to Academic Success

- Consistent Attendance
- Completion of work on time
- Establish time management
- Examine personal study habits
- Use study groups
- Participate in class discussions and activities
- Seek help from Trainers outside class time
- Learn to think critically
- Use campus resources and study materials effectively
- Improve writing skills (pre-write an outline, do a draft, re-read and prepare final submission)

Study Skills

- Become a flexible reader (study reading, skimming and scanning)
- Improving concentration
- Managing time (weekly schedule, term calendar)
- Having a good, prepared place to study
- Develop a strategy for reading text books (S.Q.R.W: S– Surveying, Q – Questioning, R-Reading, W – Writing)
- Setting Goals (S.M.A.R.T: S- Specific, M – Measurable, A – Achievable, R –Realistic, T – Timely)

- Motivation for studying (reward yourself at given times, evaluate yourself, reflect on what you have learned, remind yourself your goals)

Plagiarism

In some cultures, using information from other sources is considered to be acceptable. In Australia, if the other source is not cited this is considered to be a bad thing. This is why it is looked on in a bad way. This is called plagiarism. Plagiarism happens when you copy or reproduce someone else's work or ideas without acknowledging its original source. This includes, but is not limited to, obtaining information from books, the Internet and fellow students.

ACAB treats plagiarism as cheating. Cheating and plagiarism is a serious offence, and will be treated seriously. The college imposes severe penalties on students who cheat and plagiarise.

To avoid plagiarizing, it is very important to acknowledge all sources in all assignments submitted for marking. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.

The words of another writer must be placed in quotation marks/inverted commas. These words must be followed by the author's name, the source (book, web site etc) and page number of the source. The author's complete details should also be included in the reference list at the end of the assignment. Please refer to specific links and resources provided in the classrooms for information about citing sources. You may also request your trainer or assessor for more information.

While student are permitted to access their issued learning materials, they must not plagiarise the answer: the answer must be written in their own words to reflect the required understanding. Where information has been sourced and referenced in a student assessment, students must reference the source in their assessment using one of the commonly accepted referencing styles, such as:

- APA.
- MLA.
- Oxford.
- Harvard.
- Chicago.

All student assessments are put through Turnitin, a plagiarism detection software which is integrated with Moodle. Where plagiarism is detected by the software, it will result in the student's assessment submission being invalidated and deemed Not Satisfactory.

It is also a serious act to help another student to plagiarise written work. This includes lending another student work that you have completed so that it can be copied and submitted as the other student's own work. ACAB treats these instances as seriously as plagiarism and will impose severe penalties on students found to be assisting other students to cheat and plagiarise.

Penalties for plagiarism are severe. A student who is identified as cheating or plagiarizing will receive 0% (Not Satisfactory), pending resubmission of that assessment. They will have to resubmit that assessment, and the Academic Manager may alter the assessment to protect its integrity (for example, they may make it

an exam). Resubmission is only possible where the reassessment will be completed before the relevant unit ends. You may appeal if you feel you've been accused incorrectly.

Plagiarism can put you in breach of your visa conditions and may be subject to a DHA investigation. The college may exercise the option of reporting the plagiarism to DHA for review of the student's visa.

	Plagiarism and Academic Misconduct Policy	In this Guide (Policies and Procedures) & College Website
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Resources

The resources for units of all courses will be available with the Academic Manager. Please make maximum use of these resources as they are specially designed to meet the course requirements and the criteria for competence.

Assessments & Reports

The Students are provided with a Learner Guide for each unit of competence. The Learner Guide specifies the Assessment, submission guidelines, timeline and Assessment criteria for each individual assessment.

ACAB Assessment and Reassessment Policies specify the following requirements which students must be aware of. These are available on the ACAB website. We have included them in this Handbook for your easy reference.

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, Students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them

ACAB will ensure that all assessments are;

- Valid, fair, flexible, reliable, feasible and incorporate clearly defined assessment criteria and evidence requirements
- Designed to measure students' achievements against explicit learning objectives, to promote learning, and improve student performance
- Based on a range of assessment practices or modes designed to accommodate the diversity of learners and allows them to demonstrate their achievement as learners
- Promote integrity in assessment to ensure, as far as possible, that students receive proper credit for assessable work which is their own
- Incorporate feedback that supports student learning and is prompt, informative and where appropriate provided throughout, not just at the end of, the learning process

- Be moderated or validated to ensure appropriateness to the unit/module and level of difficulty

Conditions of Assessment

- On commencement, the students should review and understand all the course related information including course structure, prerequisites and competency requirements for each unit of competency.
- All assessment works for a unit of competency must be completed within the prescribed duration. Due dates for the assessments will be set by respective assessors on commencement of the unit and must be adhered to by all the students.
- The students have the responsibility to maintain the required attendance and participate in all the in-class activities and assessment/project tasks to be able to develop the required skills and knowledge.
- The students must keep record of their activities, assessments and research and take an active interest in exploring new concepts and ideas
- There are only two assessment outcomes, “C” (Competent) and “NC” (Not Competent)
- To successfully complete this unit of competency, the student must complete and obtain a “C” results in ALL the assessment tasks and activities of this unit
- Each assessment can only be attempted a maximum number of times. If marked “NC” in any unit of competency after all the allowed reassessment attempts have been exhausted, the student will need to re-enrol in the unit according to college’s Re-assessment Policy
- Student’s completing partial course will be awarded a “Statement of Attainment” showing respective competencies achieved
- Other assessment conditions such as assessment due dates and conditions for group assessments may be separately set by the assessor under advice to the Academic Manager
- To maintain fairness in assessment, all the students will be provided with similar and equitable assessment conditions (place, time, opportunity and supervision) as applicable
- In-class assessment tasks must be completed during designated sessions in presence of an assessor

Special Needs and Reasonable Adjustment

This assessment strategy is applied in a flexible manner so as to ensure the resulting assessment is fair as well as valid and reliable. In particular, this requires the making of reasonable adjustments where special needs exist in regard to assessment. Examples of reasonable adjustment in assessment include:

- Substitution of an oral assessment task for a written one
- Provision of extra time
- Use of an interpreter
- Use of adaptive technology
- The existence or absence of special needs must be established and an appropriate record kept of the efforts made to establish special need and the outcomes of those efforts.

Where special needs regarding assessment exist, then reasonable adjustments should be made in accordance with relevant policies and procedures of the college. Consequently, an appropriate method should be chosen to implement the same. The assessment should then be modified further, if appropriate and in line with the policy, to accommodate the identified special need.

Reasonable adjustments should not decrease the rigor of the assessment, but should accommodate the special need as much as is practical.

Reassessment

What types of assessments does a unit contain?

Depending on the course, a unit may contain written and practical tasks, case study, projects, presentations, tests, and exams. Some in-class activities may also contribute towards assessment in form of a portfolio.

Do I need to complete all the assessments to pass a unit?

Yes. To pass a unit, you need to complete all the given assessments and obtain a Competent “C” grade in each of the assessment tasks.

When are the assessments conducted?

The assessments are conducted at designated sessions during the academic term. Some assessments need to be completed in the class during in-class assessment sessions.

How will I know about assessment schedule and sessions?

Your trainer will provide you with an assessment schedule, conditions, and requirements at the beginning of the term.

Do I need to attend in-class assessment sessions?

You **MUST** attend all the designated assessment sessions in order to meet the assessment requirements.

What happens if I do not attend in-class assessment sessions and do not submit my assessments?

You will be deemed Not Competent (NC) in a unit if you fail to complete or submit any of the assessment tasks.

What happens after I get an “NC” (Not Competent) in a unit?

You will be subjected to college’s Reassessment Policy. The following conditions apply;

- a. If you have attended all the designated assessment sessions but have either failed to submit a task or have been deemed “NC” in a task;**

You will be given TWO (2) more opportunities to correct and/or submit your work before the end of the term

- b. If you have NOT attended any designated assessment sessions;**

You will be provided an opportunity to attend supplementary assessment sessions organised before end of the term.

You will then have ONE (1) more opportunity to correct and/or submit your work before the end of the term at no extra cost if you are deemed “NC” in any of the assessment tasks.

You may also be subjected to college’s Course Progress policy if you do not pass in 50% or more units in an academic term.

c. If you have NOT attended any designated assessment sessions and the academic term has ended;

You will be deemed Not Competent (NC) and will need to re-sit/repeat the unit in the subsequent term

What is the impact of repeating a unit or more on my course and course duration?

- Generally, an extra load of a unit can be maintained along with the usual term load without affecting the course end date. However, if you continuously fail to complete the units and are deemed at risk of not meeting course progress, you will need to attend a course progress interview to discuss your options.
- If all reassessment options have been exhausted and you have been deemed Not Competent (NC) in one or more units, you will be asked to repeat (re-sit) the unit in the following term; which means that you will have an extra load in addition to your usual term load.
- The cost of repeating a unit assessment is \$100 (per unit) which needs to be paid along with your usual term tuition fee.
- You will be required to attend an interview with the Director of Studies/Academic Manager to organise a re-sit.

PLEASE NOTE: Due to Course Progress Intervention, if you need to repeat a number of units, this may result in extending your COE for one more term, in which case you will need to pay the full tuition fee for the extended term; approximately \$1500.

If you think that you have not completed or are not able to complete any units during an academic term, you should make an appointment with the Director of Studies/Academic Manager to discuss your situation and options.

How can I ensure that I keep receiving all the important information and notifications from the college?

You have the responsibility to maintain your latest contact details with the college. If you think that you have not been receiving correspondences from the college, please contact the college reception and update your details.

Our advice for students is to attend your classes to best understand the requirements, submit your assessments on time to avoid late fees and possible visa issues and to ask us for help if you need it.

	Reassessment Policy and Procedure	In this Guide (Policies and Procedures) & College Website
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Student Administration

International Student Transfer

Does the college have a policy in place to deal with international student transfers to and from other providers?

The ESOS Act 2001 and National Code 2018 impose obligations on registered providers of education services to overseas students studying in Australia on a student visa (international students). Under Standard 7 of the National Code 2018, registered providers are restricted from enrolling a student on to a course of study, where that student is transferring from another provider and has not yet studied six months of their principal course of study.

The college has a comprehensive *International Student Transfer Policy and Procedure* in place to ensure that all transfers are compliant with the standard.

What is a Principle Course of Study?

Principle Course of Study is defined in the National Code 2018 as the “main course of study” that is, or is due to be undertaken by an international student. This is generally the final program or highest qualification in a package of courses.

Under what circumstances can the students be transferred from or to the college without meeting the six-month of principle course requirement?

Six months of principal course of study is exempted where:

- The college (or the original registered provider) has ceased to be registered or the course in which the student is enrolled has ceased to be registered, or
- The college (or the original registered provider) has provided a written letter of release, or
- The college (or the original registered provider) has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change

Under what circumstance will the college provide a student with a letter of release to transfer to another provider?

The college will grant a letter of release only where;

- The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made;
- There are no outstanding fees, complaint, appeal or any other disciplinary issues outstanding against the student
- The transfer is deemed not to be in the best interest of the student

Do the students have to pay for a letter of release?

No. When granted, a letter to release is provided Free of Charge along with all due student results and/or testamurs and Statement of Attainments.

What happens if the college declines the request for a release?

Where college does not grant a letter of release, the student will be provided with written reasons for refusing the request and informed of his or her right to appeal the decision in accordance with college's *Complaints and Appeals Policy and Procedure*; and as per college's obligations under Standard 8 of The National Code 2018.

The student will continue to be enrolled at the college and if needed, provided counselling through the Student Welfare Officer.

Under what circumstances will the college accept a student from another provider?

The college will not actively recruit or enrol a student wishing to transfer from another registered provider's course prior to the student completing six (6) months of their principal course of study, except in limited circumstances where;

- The original registered provider has provided a written letter of release, or
- The course in which the student is enrolled has ceased to be registered by another registered provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), or
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course

Will the college acknowledge existing credits or prior learning of transferred students?

ACAB provides RPL and Credit Transfer opportunities to all its prospective and existing students. The college has a comprehensive RPL and Credit Transfer Policy and Procedure in place to support its commitment for recognition of prior learning.

ACAB recognises all National qualifications achieved within the AQF framework and provides credits for equivalent competencies achieved into its courses.

All transferred students will be offered RPL and Credit Transfer opportunities and on successful completion granted appropriate credits in the ACAB courses.

	International Student Transfer Policy and Procedure	In this Guide (Policies and Procedures) & College Website
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Course Duration: Deferral, Suspension and Cancellation of Enrolment

How does the college ensure that its students complete their courses in the intended timeframe?

The college has implemented a *Course Completion with Expected Duration Policy* to ensure that students complete their studies within the expected duration of the course and ACAB only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students.

This policy is further complimented by college's Deferral, Suspension, and Cancellation of Enrolment Policy, and Course Progress Policy and Procedure.

Students are required to complete their studies within the timeframe indicated on their CoE and student visa. The ACAB shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE will kept on the student's file and variations to the CoE will also be retained within the student file.

Under what circumstance a variation to student course duration can be made?

ACAB will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit); or
- The college implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of study has been granted under Standard 13 of The National Code 2018

What is a Deferment?

Deferment is postponement of the commencement of a course of study. It must occur prior to start of a new academic term or a study period. Deferment is usually of the course start date and granted for a completed term; allowing a student to commence or re-commence their studies in subsequent academic terms.

What is a suspension of studies?

Suspension of studies is a temporary postponement of an undertaken course of study. It may occur at any time during an academic term or a study period.

Under what circumstance are deferment or suspension of studies granted?

Under the provisions of The National Code 2018 Standard 13, the college can only defer or temporarily suspend the enrolment of the student on the grounds of:

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E-Mail: info@acab.edu.au © Smart Connection Company Pty Ltd . V3

- Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- Misbehaviour by the student

If a student's deferral or suspension application is rejected, the student will have an option to appeal the decision within 20 working days after receiving the notification.

What are compassionate or compelling circumstances?

These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where the college was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Can international students remain in Australia after being granted a deferral or a suspension of studies?

If a leave of absence, deferral, or suspension of studies is approved for 28 days or longer, DHArequires the students to leave Australia (unless there are exceptional circumstances). As an international student, they must:

- Remain offshore for the duration of their leave (if it is longer than 28 days); and
- Return no more than one month prior to the commencement of their next term/semester

A suspension of studies is a temporary postponement of an undertaken course of study and the student will need to apply for a deferment if the absence is likely to prolong beyond one academic term.

Can a student apply for a Leave of Absence while in Australia?

Yes. A leave of absence can be granted on compassionate groups for a maximum duration of two weeks as per college's *Deferral, Suspension, and Cancellation of Enrolment Policy*.

Can the college suspend or cancel a student's enrolment?

The college may suspend or cancel a student enrolment on certain grounds including;

- Breach of Student Agreement conditions

- Breach of Student Code of Conduct or due to any disciplinary reasons where the student's offence is clearly established and the appeal process has been exhausted
- Non-payment of tuition fees
- Non-commencement of studies while on-shore and absence for a period of 28 days or longer without prior approval from the college
- Unsatisfactory course progress
- Student misbehaviour

How is the deferral, suspension, or leave of absence requests processed?

Students need to apply for deferral and suspension of studies through the *Deferment and Allowable Suspension of Studies Application Form* and for a leave of absence through the *Leave of Absence Application Form*.

If an international student's arrival is delayed, the college will;

- Notify the Secretary of DET through PRISMS of the student's delayed arrival where the student's course end date remains the same; or
- Notify the Secretary of DET through PRISMS of the student's course deferral, issue a new CoE with the revised end date and inform the student to contact DHA

For deferral **after the** course start date, the college will;

- ❖ Issue a letter to the student to inform them that any application to seek a deferral of his or her enrolment will be treated as a suspension of studies and may affect his or her student visa.
- ❖ Notify the Secretary of DET via PRISMS of the suspension and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study

Is there a maximum duration of deferral?

Yes. Deferral beyond the maximum period of one academic year will not be approved. Offers to students who do not take up a place after a deferral of one academic year will lapse. Students must re-apply for a later intake if/when they are ready to commence study and normal course fees will apply.

Is there a maximum duration of suspension of studies?

Suspension of studies is a temporary postponement of an undertaken course of study. A suspension of studies is only granted up to the end of an academic term, after which, the student will need to apply for a deferment if the absence is likely to prolong.

Deferring or Suspending a Course of Study: Initiated by Student

- Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:
 - Serious illness

- Serious illness or death of a family member necessitating a return to the student's home country
 - Serious injury
 - Stressful family or personal situation or a traumatic experience
 - Major political upheaval or natural disaster in the home country requiring emergency travel
- Students will need to substantiate their claims with appropriate supporting documentation. Deferral or suspension of studies cannot be used for personal travelling, undertaking hobbies, working or taking holidays/breaks, and will not be approved on such grounds.
 - Students who would like to defer the commencement of their studies or suspend their current course of study must first speak to the Student Admissions Officer in the case of deferment and the Academic Manager or the Director of Studies/Academic Manager in the case of suspension.
 - Prior to applying to suspend their studies, students must ensure that they have paid any outstanding course fees and library fines and have returned all library resources to the library.
 - After these measures have been taken, and the student still wishes to defer or suspend their studies, a Deferment and Allowable Suspension of Studies Claim Form must be completed and submitted to the Academic Manager or the Director of Studies/Academic Manager with verifiable supporting documents. The form can be obtained from college reception or from the college website. The form must be submitted at least fourteen (14) working days prior to the requested deferral or suspension date.
 - In the event that an application for deferment and suspension being approved or denied, the outcome will be notified to the applicant in writing and, if denied, reasons for the refusal will be given.
 - In the event of an application for deferment or suspension of studies being approved, a designated college Welfare Officer will notify **the Secretary of DE via PRISMS within 14 days of the change to the student's enrolment status.**

Deferral, Suspension, or Cancellation: Initiated by the college

- Students may also have their enrolment deferred, suspended or cancelled by the college in the event of:
 - Misbehaviour (as outlined in the *StudentCode of Conduct*, and *Academic and General Misconduct Policy*)
 - Breach of the *Student Agreement* (e.g., non-payment of fees)
 - Discovery of evidence of fraudulent documentation to gain admission to the college
 - If the student behaves in a way which could potentially bring the college into disrepute
 - The college implementing its intervention strategy for students at risk of not meeting satisfactory course progress (including where the student is clearly having difficulty in completing the course within the expected duration, as specified on the student's CoE)
- Students have the right to appeal a decision by the college to defer, suspend or cancel their studies and the college will not notify the Secretary of DET via PRISMS of a change to the enrolment status until the internal complaints and appeals process is completed.
- In cases where deferral, suspension or cancellation of a student's enrolment is initiated by the college, the student will be notified in writing and given twenty (20) working days to access the college's internal complaints and appeals process.

- After all due processes have been completed, and the college decides to defer, suspend or cancel a student's enrolment, a designated college Welfare Officer must notify the Secretary of DET via PRISMS within 14 days of the change to the student's enrolment status. In the event, however, of the college cancelling a student's enrolment due to a breach of a condition of a student visa, the college Welfare Officer must give the Secretary particulars of this breach via PRISMS as soon
- as practicable after the breach occurs.

Withdrawing from a course of study

Students intending to have their enrolment cancelled through course withdrawal must first speak to their Academic Manager or the Director of Studies/Academic Manager. Reasons given by the student for course withdrawal should be discussed and appropriate advice obtained. After these measures have been taken, and the student still wishes to withdraw from their studies, a *Withdrawal from Course Form* must be completed by the student and submitted to the Director of Studies/Academic Manager. Prior to applying to withdraw from their program, students must ensure that they have paid any outstanding course fees and library fines and have returned all library resources to the library. The *Withdrawal from Course Form* can be obtained from college reception.

Restricted Period: If a student is intending to withdraw prior to the completion of six months of his/her principal course of study, they should be directed to and given access to the college's *Transfer between Providers Policy*. Students should be informed that colleges providing courses to international students are restricted from enrolling transferring students from other providers prior to the student completing six months of his or her principal course of study (*National Code, 7.1*).

When a student applies to withdraw from a course during this restricted period, the student must complete and submit a *Withdrawal from Course Form* which is accompanied by:

- a valid letter of offer from another provider
- a detailed letter explaining clearly the reasons for seeking withdraw addressed to the Director of Studies/Academic Manager

In the event that a student's application for withdrawal from an enrolled course(s) is approved, a designated college Welfare Officer must notify **the Secretary of DET via PRISMS within 14 days of the change to the student's enrolment status.**

	1. Course Completion with Expected Duration Policy 2. Deferral, Suspension, and Cancellation of Enrolment Policy	In this Guide (Policies and Procedures) & College Website
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Change of Course

Students may choose to change a course of study if they think that the current course does not lead to their intended career or professional outcomes.

As the course may have long-term implications on a student's career and academic aspirations, the college will discuss and ascertain the reason(s) for a change of course with the student prior to making a decision on the application. The college will ensure that the change of course is not being sought merely as a

convenience by the students and may decline such request if the stated reasons fail to clearly demonstrate the need for a change of course.

Entry requirements for new courses, including any prerequisites, must be met and procedures for enrolment in the new course must be consistent with relevant requirements under Student Admission and Enrolment Policy & Procedure.

Students, who wish to change their current course of study, and transfer to an alternative course within ACAB, should obtain a Change of Course Form from the college reception. They should fill this form out according to the forms instructions paying special attention to the reasons for which they wish to change their course of study. The completed and signed form should, then, be submitted to the Academic Manager of their current course.

	Change of Course Policy and Procedure	In this Guide (Policies and Procedures) & College Website
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Student Complaints& Appeals

In the event that a student has a complaint concerning any matter in relation to the college, there is a process in place to ensure that the complaint can be resolved amicably. Students have access to a complaints procedure if they feel they have been unjustly treated, undermined, vilified or harassed in any circumstances. All the complaints will be treated in full confidence.

A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Welfare Officer. The student must lodge their complaint with only one member of staff at the college. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file.

The college treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

ACAB is committed to providing fair, safe and productive study environment to all it students. It recognises that in some instances student may not agree with certain decisions, including assessments decision, made in relation to various academic or administrative matters. Students have the right to appeal the decisions.

Consideration of appeals will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with ACAB's policies and quality principles. ACAB will acknowledge receipt of the complaint or appeal within 10 days of receipt of the complaint or appeal and will advise students of the next steps and what they can expect.

ACAB will appoint an Appeals Committee comprising of at least three of the following senior staff members;

Director of Studies/Academic Manager/Academic Director
RTO Manager/RTO Manager

Add: Level 1, 239 Church Street Parramatta NSW 2150, AUSTRALIA Ph: +61 02 86777407 | +61 42 256
E-Mail: info@acab.edu.au © Smart Connection Company Pty Ltd . V3

Student Welfare Officer
Training Manager/Academic Manager

All the appeals will be heard by the committee on a designated date. Minutes of the meeting will be taken and filed. Students will be notified of the outcome within five days of the outcome being reached.

If the complaint/appeal is against the college's decision to report the student for:

- Unsatisfactory course progress, or
- Unsatisfactory attendance

Then, the college will maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints/appeals process is complete and has supported the college's decision to report. The college will wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student's visa – it may result in automatic cancellation.

If the complaint/appeal is against the college's decision to:

- Defer or suspend a student's enrolment due to misbehaviour, or
- To cancel the student's enrolment

Then, the college only needs to await the outcome of the internal complaints/appeals process (supporting the college) before notifying DET through PRISMS of the change to the student's enrolment.

Once DET has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- Leave Australia
- Show the Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE) or
- Provide DHA with evidence that he or she has accessed an external appeals process.

External Referral

International students who wish to lodge an external appeal can do so through the Overseas Students Ombudsman. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. ACAB agrees to be bound by the independent mediator's recommendations and the CEO, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report. Each complaint, grievance, appeal and its outcome will be recorded in writing and each party to the complaint is given a written statement of the appeal outcomes, including reasons for the decision.

If the problem resolution fits within equal opportunity guidelines, it will be managed under college's relevant policies and procedures. The procedures set out in this document do not replace or modify

procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia’s Consumer Protection laws. Also, these procedures do not circumscribe an individual’s rights to pursue other legal remedies.

	Student Complaints and Appeals Policy and Procedure	In this Guide (Policies and Procedures) & College Website
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Notes:

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Notes:

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Completing Your Studies

What is a Testamur?

A testamur is defined by the AQF as “an official certification document that confirms that a qualification has been awarded to an individual”.

What guidelines does the college use in the format and content of its testamurs and statement of attainments?

The college complies with Australian Qualifications Framework (AQF) *Qualifications Issuance Policy* and follows the templates suggested by AQF.

The college ensure that all testamurs and statements of attainment meet the (AQF) requirements.

Each testamur also contains the words, “The qualification is recognised within the Australian Qualifications Framework”.

What fundamental principles are followed in issuing testamurs and statement of attainments?

A learner who has successfully completed all of the required units of competency or modules (as specified in the Training Package qualification or accredited course) is entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results

ACAB ensures that;

- Graduates receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- Nationally Recognised Training (NRT) logo is used according to NTR logo specification to promote and certify national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment
- The NRT logo is not used on the record of results

What is a Statement of Attainment?

A Statement of Attainment is issued by the college when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s).

When is a Statement of Attainment Issued?

A statement of attainment is only issued if a learner successfully completes one or more units of competency or modules or an accredited short course, but does not meet the requirements for a

qualification (as specified in the Training Package). The statement of attainment will list all of the units of competency or modules achieved.

The only logo required on statements of attainment is the Nationally Recognised Training (NRT) logo. A Statement of attainment does not include the Australian Qualifications Framework (AQF) words or logo.

What are Learning Pathways?

Learning Pathways are formally approved links to enable students to enter and move between courses and programs in different sectors or within the same sector. Pathways may link courses and programs in the same or different areas of study. (Students may also develop their own informal learning pathways.)

How does the college promote Learning Pathways?

ACAB is committed to providing learning pathways, within and across sectors, to facilitate the movement of students between chosen courses and qualifications. Such pathways may include access to qualifications within the college, articulation arrangements and/or credit granted within qualifications.

The college currently has articulation arrangements for its business and accounting diploma programs to advance their graduates into higher education programs with credits. Through an ongoing pursuit of VET and higher education articulations, the college will endeavour to maximise the development of pathways. Pathways will generally be developed between qualifications involving the same, similar or complementary fields of study. Where appropriate, pathways may be between general and specialised qualifications.

The level of RPL and credit transfers awarded within a specific learning pathway is guided by college's RPL and Credit Transfer Policy and Procedures and the requirements of the ESOS Act 2001, the National Code of Practice 2018 and AQF guidelines.

Learning pathways based on credit and articulation arrangements, when applied, will not unfairly advantage or disadvantage either the students entering the courses and programs with credit transfer or articulation or those students who enter directly.

The college complies with the AQF Qualifications Pathways Policy.

ACAB will issue a VET qualification or VET statement of attainment (as appropriate) to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course either through completion of ACAB courses or Recognition of Prior Learning (RPL). RPL assessment will be conducted in accordance with ACAB's RPL and Credit Transfer Policy and Procedure and inherent competency evidence requirements.

Procedure for Issuance of Statement of Result

A Statement of Result contains listing of a student's results in their enrolled unit(s) of competency;

- All student academic records are verified and updated by the Student Administrative Manager from the official results submitted by the Academic Manager at the end of each academic term.
- At the end of every semester (two academic terms), all completed Statement of Result are printed by the Student Records Officer.

- Statement of Results are checked, approved and signed by Director of Studies/Academic Manager
- Copies are made for the student file.
- For the current students, Statements of Results are distributed to students in class at the beginning of following semester.
- For students who have finished their course, Statements of Results are provided to students together with their Awards.
- Students may also request their Statement of Result at other times using *Request for Issuance of Academic Results, Attainment and Awards Form*.

Procedure for Issuance of Statement of Attainment

Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, ACAB will issue a Statement of Attainment upon student's request.

- Students complete and submit a *Request for Issuance of Academic Results, Attainment and Awards Form* to the Student Records Officer.
- Student Administrative Manager obtains and verifies student results from the respective Academic Manager.
- Student Administrative Manager prepares the Statement of Attainment.
- Statement of Attainment is checked, approved and signed by Director of Studies/Academic Manager.
- Copies are made for the student file.
- Statement of Attainment is issued to the student

Procedure for Issuance of Testamur

- Students complete and submit a *Request for Issuance of Academic Results, Attainment and Awards Form* to the Student Administrative Manager
- Student Administrative Manager obtains and verifies student results from the respective Academic Manager.
- Student Administrative Manager prepares the Statement of Attainment.
- Statement of Attainment is checked, approved and signed by Director of Studies/Academic Manager
- Director of Studies/Academic Manager prepares the Award using officially approved template
- Each Award is assigned a unique number
- The CEO signs the Award and records the award details in the "Register of Testamurs"
- The Award along with Statement of Result is issued to the student

	<p>1. Issuance of Statement of Result, Statement of Attainment, Award, and Data Provision Policy and Procedure</p> <p>2. ACAB Pathways Policy</p>	<p>In this Guide (Policies and Procedures) & College Website</p>
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Miscellaneous Information

Students' Property

Please do not leave any valuables on Campus unattended. *The College is not responsible for the security of personal belongings.*

Lost Property

Lost property should be handed into reception. If you have lost anything, ask at the Reception.

Right of Search

To *safeguard you* and to ensure that there is *no abuse* with regard to the *removal of College property or equipment*, the College reserves the right to search any employee, student or the contents of parcels, bags or luggage entering or leaving the premises. The search will be conducted in the *presence of a third person* and you will have the right to ensure that *another independent witness* is present if so required.

Unauthorised Notices

Students are *not* permitted to display notices, student information or 'other' *without the express approval of the RTO Manager*. When approval is given, the notice, student information or 'other' must include the name and contact details of the person responsible for providing such information.

Privacy

The College upholds the **Commonwealth Privacy Act**. You can be certain that all your personal details will remain confidential unless you specify otherwise. Equally, please respect the right to privacy and confidentiality of all other Staff, and of the students. This includes, but is not limited to:

- Not revealing contact details of any student or staff without their written permission. This includes e-mail addresses.
- Only discussing a student's results with appropriate staff members, such as the RTO Manager or your Academic Manager.
- Only discussing a student's fees with appropriate staff members, such as the Book-Keeper or Finance Manager.
- Alerting the RTO Manager or the Director of Studies/Academic Manager if there is any breach of privacy, so that the issue can be resolved quickly.

Access & Equity

In Sydney, it is **against the law** to **discriminate** against **anyone** because of:

- Age, race or gender
- Disability
- Industrial activity
- Lawful sexual activity/orientation
- Marital, parental or carer status
- Physical features (other than accessories such as dreadlocks, piercing or tattoos)
- Political or Religious beliefs or activities
- Pregnancy

These principles are upheld by the College Staff in the following ways:

- All Staff receives details of the college's commitment to equal access & equity at the time of their *Induction* (as you can see!)
- Management may, if required, develop with each staff member, *specific strategies* for upholding access & equity in their position
- Wherever applicable, the staff are trained to provide for a *diverse range* of students
- Wherever applicable, *literature* and *facilities* are provided for a diverse range of students
- As specific access & equity cases are identified by Staff, strategies are *formulated, implemented and documented* with management to overcome these difficulties
- *All reasonable support*, both internally, and externally, is provided to students and Staff where they face difficulties with their access & equity
- Specific groups may be asked occasionally to provide *feedback* on their access and equity, to ensure that fairness and equality is upheld

Every student at the College has fair and equal access and equity, appropriate to their respective study programs.

Key Policies and Procedures

Harassment Policy and Complaint Procedure

1. Purpose

ACAB aims to create a working environment which is free from sexual harassment and where all members of staff are treated with dignity, courtesy and respect. This policy outlines the responsibility all employees have in ensuring the workplace is free from sexual harassment.

2. Scope

This policy applies to all the current staff members and students of the college; and any person engaged under a contract for services.

3. Definitions

Harassment: Harassment in the college environment includes a wide range of deliberate and unintentional behaviours which may humiliate, intimidate or offend and which are unwelcome and uninvited. It includes behaviour which may be written, verbal, non-verbal or physical (including transmission of inappropriate electronic communications and display of inappropriate material from the internet) and is of a sexual nature or is based on:

- Race, where race includes colour, nationality and ethnic or national origin
- Sex
- Sexual orientation or gender identity
- Marital status
- Parental status, pregnancy or breastfeeding
- Physical features
- Impairment or disability

- Age
- Religious belief or activity
- Status as a carer
- Membership of a trade union or other industrial employee college
- Political belief or activity or industrial activity

Harassment has the effect of offending, humiliating or intimidating the person at whom it is directed. It makes the college environment unpleasant and sometimes even hostile. If a person is being harassed, their ability to study and to work effectively is affected.

Sexual Harassment: Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour which creates a sexually hostile working environment.

Sexual Harassment can take various different forms and may include:

- Staring, leering or unwelcome physical touching
 - Sexual or suggestive comments, jokes or taunts
 - The display of clearly sexual material including photos, pinups
 - Making remarks with sexual connotations
 - Unwanted invitations to go out on dates
 - Requests for sex
-
- Unsolicited demands or request for sexual favours
 - Intrusive questions about a person's private life or body
 - Unnecessary familiarity such as deliberately brushing up against a person
 - Unsolicited acts of physical intimacy
 - Sexually explicit physical contact
 - Sexually explicit letter, faxes, emails or SMS text messages.

Sexual harassment is **NOT** behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

4. Legislative Context

The legislative base for this policy is as follows:

- Equal Opportunity Act 1995
- Racial and Religious Tolerance Act 2001
- Sex Discrimination Act 1984 (Cth).
- Disability Discrimination Act 1992 (Cth).
- Racial Discrimination Act 1975 (Cth).
- Human Rights and Equal Opportunity Commission Act 1986 (Cth).
- Racial Hatred Act 1995 (Cth).
- Workplace Relations Act 1996 (Cth).
- Equal Employment Opportunity for Women in the Workplace Act 1999 (Cth).

5. Policy

5.1 The college considers any form of harassment an unacceptable form of behaviour, which will not be tolerated under any circumstances and disciplinary action will be taken against any staff member, contractor or student who breaches the policy. The college believes that all people have the right to work and study in an environment, which is free of intimidation and harassment.

5.2 Sexual Harassment is illegal under Commonwealth Sex Discrimination Act 1984 and the Equal Opportunity Act 1995; and any other form or type of harassment under legislative provisions as listed above.

5.3 Depending on the severity of the case, consequences may include an apology, counselling, transfer, dismissal, demotion or other forms of disciplinary action. Immediate disciplinary action will be taken against anyone who victimises or retaliates against a person who has complained of harassment.

5.4 The fact that harassment is not intended does not mean that it does not contravene this policy or that it is not unlawful.

5.5 All harassment complaints will be treated in absolute confidence and the college will not tolerate any staff member or students from acting in a way that penalises or victimises a person who raises a complaint.

6. Harassment Complaint Procedure

Any incident of harassment must be dealt with and reported at the earliest. Ignoring the behaviour could be interpreted as tacit approval by the person causing the harassment. Harassment is not tolerated at the college. If you reasonably feel that you are being harassed, and you feel comfortable doing so, tell the person to stop, or make it clear that you find the behaviour offensive or unwelcome.

If the behaviour does not stop, or even if it does stop, but you wish to raise a complaint, you should follow the following steps as soon as possible after the incident or incidents have occurred.

If you experience harassment of any nature, there are a number of alternative approaches you may take, including;

Step 1: Consider resolving it yourself

- Determine and identify the nature of harassment
- Confront the offender and let them know that you will not tolerate this behaviour
- Make note of the incident and gather as much details as possible

Step 2: Report the harassment

- Contact your immediate academic or administrative authority or your immediate manager or supervisor, or someone from the management team with whom you can confide with
- Report the incident and provide as much information as possible and try to relieve any initial distress you may be feeling
- Explore information options such as someone from the management speak to the alleged harasser on your behalf
- Consider a face-to-face meeting with the alleged harasser to resolve the complaint

Step 3: Lodge a formal complaint

If, the complaint is not able to be resolved informally through steps 1 & 2, you can lodge a formal complaint, seeking an investigation.

- If the problem is not resolved through informal processes as described above, a formal complaint will need to be made in writing to the RTO Manager
- The RTO Manager will undertake a preliminary investigation of the complaint and will then submit a confidential written report to the CEO
- The CEO (or CEO's delegate) may carry out further investigations if necessary, including referral to an external mediator/conciliator
- The CEO will then take appropriate remedial and/ or disciplinary action
- All parties to the complaint will be advised of the outcome

7. External Complaint

If the affected parties believe that their complaint is not effectively or timely managed, they have an option to access the Equal Opportunity Commissioner for advice at;

Commissioner for Equal Opportunity
4th Floor, 380 Lonsdale Street,
MELBOURNE, VIC 3000
Telephone: (03) 9281 7111

8. Responsibility

Managers and supervisors have a responsibility to:

- Monitor the working environment to ensure that acceptable standards of conduct are observed at all times
- Model appropriate behaviour themselves
- Promote the college's harassment policy within their work area
- Treat all complaints seriously and take immediate action to investigate and resolve the matter
- Refer a complaint to another officer if they do not feel that they are the best person to deal with the case (for example, if there is a conflict of interest or if the complaint is particularly complex or serious).

All staffs have a responsibility to:

- Comply with the college's Harassment Policy and Complaints Procedure
- Offer support to anyone who is being harassed and let them know where they can get help and advice
- Maintain complete confidentiality if they provide information during the investigation of a complaint

The RTO Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Anti-Discrimination and Bullying Policy and Procedure

1. Purpose

This policy underscores ACAB's commitment for providing a safe and healthy learning environment free from discrimination and bullying.

2. Scope

This policy applies to all the current staff members and students of the college; and any person engaged under a contract for services.

3. Definitions

Bullying: Long-standing violence, physical or psychological conducted by an individual or a group that includes threats, verbal abuse, sarcasm, coercion and ostracism that humiliates or intimidates individuals or groups of workers that are not able to defend themselves in actual situation

Discrimination: Refers to unfair or less favourable treatment based on the following actual or assumed personal characteristics as defined under Commonwealth and State laws

Staff or Staff Member: A person employed or contracted by the college in any are of operation including "honorary" positions

Unreasonable Behaviour: Means behaviour that a person, having regard to all the circumstances, would expect to humiliate, intimidate, undermine or threaten

4. Legislative Context

The legislative base for this policy is as follows:

- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Equal Employment Opportunity for Women in the Workplace Act 1999
- Commonwealth Human Rights and Equal Opportunity Commission Act 1986
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Racial Hatred Act 1995
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Workplace Relations Act 1996

5. Policy

5.1 Bullying is totally unacceptable at ACAB. All students, staff members and other members of the college are expected to treat each other with respect.

5.2 The college is an equal opportunity employer and education provider. All employees, potential employees and students are treated as fundamentally equal, without regard to race, sex, marital status or any other factor not applicable to their situation.

5.3 The college does not tolerate any form of discrimination or bullying. We believe all employees and students have the right to work and study in an environment free of discrimination and bullying. Accordingly, ACAB staff members and students will not;

- Participates in harassing, discriminatory or bullying behaviour; or
- Victimises or retaliates against an employee who has lodged a complaint about harassment, discrimination or workplace bullying.

5.4 Examples of behaviour that could constitute bullying for both staffs and students include:

- Physical or verbal abuse
- Yelling, screaming or offensive language
- Excluding or isolating a staff member or student
- Spreading rumours or innuendo about someone
- Psychological harassment
- Unjustified criticism or complaints
- Intimidation
- Assigning staff members meaningless tasks unrelated to their job
- Giving staff members impossible jobs
- Interfering with someone's personal property or equipment
- Deliberately changing work arrangements, such as rosters and leave, to inconvenience particular staff members

5.5 Discrimination occurs when someone is treated unfavourably because of one of their personal characteristics. Discrimination may also involve:

- Offensive 'jokes' or comments about another worker's racial or ethnic background, sex, sexual preference, disability or physical appearance
- Display of pictures, computer graphics or posters which are offensive or derogatory
- Expressing negative stereotypes of particular groups
- Judging someone on their political or religious beliefs rather than their work or study performance
- Using stereotypes or assumptions to guide decision-making about a person's career or study
- Undermining a person's authority, work performance or ability to study because you dislike one of their personal characteristics

5.6 The college aims to prevent bullying and discrimination at the college through the following preventive measures;

- Creating awareness of this Policy and Procedure;
- Informing, and instructing staff members;
- Encouraging reporting;
- Fair and timely procedures for managing incidents of bullying

6. Bullying and Discrimination Complaint Procedure

Step 1: Consider resolving it yourself

- Determine and identify the nature of bullying or discrimination
- Confront the offender and let them know that you will not tolerate this behaviour
- Make note of the incident and gather as much details as possible
- Keep a diary of the alleged bullying if the behaviour is repeated
- Assemble, where practical, any objective evidence of the bullying, including the names of witnesses

Step 2: Report bullying or discrimination

- Contact your immediate academic or administrative authority or your immediate manager or supervisor, or someone from the management team with whom you can confide with
- Report the incident and provide as much information as possible and try to relieve any initial distress you may be feeling
- Explore information options such as someone from the management speak to the alleged offender on your behalf
- Consider a face-to-face meeting with the alleged harasser to resolve the complaint through constructive steps

Step 3: Lodge a formal complaint

If, the complaint is not able to be resolved informally through steps 1 & 2, you can lodge a formal complaint, seeking an investigation.

- If the problem is not resolved through informal processes as described above, a formal complaint will need to be made in writing to the RTO Manager
- The RTO Manager will undertake a preliminary investigation of the complaint and will then submit a confidential written report to the CEO
- The CEO (or CEO's delegate) may carry out further investigations if necessary, including referral to an external mediator/conciliator
- The CEO will then take appropriate remedial and/ or disciplinary action
- All parties to the complaint will be advised of the outcome

7. External Complaint

If the affected parties believe that their complaint is not effectively or timely managed, they have an option to access the Equal Opportunity Commissioner for advice at;

Commissioner for Equal Opportunity
4th Floor, 380 Lonsdale Street,
MELBOURNE, VIC 3000
Telephone: (03) 9281 7111

8. Responsibility

Managers and supervisors have a responsibility to:

- Monitor the working environment to ensure that acceptable standards of conduct are observed at all times
- Model appropriate behaviour themselves
- Promote the college's harassment policy within their work area
- Treat all complaints seriously and take immediate action to investigate and resolve the matter

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- Refer a complaint to another officer if they do not feel that they are the best person to deal with the case (for example, if there is a conflict of interest or if the complaint is particularly complex or serious).

All staffs have a responsibility to:

- Comply with the college's Anti-Discrimination and Bullying Policy and Procedure
- Offer support to anyone who is being harassed and let them know where they can get help and advice
- Maintain complete confidentiality if they provide information during the investigation of a complaint

The RTO Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Health and Safety Policy and Procedure

1. Purpose

ACAB is committed to providing and ensuring a safe and healthy working and learning environment for staff, students and visitors to the college in accordance with its legislative obligations. This policy affirms ACAB's commitment to occupational health and safety and reflects the value the college places on the health and wellbeing of its staff members, students and people who visit or attend college for various reasons.

2. Scope

This policy applies to all the staff members and students of the college as well as visitors and contractors, as well as those activities undertaken by the college at other locations (e.g. Excursions).

3. Definitions

OHS: Occupational Health and Safety

Hazard: A source of danger or phenomenon to cause harm to a person or to the natural environment, which may include workstation, computer, furniture, lighting, noise, equipment, machinery, premises, flooring, electrical fittings or chemicals

Risk: The likelihood, frequency and severity of harm arising from a hazard

Risk Control: The process to minimise, control or eliminate risk associated with a hazard

4. Legislative Context

The legislative elements of the OHS compliance framework are;

- Occupational Health and Safety Act, 2004
- Occupational Health and Safety Regulations 2007
- Occupational Health and Safety Compliance Framework

5. Policy Statement

5.1 This policy recognises that the health and safety of all employees, students and visitors within the college is the responsibility of college management. In fulfilling this responsibility, management has a duty to provide and maintain so far as is practicable a working environment that is safe and without risks to health and includes:

- Providing and maintaining safe equipment and systems of work;
- Making and monitoring arrangements for the safe use, handling, storage and transport of equipment and substances;
- Maintaining the workplace in a safe and healthy condition;
- Providing adequate facilities to protect the welfare of all employees and students.
- Providing information, training and supervision for all employees
- Enabling them to work in a safe and healthy manner

5.2 The college will observe, implement and fulfil its requirements under the OHS Act 2004, relevant OHS Regulations and other health & safety requirements to which the college subscribes.

5.3 The college will appoint a Health and Safety Officer and the duties of this role will be clearly articulated within the appointee's job description. Person assuming the role of Health and Safety Officer may also have responsibility in other work areas but a realistic time will be allocated to fulfil health and safety duties.

5.4 The RTO Manager and the Health and Safety Officer will jointly form an OHS Committee. This Committee will meet at scheduled times throughout the year. The RTO Manager is responsible for organising the schedule of meetings.

5.5 In fulfilling the objectives of this policy, management is committed to regular consultation with employees to ensure that the policy operates effectively and that health a safety issues are regularly reviewed.

5.5 A safe culture will be reinforced through;

- Continually identifying, assessing and controlling possible risks to the health and safety of employees and students that may arise in the workplace
- The provision of information concerning such risks and the promotion, instruction, training and supervision of employees and students to ensure safe work practices
- Giving employees the opportunity to participate in health and safety decisions that affect them

5.6 The college will take every practicable step to provide and maintain a safe and healthy work environment for all employees, students, contractors and visitors to the college.

6. Procedure

6.1 Hazard Identification and Reporting

- Any person who notices a hazard that may pose a risk of harm to people and/or environment must fill the *Hazard Report Form* available from college administration
- Completed form must be forwarded to the Health and Safety Officer.
- The Health and Safety Officer will assess the severity of the risk and take immediate steps to control, contain or eliminate the risk.
- Health and Safety Officer will present the risk assessment to the Health and Safety Committee in the next scheduled session for discussion and devising a risk control plan.

- All the documentation will be kept for records and future reference.

6.2 Risk Assessment

- On receipt of a Hazard Report Form, the Health and safety Officer will complete a Risk Assessment using the Risk Assessment Form to determine likely frequency and severity of the risk.
- A risk rating will be issued to help determine appropriate action.
- For the highest risk rating, immediate action will be taken to contain, minimise or eliminate the risk.
- For moderate risk rating, the hazard will be monitored until the time the risk is either minimised or eliminated.
- For low risk rating, the hazard will be monitored until the time the risk is contained.
- The Health and Safety Committee will prepare a risk control plan to provide a long-term solution and prevent further hazards.

7. Responsibility

7.1 Management Duties

The management of the college;

- Is responsible for the effective implementation of the college health and safety policy;
- Must observe, implement and fulfil its responsibilities under the OHS Act 2004 and regulations;
- Must ensure that the procedures for regular consultation between management and those with designated and elected health and safety responsibilities are followed;
- Must take regular assessments of health and safety performance and resources in cooperation with those with designated and elected health and safety functions;
- Must ensure that all specific policies operating within the college are periodically revised and consistent with college health and safety objectives;
- Must provide information, training and supervision for all employees in the correct use of equipment and substances used throughout the college
- Must be informed of incidents and accidents occurring on the college premises or to college employees and students so that health and safety performance can accurately be gauged

7.2 Employee and Student Duties

All the employees and students of the college;

- Have a duty to take reasonable care of which they are capable for their own health and safety and others affected by their actions in the college;
- Should comply with all safety procedures and directions and
- Must, in accordance with college procedures for accident and incident reporting, report potential and actual hazards to their elected health and safety representatives, or, in the case of students, to their teacher or administration

7.3 Visitors and Contractors

- In the interests of maintaining safety, students, contractors, their employees and visitors are required to observe and comply with all health and safety standards and rules produced.
- This includes any safety signage or warnings, or instruction given by any college employee whilst on our premises

The RTO Manager is responsible for effective implementation and management of this policy as well as maintaining and supporting a safe work environment.

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The CEO has overall responsibility for the implementation and review of this policy. Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Critical Incident Policy

1. Purpose

The purpose of this policy and procedure is to provide a clear and systematic process that protects the interests and welfare of all individuals who are involved in critical incidents.

2. Scope

This policy relates to critical incidents directly involving members of the college, visitors or contractors which impact not only on the individual but also on other members of the college community, and possibly the wider community.

3. Definitions

Critical Incident: An event related to the operation of the college or member(s) of the college community which is of such a serious nature that it has impacted or is a risk of impacting on the health, welfare, safety or interests of any involved individuals or the college itself. Critical Incidents are the highest level of incident which may affect the operations of the college and referred to crisis, emergency or other similar expressions.

Acute Stress Disorder: The essential feature of acute stress disorder is the development of characteristic anxiety, dissociative, and other symptoms that occur within 1 month after exposure to an extreme traumatic stressor, such as related to a critical incident. The symptoms must cause significant distress, significantly interfere with normal functioning, or impair the individual's ability to pursue necessary tasks.

Post-Traumatic Stress Disorder: The essential feature of post-traumatic stress disorder is the development of characteristic systems, lasting more than 1 month, following exposure to an extreme traumatic stressor, involving one of the following:

- Direct personal experience of an event that involves actual or threatened death or serious injury, or other threat to one's physical integrity.
- Witnessing an event that involves death, injury or a threat to the physical integrity of another person.
- Learning about unexpected or violent death, serious hazard, or threat of death or injury experienced by a family member or other close associate.

The onset of symptoms may be delayed more than 6 months.

Critical Incident Management Team: This is a designated team of college personnel which consists of at least one member who is formally trained to deal with critical incidents. Other members should also be trained, at least internally by the qualified member. Compulsory members are:

1. Chief Executive Officer
2. RTO Manager
3. Student Welfare Officer
4. Student Support Officer

Secondary Consultation: The situation where a staff member consults a counsellor about a student (secondary client) in order to improve the situation of concern, or to prevent harm

Defusing an Explosive Situation: An intervention with an objective of preventing a violent critical incident during an explosive situation where there is a high degree of agitation. The stages of this type of defusing are:

1. Observation
2. Preparation
3. Approach

4. Action, and
5. Follow up

Defusing after a Critical Incident: A process by which the immediate psychological needs of individuals involved in the critical incident are dealt with to ensure well-being over the next 24 hours (Source: Robyn Robinson's model of Critical Incident Management).

Psychological Debriefing: Psychological debriefings differ from operational debriefings by management and must be held separately. Psychological debriefings are normally held 24 – 72 hours after the event, should always be held by qualified staff, and deal with the reactions of people involved in an event and ways of handling it.

4. Legislative Context

The college has a responsibility to abide by relevant Acts of Parliament such as;

- Occupational Health and Safety Act 1988, Mental Health Act 1986
- Disability Discrimination Act 1992, Freedom of Information Act 1982
- Equal Opportunity Act 1984
- Criminal Injuries Compensation Act 1983
- Accident Compensation Act 1985

5. Policy

5.1 The college undertakes to exercise a duty of care to all individuals who access its services and visit its premises. From time to time, events of a critical nature may occur that require immediate, systematic and comprehensive organisational processes. Being witness to, or being involved in a critical incident can have a deep and lasting impact on individuals and groups. Early and appropriate action during and following a critical incident can do much to assist in minimising the effects of these incidents on the interests and welfare of involved parties. With these things in mind, the college:

- a) Supports pro-active strategies which will help minimise the occurrence of some critical incidents
- b) Encourages the early identification of potentially critical incidents within the college
- c) Ensures critical incidents in the workplace are managed in line with established quality management and occupational health and safety objectives and emergency or disaster procedures
- d) Provides clearly accessible and understood directions for all personnel caught up in a critical incident
- e) Assists people to cope with critical incidents by providing appropriate practical and psychological support
- f) Provides appropriate assistance to people who may require longer term assistance
- g) Ensures ongoing training, support and review of the critical incident management team.

5.2 Critical Incidents

Examples of Critical Incidents include, but are not limited to:

- Serious injury to or serious illness or death of a college student, staff member, visitor, tenant or contractor, or any threat of these;
- A missing student, where the student is:
 - An international student; or
 - While undertaking fieldwork off-campus
- Severe distressing or disturbing behaviour;
- Physical assault, threats, or attack;
- Where a student, staff member, visitor, tenant or contractor has witnessed a serious incident;
- Natural disaster (e.g. cyclone, earthquake, tsunami, or flood);

- Fire, riot, bomb-threat, explosion, gas, chemical hazard, or other environmental hazard;
- Major overseas events, such as earthquakes or political unrest;
- Pandemics

5.3. Support for Students and Staff Involved in a Critical Incident

5.3.1 Domestic Students

The RTO Manager and their delegates, in consultation with the Chief Executive Officer, will coordinate support for domestic students, their family, friends and next of kin, which may include, as appropriate:

- Referral to the college's available counselling service;
- Contacting the Faculty Head(s) and/or Director of Studies/Academic Manager to request rescheduling of assignments or withdrawal without academic penalty;
- Facilitating an application for deferred examination or special consideration in an examination;
- Assistance in application for withdrawal without financial penalty;
- Assistance with arrangements for hospital or medical treatment
- Assistance in the arrangements for family, friends and next of kin to visit the college e.g. in relation to accommodation and crisis support,
- Providing a single point of contact at the college for family, friends and next of kin

5.3.2 International Students

The RTO Manager and their delegates, in consultation with the Chief Executive Officer, will coordinate support for international students, their family, friends and next of kin, which may include, as appropriate:

- The support outlined in 7.1 above, plus,
- Assistance with arrangements for hospital or medical treatment;
- Assisting with personal items and affairs including insurance issues;
- Contacting the consulate, high commission or embassy for the student's country;
- Assistance in obtaining visas for family, friends and next of kin to visit the college;
- Hiring interpreters; and
- Assistance in arrangements for repatriation, funeral or memorial service, if required

5.3.3 Support for Staff Involved in a Critical Incident

The RTO Manager and their delegates, in consultation with the Chief Executive Officer, will coordinate support for members of staff, their family, friends and next of kin, which may include, as appropriate:

- Referral to the college's counselling service;
- Assistance with arrangements for hospital or medical treatment;
- Assistance in the arrangements for family, friends and next of kin to visit the college; and
- Providing a single point of contact at the college for family, friends and next of kin

5.3.4 Support for Visitors and Contractors Involved in a Critical Incident

The RTO Manager and their delegates, in consultation with the Chief Executive Officer, will coordinate support for visitors and contractors, their family, friends and next of kin, which may include, as appropriate:

- Referral to the college's counselling service;
- Assistance with arrangements for hospital or medical treatment;

- Assistance in the arrangements for family, friends and next of kin to visit the college; and
- Providing a single point of a single point of contact at the college for family, friends and next of kin.

5.4 Critical Incident Management Principles

5.4.1 Roles and Responsibilities: The head of the Critical Incident Team is the Campus Manager and he/she assumes operational command of a critical incident as soon as the policy is activated. Roles and Responsibilities should be delegated to appropriately trained personnel by the RTO Manager. Consideration needs to be given to appointing external personnel for debriefing critical incidents. Roles and responsibilities of personnel delegated to carry out this policy should be clearly defined in order to ensure co-operative functioning. The role of the counsellors employed by the college in critical incident management needs to be clearly defined.

5.4.2 Resources: Sufficient funds, resources and organisational support are provided to ensure the effective implementation of this policy.

5.4.3 Ongoing Improvement of Critical Incident Policy and Procedures: Should occur as part of quality improvement.

5.4.4 Reporting of Critical Incidents: A *Critical Incident Report Form* should be filled out for each incident and sent to the Critical Incident Management Team.

5.5 Critical Incident Management Framework

The Comprehensive Management of Critical Incidents will comprise 4 stages. Each stage has a number of issues and strategies that are relevant to successful outcomes.

The 4 stages are:

- Prevention
- Critical Incident Response Management
- Post-Incident Management, and
- Review

STAGE 1: PREVENTION

Prevention may occur either;

- Before any outward disturbances are apparent (primary prevention);
- When disturbances occur but have not yet resulted in a critical incident (secondary prevention); Or
- After a critical incident occurs, to prevent repetition (tertiary prevention).

Primary Prevention

The main activities are ***preparation and education***

- General Education
- Information and discussion
- Training
- Planning: co-ordination; evaluation and improvement of policies and procedures, especially Orientation Policy, Access and Equity Policy, OHS Policy,
- Environment modification/security measures/architectural planning

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- Legal parameters defined
- Balance between duty of care and confidentiality defined
- Clear rights and protection regarding rules of conduct and personal safety for students and staff
- Customer service geared to satisfying customer needs and dealing with challenging behaviour
- Assessment of risk, through audits and records of critical incidents etc

Secondary Prevention

Also known as Early Intervention;

- Identifying, assessing and working with “at risk” population individually or in groups
- Secondary consultation with counsellors by staff about a student/problem
- Counselling, referral and information provided by counsellors
- Student discipline and other policies applied if relevant, including the use of behaviour contracts for students with challenging behaviour
- Interventions of calming challenging situations and defusing explosive situations
- Legal constraints adhered to
- Outside professional supervision provided to counsellors if required by them on a regular basis
- Monitoring and adjusting security measures to prevent specific incidents

Tertiary Prevention

To prevent further occurrence of same type of incident;

- Individualised Emergency Management Plan for students with challenging behaviour
- Adjusting security measures to prevent further incidents
- Most interventions from B. (Secondary Prevention) are recommended.

STAGE 2: CRITICAL INCIDENT RESPONSE MANAGEMENT

A response to the critical incident needs to be planned and a rapid and effective intervention needs to be implemented.

Assessment

An accurate assessment of the person/situation needs to be made. This is critical otherwise inadequate action may be taken. A number of factors need to be considered.

- Type of incident
- Levels of risk and Probable Severity
- Levels of Urgency
- Implications of the incident

Assessment is usually ongoing until the situation is dealt with/resolved.

- Accountability hierarchy in relation to assessment of level of risk and urgency should be clarified.

Intervention:

- The Critical Incident Management Team should be convened as soon as possible to plan intervention.
- Relevant college policies and procedures need to be integrated for effective outcomes.
- Carrying out of intervention plan.

- Contacting outside service (police, Crisis Assessment Teams through hospitals, etc.);
- Emergency protocols need to be developed with minimum time delay, containing, waiting for services to arrive.
- If incident is ongoing (e.g. stalker or threats), continual assessment, planning and intervention needs to take place.

STAGE 3: POST CRITICAL INCIDENT MANAGEMENT

A plan of recommended interventions will need to be made by the Critical Incident Management Team as soon as practicable, and may include any of the following:

- An assessment of the degree of trauma and the affected persons.
- Informing campus community of state of affairs and available assistance in order to allay anxiety and to invite usage of assistance.
- Defusing of involved persons within 8 hours of incident.
- Psychological debriefing of students and staff 1 – 3 days after the incident (except if legal processes contraindicate).
- Involvement of outside consultants in critical incident management and debriefing.
- Counselling/treatment/group sessions for affected persons.
- Training groups in stress management and coping strategies.
- Provision of information about community mental health services.
- Contribution to media releases.

STAGE 4: REVIEW OF EACH CRITICAL INCIDENT MANAGEMENT

PROCESS

A system of reviewing action taken at specific critical incidents should be developed and carried out by the Critical Incident Management Team. This may include debriefing of the Critical Incident Management Team and assisting staff.

6. Responsibility

The RTO Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Access and Equity Policy

1. Purpose

The purpose of this policy is to ensure that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location. The college staff, trainers and assessors adhere to the principles and practices of access and equity in the provision of education and training services.

2. Scope

This policy applies to all the current staff members and students of the college; and any person engaged under a contract for services.

3. Definitions

Access: refers to the ability to enter training regardless of racial, religious, cultural or language backgrounds or physical attributes

Equity: Equity is about ensuring that all people have the supports that they need to access, participate and achieve to the same level

Discrimination: Refers to unfair or less favourable treatment based on the following actual or assumed personal characteristics as defined under Commonwealth and State laws.

Harassment: Any unwelcome or uninvited acts or behaviours that may humiliate, intimidate, or offend a person including written, electronic, verbal, non-verbal or physical acts or behaviours.

Racial Vilification: Occurs where a person engages in conduct that incites hatred, serious contempt, revulsion or severe ridicule against another person or group of people, because of their race or religious belief or activity.

4. Legislative Context

The college acknowledges its obligation under various federal and local government acts and regulations including;

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Human Rights and Equal Opportunity Commission Act 1986
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Disability Standards for Education 2005
- Commonwealth Racial Hatred Act 1995
- Commonwealth Equal Opportunity for Women in the Workplace Act 1999
- Commonwealth Age Discrimination Act 2004
- Equal Opportunity Act 1995
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities Act 2006

5. Policy

5.1 The college supports and adheres to the following principles of Access and Equity;

Access

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Learning should be available to everyone who is entitled to them and should be free of any form of discrimination irrespective of a person's country of birth, language, culture, race or religion.

Equity

Training and learning resources should be developed and delivered on the basis of fair treatment of clients who are eligible to receive them.

Communication

The college will inform eligible clients of services and their entitlements and how they can obtain them. The college will also consult with its clients regularly about the adequacy, design and standard of its training programs.

Responsiveness

The college will be sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds and responsive as far as practicable to the particular circumstances of individuals.

Effectiveness

Training and learning programs and support services will be focused on meeting the needs of clients from all backgrounds.

Efficiency

The college will optimise the use of available resources through a user-responsive approach to training and student service, which meets the needs of clients; and collect relevant data to enable it continuously improve its programs and services.

Accountability

Through its senior management and relevant governance bodies, the college will assume the responsibility of implementing the Access and Equity principles.

5.2 The college will embed and support substantive equality in its policies and procedures, ensuring they do not directly or indirectly discriminate against any group in the community

5.3 The college will recognise and respond to the needs of diverse groups of learners by encouraging and implementing flexible and innovative styles of training delivery and assessment that address academic and non-academic barriers.

5.4 The college will seek to enhance accessible learning and career pathways for people from diverse backgrounds through recognition of prior learning policy and processes that incorporate equity principles, and by developing flexible entry points and pathways in its learning programs.

5.5 The college will ensure that the training environment is free from all forms of harassment, discrimination and racial vilification at all times and that all training and assessment staff understand their obligations and responsibilities regarding safety and wellbeing of all students.

5.6 The college will provide access and equity information to all the new staff as part of its induction program and also include the information in the Staff Manual.

5.7 Meeting Client Needs

The college will ensure that all the prospective students receive adequate information on their intended course of study, student services, learning environment, rights, responsibilities, resources and other relevant pre-departure information prior to enrolment.

To address specific learning and/or development needs of the clients (e.g. LLN, Welfare), the college will refer students to either internal or external support programs/agencies through its student support services.

Students will have timely access to their academic records including participation and progress.

The college will collect and analyse client feedback and satisfaction data through its scheduled surveys to ensure that its programs and services are effective in meeting its clients' needs and requirements.

6. Responsibility

The RTO Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Student Admission and Enrolment Policy and Procedure

1. Purpose

This policy is intended to provide a broad framework, and minimal requirements for determining admission to coursework programs of the college. This policy outlines procedure for approving admission applications and enrolling students in the relevant courses or units of competency.

2. Scope

This policy applies to all the applications for admission and enrolment into college's programs received by the college from on-shore or off-shore applicants, including Australian citizens and permanent residents applying for admission into government funded programs. This policy is relevant to staff handling and processing student admissions and enrolments, decision-making committees, and all the agents of the college, whether they are based in Australia or overseas.

3. Definitions

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules. Also referred as "program".

Pre-requisite: Means specified minimum requirements an applicant must satisfy in order to be considered eligible for admission to a particular program.

Offer: Means the formal notification from college's Student Administration Office on behalf of the college, offering an applicant a place in a nominated program under specified conditions, such as location, mode of study, duration, course fee and type of place offered.

Admission: Acceptance of an applicant as a student of the college in the nominated course(s)

Enrolment: Allocation of unit(s) of competency as prescribed under each course as part of student's training plan that leads to attainment of the relevant competency or qualification on successful completion

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- The National Code 2018
- VET Student Statistical Collection Guidelines
- Equal Opportunity Act 1995
- Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- Disability Standards for Education 2005 (Cth)

5. Policy

5.1. Admission Criteria

5.1.1 Candidates are considered on the basis of one or more of the following:

- Minimum entry requirements for respective courses
- Special consideration of educational disadvantage

English proficiency:

5.1.2 Entry to ACAB award courses assumes proficiency in English. English proficiency must be demonstrated by an applicant for admission to ACAB by one or more of the following:

- For domestic students, satisfactory completion of secondary schooling in Australia
- For International students, a recent IELTS academic test overall band score of 5.5, with no sub-score less than 5.0
- Other English proficiency requirements pertaining to specific courses as listed on course brochure, prospectus or offer letter

5.2 Special Consideration of Educational Disadvantage

5.2.1 Applicants who feel that their educational achievements have been adversely affected by ill-health or other circumstances can specify these circumstances on their application, ACAB will take these circumstances in consideration provided such disadvantage was not previously compensated for by an education provider or certifying institution. Requests for special consideration and any supporting documentation will be considered in the admission decision.

5.2.2 The details of the special criteria, whether the criteria will be used in combination with standard admission criteria or in place of standard admission criteria, and the way in which the criteria are used to select applicants to receive an offer, are approved by the CEO on the recommendation of the Director of Studies/Academic Manager.

5.3 Admission of International Students

5.3.1 ACAB will not accept local or international students who would be under the age of 18 at the time they commence their studies at the college.

5.3.2 ACAB may offer a number of courses as a packaged program of studies and include conditions to be satisfied before progression from one course to the next course. Students who need to delay the commencement of their second or a later course because they do not satisfy progression conditions should make application to defer their

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entry to these courses. For deferred commencements, ACAB will assess all the application against the course entry requirements that apply at the new commencement date.

5.4 Pre-requisites for Admission

Pre-requisites are the minimum requirements an applicant must satisfy to be considered for admission to a particular course. Pre-requisites may include units or qualifications completed to a specified level of achievement, or other requirements such as particular qualifications, or work experiences.

6. Admission Procedure

This section describes the processes associated with admission. These processes generally apply to both local and international students.

6.1 Admission Applications

6.1.1 Prospective students seeking to be admitted to a course offered by the college must make application directly to the college or to an college/agent authorised to act on behalf of the college, as required. Application forms and instructions, including the documentation to be submitted with the application, the method of application and application due dates are available on the college's web site as well as the college reception.

6.1.2 Administrative staff processing new applications must verify the applicant's academic credentials and the status of the awarding institution by means of, but not limited to;

- Where possible, sighting and certifying original transcripts, awards and other supporting documents.
- Accepting only certified copies of original documents for all applications made through electronic medium, post or through education agents.
- Ensuring that all the supporting documents are in good condition, legible; and if containing foreign language, accompanied by certified and verifiable translation in English.
- Matching and comparing the details of academic history and achievements stated in the application with that of accompanied documents, including full name, date of birth and date of completion.
- When available, comparing official academic seals, testamurs and transcripts with academic records of other past or present students from the same institute.
- For local students, checking the current status of awarding institutes/colleges on state registers.
- For international students, ensuring that all academic documents are properly certified by a recognisable authority (e.g. Police Officer, Notary Public, Lawyer, an overseas Australian Mission or a local government official).
- When in doubt, bringing any illegible or doubtful documents or concerns to the attention of the Director of Studies/Academic Manager and/or the Administrative Manager for further enquiry.
- Determination of eligibility for applicants seeking a government funded place as per section 5.2 of this policy.

6.1.3 The Director of Studies/Academic Manager will approve all new admissions. Approval signatures must be obtained on the application form.

6.2 Offers

6.2.1 Admission offers are made to applicants who are eligible for admission to the particular course under this admission policy. An offer letter with course(s) code, name, duration, fee, study period, and other relevant information is sent to applicants.

6.3 Acceptance or Lapsing of Offer

6.3.1 An applicant receiving an offer of admission must respond to accept the offer by the due date and by the process specified in the letter of offer.

6.3.2 If an applicant fails to accept the admission offer by the due date specified in the notice of offer, the offer will lapse and the applicant may have to lodge another admissions application.

6.4 Deferment

6.4.1 Deferment is accepting the offer of a place in the program but deferring commencement in the program for a specified period, especially where the circumstances do not permit students to commence their studies on planned dates (e.g. Delays in visa processing for overseas students). The maximum period of deferment is one year.

The process deferment will be guided by college's *Deferment, Suspension, Cancellation and Exclusion Policy*.

6.5 Transfer

6.5.1 A student who is currently enrolled in a program and who has not completed the requirements for graduation from the program may under certain conditions transfer to another program as per ACAB's *Change of Course Policy and Procedure*.

To be eligible for transfer, the applicant must satisfy the entry requirements for the intended program.

6.6 RPL and Credit Transfer

6.6.1 A person applying for an admission offer or having received an admission offer may apply for credit transfer on the basis of prior study or on the basis of relevant skills and experience according to ACAB's *RPL and Credit Transfer Policy and Procedure*.

7. Enrolment

7.1 The college will enrol students in their respective courses once their application for admission into a course has been approved by the college and the conditions of offer have been met by the applicants.

7.2 Administrative staff completing enrolment will ensure that the students are placed in appropriate groups and provided with student ID, course information, timetable, and student log-in information at the time of enrolment.

7.3 Students not able to enrol in their scheduled courses as per the start date of their enrolment must defer their studies according to *Deferral, Suspension, Cancellation and Exclusion Policy* of the college.

7.4 All newly enrolled students must attend college's Orientation Program (*Student Orientation Policy and Procedure*)

8. Enrolment Procedure

8.1 Student file is checked to confirm that all the required documentations as per the application requirements have been obtained and advance fees have been received.

8.2 Student is issued with a Confirmation of Enrolment their application for admission into a course has been approved by the college and the conditions of offer have been met by the applicants.

8.3 Student details are entered into The Student Management System and student enrolment details are extracted and printed.

8.4 Students are sent a copy of their enrolment.

8.5 Student is provided with the details of the next orientation program (usually held a day before the commencement of an academic semester).

9. Responsibility

The Student Admissions Officer has authority to make offers of admission to coursework programs offered by the college.

The Director of Studies/Academic Manager is responsible for implementation and administration of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Student Fees Policy

1. Purpose

This document sets out a policy for collecting and managing student fees. It also addresses changes to the Education Services for Overseas Students Act 2000 commencing 1 July 2016. Related policy and procedure to this document is Fee Refund Policy and Procedure.

2. Scope

This policy applies to fees collected by the college prior to or after commencement of studies by an enrolled student.

This policy also applies to any education agents or college's overseas offices collecting any student fees on behalf of the college.

3. Definitions

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules

Study Period: A discrete period of study up to a maximum of 24 weeks within a course, namely term, semester, trimester, short course of similar or lesser duration, excluding holidays and term/semester breaks

Enrolment Period: Means the total duration of study leading to the principle course of study for which a student is enrolled with the college

Fees: Includes all fees, fines and charges payable as specified in the *Schedule of Fees*

Pre-paid Tuition Fees: Tuition fees paid in advance prior to commencement of the course or a study period

Principal Course of Study: Means the main or the final course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study

Domestic Students: All those students who are:

1. Australian citizens; or
2. Holders of Australian permanent visas and who are resident in Australia for the duration of their enrolled studies; or
3. New Zealand citizens and who are resident in Australia for the duration of their enrolled studies

International Students: All those students who are on either on a student visa or a temporary visa that allows them to undertake formal studies in Australia

TPS: Tuition Protection Scheme (enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review) replacing Tuition Assurance Scheme and ESOS Assurance Fund

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- The National Code 2018
- ESOS Regulations 2001
- The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012
- The Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012
- The Education Services for Overseas Students (TPS Levies) Act 2012
- The Australian Consumer Law 2011

5. Policy

5.1 ACAB will set out its course fees, including government subsidised training to eligible students, in the *Schedule of Fees*, which will be reviewed annually and published in the relevant marketing materials or other publications including college's website.

5.2 The tuition fees are set for a complete course and cannot be charged, calculated or broken up on a unit basis.

5.3 The tuition fees will be charged according to college's study periods. Study periods will be clearly defined in student's *Letter of Offer* and *Student Agreement*.

5.4 ACAB will list and provide complete information on the total amount of all fees including course fees, administration fees, materials fees and any other charges to all the prospective students prior to enrolment and include them in the Student Agreement.

5.5 ACAB will articulate and provide information on payment terms, including the timing and amount of fees to be paid, any non-refundable deposit/administration fee, security of pre-paid fees, and the fees and charges for additional services to all the prospective students prior to enrolment and include them in the Student Agreement.

5.6 ACAB will provide all the prospective students with a copy of its *Fee Refund Policy* as part of enrolment process and make a copy of the policy available on its website at all times.

5.7 Government Subsidised Training (Domestic Students)

5.7.1 For domestic students seeking admission into government funded programs, ACAB will ensure that correct fees and charges are calculated and levied to students as per the current guidelines set out in the Service Agreement and any Service Agreement Notifications. These fees and charges will be published in the *Schedule of Fees* and communicated to the applicants prior to finalisation of enrolment.

5.7.2 For domestic students seeking admission into government funded programs, ACAB will apply a fee waiver to an eligible Individual who is a Job Seeker. A 'Job Seeker' is defined as a person who is:

- a) Registered with an Employment Services Provider (ESP); and/ or
- b) A participant in the Commonwealth Government's Community Development Employment Program and/or Access Program.

5.7.3 The Job Seeker fee waiver to be applied by the college is limited to enrolments in Certificates I, II, III, and IV and does not extend to any other fees, such as student services and amenities fees.

5.7.4 The college must sight and retain a copy of the original Job Seeker Referral form to apply the waiver. A copy of the form will be sent to the Job Seeker's referral agency.

5.7.5 The college will not charge a tuition fee to an Eligible Individual who is a prisoner from the Judy Lazarus Transition Centre or a young person required to undertake a course of study pursuant to a community based order, as defined in Attachment 3 to Schedule 2 [of the Service Agreement].

5.8 Pre-paid Tuition Fees

5.8.1 A maximum of 50% of the course tuition fee will be collected as a pre-paid fee for course longer than 24 weeks in duration.

5.8.2 For packaged courses, 50% of the fee of the first course of study will be collected as a pre-paid fee.

5.8.3 ACAB will keep initial prepaid tuition fees in a designated bank account within 5 business days of receiving them. This account will only be drawn down when the student commences the course.

5.8.4. Under the provisions of changes to the Education Services for Overseas Students Act 2000 enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review, ACAB will contribute annually to TPS and meet the new regulatory requirements.

5.9 On Commencement

5.9.1 ACAB will not require students to pay any further fee prior to two (2) weeks of commencement date of the next study period.

5.9.2 Fee invoices will be sent out to the students at least four weeks prior to start of a new study period with an appropriate due date according to this policy. If a student voluntarily pays fees earlier than due date, it will be treated according to pre-paid fee provisions set out in this policy (5.4) to enable college refund any unused tuition fees according to its *Fee Refund Policy*.

5.10 Student tuition fees are required to be paid on or before the due date for a study period as notified to students through college's communications including offer letter, invoice, fee-reminder, college's website or any other fee related correspondence.

5.11 The college reserves the right to amend student tuition fees, fines and other charges as it so determines. However, the tuition and other fee(s) which have been agreed with a student at the time of signing the student agreement will not change for the duration of the enrolment and agreement period.

5.12 The college may impose a late payment fee where a student has not paid tuition fees by the advised due date for payment.

5.13 The enrolment will not be made effective until the required fees have been paid.

5.14 A fee-paying student who has not paid tuition fees by the advised due date may have the student's enrolment at the college cancelled

5.15 A student who has outstanding fees owing to the college will not be permitted further enrolment (except where any Commonwealth or State legislation or code of practice provides otherwise) and will have their academic results withheld (as such will not be eligible to graduate) until the fee debt is paid in full.
The college may refund relevant fees to a student in accordance with its *Fee Refund Policy and Procedure*

5.16 A student excluded under a college rule (e.g. disciplinary action) is not entitled to a refund (except where any Commonwealth or State legislation or code of practice provides otherwise).

5.17 A default is only determined when any complaints and appeals processes are complete and the student default is confirmed.

5.18 ACAB will notify the Secretary and TPS Director (via PRISMS) of student fee defaults for which education services are likely to be denied within 5 business days (Once any complaints and appeals processes are complete and the student default is confirmed).

5.19 The Executive Committee will review and approve all tuition fees for students of ACAB on an annual basis.

6. Responsibilities

The Chief Executive Officer is responsible for implementation and administration of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email info@acab.edu.au

Fee Refund Policy and Procedure

1. Purpose

The purpose of this policy is to ensure that ACAB adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give ACAB sufficient notice, while at the same time protecting ACAB from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe.

2. Scope

This policy and procedure applies to all the fees received from domestic or international students enrolled by ACAB as well as fees received from all the prospective students who pay an advance fee when applying for a place at ACAB.

This policy also applies to any education agents or college's overseas offices collecting any student fees on behalf of the college.

3. Definitions

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules

Study Period: A discrete period of study up to a maximum of 24 weeks within a course, namely term, semester, trimester, short course of similar or lesser duration, excluding holidays and term/semester breaks

Tuition Fee: Covers the cost of providing the course of study and use of resources at ACAB. Tuition Fee does not include Overseas Student Health Cover (OSHC), administration costs including enrolment/application fee, home stay booking fee and airport pick-up fee and costs related to equipment or training material purchases

Materials Fee: Covers the cost of learning materials and resources provided by ACAB

Application Fee: Covers the administrative costs of enrolment

Fees: A total of tuition, materials and application fees

Pre-paid Tuition Fees: Tuition fees paid in advance prior to commencement of the course or a study period

Principal Course of Study: Means the main or the final course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study

Agreed Start Date: Refers to the day on which the course was scheduled to start, or a later day agreed upon between ACAB and the student

Term Start Date: Date on which an academic term commences as per ACAB's yearly academic program calendar. Academic program calendar is published on college's website and also available from the college reception

Domestic Students: All those students who are:

4. Australian citizens; or
5. Holders of Australian permanent visas and who are resident in Australia for the duration of their enrolled studies; or
6. New Zealand citizens and who are resident in Australia for the duration of their enrolled studies

International Students: All those students who are on either on a student visa or a temporary visa that allows them to undertake formal studies in Australia

TPS: Tuition Protection Scheme (enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review) replacing Tuition Assurance Scheme and ESOS Assurance Fund

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- The National Code 2018
- ESOS Regulations 2001
- The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012

- The Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012
- The Education Services for Overseas Students (TPS Levies) Act 2012
- The Australian Consumer Law 2011

5. Policy

5.1 The only refundable fees are the tuition fees. Fee refunds will be based on unexpended (unused) tuition fees.

5.2 Where an enrolment change is necessitated by illness or other exceptional and compassionate circumstances beyond the student's control and which prevent the student from completing studies in that study period, any refund of tuition fees is contingent upon approval of the refund by the CEO.

5.3 The fees and charges required to be paid to ACAB by a student will be as specified in a signed written agreement between the student and the college that is entered into prior to the student commencing in the course(s) to which the agreement pertains.

5.4 Fees and charges may be consolidated under a "package" if the student is enrolled in more than one course at the college.

5.5 The types of fees and charges payable to the college by an student may include, without being limited to, the following:

- Tuition fees (including fees referred to as course or program fees)
- Materials fee
- Application fee
- Reassessment or unit re-sit fee
- Late payment fee or charges

5.6 Full Refund of Tuition Fees

All unexpended (unused) tuition fees will be refunded in full where:

- The course does not start on the agreed starting date which is notified in the Letter of Offer;
- The course stops being provided after it starts and before it is completed;
- The Course is not provided fully to the student because the college has a sanction imposed by a government regulator; or
- An offer of a place is withdrawn by the college and no incorrect or incomplete information has been provided by the student
- A student formally withdraws from a course **at least four (4) weeks** prior to the agreed start date or the term start date.
- In the circumstance where an offer for admission was made to a student by ACAB less than four weeks before the scheduled term or study period start date as per ACAB's academic calendar, the student will be entitled to a full refund of tuition fees if formally withdrawn **before the start** of the term or study period.

And in compassionate circumstances at any time where;

- A student is unable to obtain a student visa;
- Illness or disability prevents a student from taking up the course;
- There is death of a close family member of the student (parent, sibling, spouse or child); or
- Other special or extenuating circumstances, including political, civil or natural events, are accepted at the discretion of the CEO as preventing a student from taking up the course

The Student will have the right to choose whether to seek a full refund of the fees, or to accept a place in another course. If the student chooses placement in another course, the college will ask the student to sign a new student agreement to confirm acceptance of the placement.

5.7 Partial Refund of Fees

Partial refunds of the amounts specified below will be provided in the following circumstances:

- Where a student formally withdraws from a course **less than four (4) weeks** before the agreed start date or term start date, **50%** of the tuition fees paid for that term or study period and any other unexpended (unused) tuition fees will be refunded.
- Where a student formally withdraws from a course **less than two (2) weeks** before the agreed start date or term start date, **25%** of the tuition fees paid for that term or study period and any other unexpended (unused) tuition fees will be refunded.

5.8 No Refund of Fees

In certain circumstances, students will not be entitled for a refund of tuition fees. These circumstances include;

- Where a student formally withdraws from a course after the agreed start date or term start date, the student will not be entitled for a refund and will still be liable for the tuition fee for that/current term or study period.
- Leave of absence, deferral, and suspension of studies do not entitle a student for a refund of tuition fees for the duration for which such absence, deferment or suspension were effected.
- A student whose enrolment is either suspended or cancelled by the college for whatsoever reason during an enrolment period, including but not limited to misbehaviour or non-payment of fees to the college, shall not be eligible for a refund for that term.
- A Student whose visa is cancelled during an enrolment period while in Australia for any reason shall not be eligible for a refund.
- A student, who supplies incorrect or fraudulent information or document to obtain a place at the college, shall not be eligible for a refund.

5.9 Penalties for Non-payment or Late Payment of Fees

5.9.1 A late payment charge of \$200 may apply where a student (or their agent in case of an international student) has not paid tuition fees by the fee due date notified to the student.

5.9.2 A student who has outstanding fees owing to the college will not be permitted further enrolment (except where any Commonwealth or State legislation or code of practice provides otherwise) and will have their academic results withheld (as such will not be eligible to graduate) until the fee debt is paid in full.

5.3.3 A student who has not paid tuition fees by the fee due date may have their enrolment cancelled at the college.

5.3.4 A student whose enrolment has been cancelled due to non-payment of fees may apply for reinstatement of the enrolment within twenty (20) days of the notice of cancellation, provided the student pays in full any outstanding amount owing to the college.

6. Procedure for Claiming Refunds

6.1 All refund claims must be submitted in writing via college's *Refund Request Form* accompanied by appropriate supporting documents as specified to the college reception.

6.2 All refund applications must be made and signed in person by the student. Where it is not possible for a student to be present in person (e.g. students residing overseas or international students) to claim a refund, the student must send a scanned copy of their signed forms to the Student Admissions Officer either by email or facsimile. On receipts of email or facsimile applications, the Student Admissions Officer will verify student's signatures on records and may also telephone the student to verify student's identity. No refunds will be made on email or facsimile applications until the time when student's identity has been verified.

6.3 All applications for the refund will be authorised by the Chief Executive Officer.

6.4 When an amount is refunded to an international student, ACAB will provide the student with a statement explaining how the refund amount has been calculated.

6.5 A refund of fees in relation to an international student will be made in the same currency in which the fees were paid and be made to the party who entered into the written agreement with the college, unless that person directs the college otherwise in writing.

6.4 In normal circumstance, the college will refund the amount within four (4) weeks after receipt of the completed and signed *Refund Request Form* together with appropriate supporting documents.

6.5 Payments will be made to students either by cheque (domestic students) or telegraphic transfer (international students) in their nominated bank accounts.

7. Grievances and Appeals

A student may appeal against a decision made with respect to fees, including refunds, and the appeal must be lodged in writing according to the processes for appeals as detailed in the *Student Complaints and Appeals Policy and Procedure*.

Availability of the college's complaints and appeals processes does not remove the right of a student or an intending student to take action under Australia's consumer protection laws or to lodge an appeal with a relevant external body or to take other legal action.

8. Responsibility

Student Administration Manager has the responsibility to process the refund claims and provide the student details and fee status to CEO for approval.

CEO has the responsibility to make a final decision about all the refund claims.

CEO has the responsibility to effectively implement the policy and maintain this policy and procedure.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Student Orientation Policy and Procedure

1. Purpose

This policy and procedure relates to supporting students to adjust to study at the college and to life in Australia as part of the College Student Orientation Programme.

2. Scope

This policy applies to all the current and prospective clients of the college.

3. Definitions

Student Orientation: A welcome and orientation program for new students commencing their studies at the college. The program consists of presentation, campus tour, enrolment and information that helps new student settle into the new study environment.

The National Code: National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- The National Code 2018
- ESOS Regulations 2001
- Equal Opportunity Act 1995
- The Australian Consumer Law 2011

5. Policy

5.1 The Institute is committed to providing all enrolled students the opportunity to attend an age and culturally appropriate orientation program which not only satisfies regulatory obligations but proactively works towards equipping students with all the relevant resources and information which the college believes will be of benefit to them in realising their goals as students of the college and visitors to this country.

5.2 The College will especially strive to provide information to students through the orientation programme that targets currently identified welfare interests, especially regarding best practice student safety.

5.3 The college will ensure that in the orientation session, all new students are informed about the training, assessment and support services, their responsibilities as student, key policies that impact upon their course progress and completion, and their rights and obligations at the college.

5.4 The college will make a copy of student orientation presentation on its website for information of students who are unable to attend the scheduled orientation session.

5.5 Students who miss the scheduled orientation session will be provided with a copy of the orientation presentation and information handed out during the session, and given an opportunity to attend the next program if they wish to do so.

5.6 All commencing students will be provided with a copy of Student Code of Conduct and a Student Handbook that contains the essential information about the college, studies and student life in Australia.

6. Procedure

6.1 Organisational

- The Director of Studies/Academic Manager and RTO Manager meet at the beginning of each academic year for the scheduling and planning of orientation program
- Suitable guest speakers to the program are identified and invited, and forwarded the orientation programme schedule
- Staff inputs are sought on orientation program and contents
- The plan for the orientation program for the academic year is presented to the CEO for approval and modification

6.2 Operational - Programme Structure

The orientation programme should include at a minimum:

- A comprehensive and tailored presentation that addresses the needs of the target student group and adequately introduces a students to life at the college and courses of study
- Information that addresses the requirements of the *National Code Standard 6.1 and relevant SRTOs*
- Clear and simple explanation of the most relevant policies and procedures, especially the Course Progress Policy (and student visa implications), Complaints and Appeals Policy, and supplemented by the provision of print copies or reference to electronic versions of the same
- Presentations by relevant guest speakers
- Introduction to various college staff and descriptions of their roles
- Instructional explanations of computer and resource use within the college
- Student identification photograph session
- Campus tour and OHS information
- Critical incident overview
- Course progress overview
- Orientation survey

6.3 Gathering of Data

At the completion of the programme, all students should be instructed to complete an Orientation Evaluation Survey. The survey is should be collected and submitted to the available staff members. Survey data is forwarded to the Chair, Quality Assurance Committee for analysis and reporting.

6. Responsibility

The Director of Studies/Academic Manager assumes operational responsibility for the management of the orientation programme and is delegated to assign tasks relevant to the administration of this policy

The RTO Manager is responsible for effective implementation and management of this policy and procedure.
The CEO has overall responsibility for the implementation and review of this policy and procedure.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to:

info@acab.edu.au

RPL and Credit Transfer

ACAB recognises qualifications and statements of attainment issued by other Registered Training Organisations, or by ACAB for other qualifications that you may have previously completed.

Students who have successfully completed whole units of competency with another RTO can apply for credit transfer. If any ambiguity is detected when validating a student's certification, ACAB will seek verification from the relevant RTO before recognising the qualification or statement of attainment

Students can apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Administration staff. The CT application form is available in the Enrolment Pack or on request from the Administration Staff.

Where a student provides suitable evidence they have successfully completed a unit or module at any RTO, ACAB provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

ACAB may issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Credit Transfer will only be offered to students for units of competency obtained at the same AQF level as the course being applied for unless they demonstrate appropriate levels of skill and knowledge at the required AQF level.

RPL

The following procedure applies to RPL applications.

Steps	Responsibility	Comments
Provide RPL advice and a copy of RPL Guide to the candidate	RPL Officer	Provide information on RPL process, required evidences, unit contents and RPL fee
Complete the <i>RPL Application Form</i> and attached all the required evidences	Student	A combination of formal and information education and training, work experience and general life experiences can be used to determine prior learning
Provide evidences of previous skills, knowledge and learning	Student	Work experience certificates, awards, previous qualifications, citations, evidences of work/projects completed, testimonials, etc.
Pay the RPL fee and lodge the application with the nominated RPL officer along with all the evidences	Student	Fee: On a pro-rate basis based on total course fee, per unit
Acknowledge receipt of the application in writing	RPL Officer	Letter to the student
Assess the claim and determine the eligibility using the <i>RPL and Credit Transfer Evidence Form</i>	RPL Officer	If required, the students may be asked to provide a verbal or written evidence of competency or demonstrate the

		competency in assessor's presence
Grant necessary credits if eligible	RPL Officer	Partial credits can be granted if the evidences only satisfy a part of the unit
If not successful, document detailed reasons on the application form	RPL Officer	
Make copies of the evidences for the student file	RPL Officer	Original documents must be sighted
If successful, update student records on the student management system	Student Admin	Use appropriate code to recognise credit transfer
If unsuccessful, arrange for a refund of the RPL fee	Student Admin	Student should be advised of their right to appeal the decision
Send a letter to the student advising the outcome of the application	Academic Manager	A copy goes in the student file

7. Responsibility

The Director of Studies/Academic Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy and procedure.

The nominated RPL officer is responsible for collecting, verifying, assessing and filing evidences of competency and prior learning.

The CEO has overall responsibility for the implementation and review of this policy and procedure.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Deferral, Suspension, and Cancellation of Enrolment Policy

1. Purpose

Standard 13 of The National Code allows students to defer commencement of studies, take a leave of studies, or temporarily suspend their studies during their program where compassionate or compelling circumstances exist. Standard 13 states that registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

This policy outlines the circumstances for the application, assessment and approval of the deferment, suspension, leave of absence or cancellation of enrolment when instigated by either student or ACAB and subsequent reporting requirements via PRISMS.

2. Scope

This policy applies to all the current international students of ACAB studying on-shore, holding a student visa.

3. Definitions

Deferral: Postponement of the commencement of a course of study. Must occur prior to start of a new academic term or a study period

Suspension: Temporary postponement of an undertaken course of study. May occur at any time during an academic term or a study period

Cancellation: Termination of enrolment

Course: means a course of education or training as defined in the ESOS Act.

CoE: Confirmation of Enrolment

PRISMS: The Provider Registration and International Student Management System

Study Period: A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the college excluding the holidays as long as that period does not exceed 24 weeks. ACAB uses “Term” to define a study period. The term duration, usually a contact period of ten (10) weeks, is considered a study period.

4. Legislative Context

National Vocational Education and Training Regulator Act 2011 (Cth)
The ESOS Act 2001
Education Services for Overseas Students (ESOS) Regulations 2001
The National Code 2018

5. Policy

5.1 Leave of Absence: Initiated by Student

The college may approve a personal leave of absence up to a maximum period of two (2) weeks within a study period. An *Application for a Leave of Absence* must be submitted to the Director of Studies/Academic Manager for approval.

A leave of absence can only be granted on compassionate or considerate grounds (e.g. sudden illness, injury or professional development activity) and students must provide a valid reason for the leave. The college may ask for documentary or third party evidence to verify the situation.

Students granted a leave of absence will be allowed to undertake any assessment tasks that they might have missed during their absence without any academic penalty. Students may have to attend extra classes, if available, on their return to make up for the lost time.

Only two leaves of absences can be granted in an academic year and may impact on course completion date. Any changes to student’s enrolment will be notified the Secretary of DET via PRISMS within 14 days of the change to the student’s enrolment status.

Leave of absence cannot be used for personal travelling, undertaking hobbies, working or taking holidays/breaks, and will not be approved on such grounds.

All leaves of absence are recorded as suspension of studies in PRISMS.

5.2 Deferring or Suspending a Course of Study: Initiated by Student

- Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:
 - Serious illness
 - Serious illness or death of a family member necessitating a return to the student's home country
 - Serious injury
 - Stressful family or personal situation or a traumatic experience
 - Major political upheaval or natural disaster in the home country requiring emergency travel
- Students will need to substantiate their claims with appropriate supporting documentation. Deferral or suspension of studies cannot be used for personal travelling, undertaking hobbies, working or taking holidays/breaks, and will not be approved on such grounds.
- Students who would like to defer the commencement of their studies or suspend their current course of study must first speak to the Student Admissions Officer in the case of deferment and the Academic Manager or the Director of Studies/Academic Manager in the case of suspension.
- Prior to applying to suspend their studies, students must ensure that they have paid any outstanding course fees and library fines and have returned all library resources to the library.
- After these measures have been taken, and the student still wishes to defer or suspend their studies, a Deferment and Allowable Suspension of Studies Claim Form must be completed and submitted to the Academic Manager or the Director of Studies/Academic Manager with verifiable supporting documents. The form can be obtained from college reception or from the college website. The form must be submitted at least fourteen (14) working days prior to the requested deferral or suspension date.
- In the event that an application for deferment and suspension being approved or denied, the outcome will be notified to the applicant in writing and, if denied, reasons for the refusal will be given.
- In the event of an application for deferment or suspension of studies being approved, a designated college Welfare Officer will notify **the Secretary of DET via PRISMS within 14 days of the change to the student's enrolment status.**

5.3 Deferral, Suspension, or Cancellation: Initiated by the college

- Students may also have their enrolment deferred, suspended or cancelled by the college in the event of:
 - Misbehaviour (as outlined in the *Student Code of Conduct*, and *Academic and General Misconduct Policy*)
 - Breach of the *Student Agreement* (e.g., non-payment of fees)
 - Discovery of evidence of fraudulent documentation to gain admission to the college
 - If the student behaves in a way which could potentially bring the college into disrepute
 - The college implementing its intervention strategy for students at risk of not meeting satisfactory course progress (including where the student is clearly having difficulty in completing the course within the expected duration, as specified on the student's CoE)
- Students have the right to appeal a decision by the college to defer, suspend or cancel their studies and the college will not notify the Secretary of DET via PRISMS of a change to the enrolment status until the internal complaints and appeals process is completed.
- In cases where deferral, suspension or cancellation of a student's enrolment is initiated by the college, the student will be notified in writing and given twenty (20) working days to access the college's internal complaints and appeals process.
- After all due processes have been completed, and the college decides to defer, suspend or cancel a student's enrolment, a designated college Welfare Officer must notify the Secretary of DET via PRISMS within 14 days of the change to the student's enrolment status. In the event, however, of the college cancelling a student's

enrolment due to a breach of a condition of a student visa, the college Welfare Officer must give the Secretary particulars of this breach via PRISMS as soon as practicable after the breach occurs.

5.4 Withdrawing from a course of study

Students intending to have their enrolment cancelled through course withdrawal must first speak to their Academic Manager or the Director of Studies/Academic Manager. Reasons given by the student for course withdrawal should be discussed and appropriate advice obtained. After these measures have been taken, and the student still wishes to withdraw from their studies, a *Withdrawal from Course Form* must be completed by the student and submitted to the Director of Studies/Academic Manager. Prior to applying to withdraw from their program, students must ensure that they have paid any outstanding course fees and library fines and have returned all library resources to the library. The *Withdrawal from Course Form* can be obtained from college reception.

Restricted Period: If a student is intending to withdraw prior to the completion of six months of his/her principal course of study, they should be directed to and given access to the college's *Transfer between Providers Policy*. Students should be informed that colleges providing courses to international students are restricted from enrolling transferring students from other providers prior to the student completing six months of his or her principal course of study (*National Code, 7.1*).

While the college may grant a student a letter of release in this restricted period, it is not required to do so and it may exercise appropriate discretion. Possible reasons that a letter for release may not be given include, but are not restricted to:

- A student requesting a transfer has an inaccurate understanding of what the transfer represents to his/her study options
- The student still owes the college course fees
- It is suspected that the student is seeking transfer only to avoid being reported to DET for failure to meet course progress requirements.
- The college considers this transfer to be detrimental to the student's interests
- The reasons stated for the request to transfer have not been adequate
- The transfer does not appear to be for the purpose of an educational or career oriented benefit
- The course requested transfer to is the same or similar to the currently enrolled course(s)
- The primary reason for a transfer request is for a different class schedule which is more suited to the student's current or anticipated employment interests, or other non-educational interest

When a student applies to withdraw from a course during this restricted period, the student must complete and submit a *Withdrawal from Course Form* which is accompanied by:

- a valid letter of offer from another provider
- a detailed letter explaining clearly the reasons for seeking withdraw addressed to the Director of Studies/Academic Manager

In the event that a student's application for withdrawal from an enrolled course(s) is approved, a designated college Welfare Officer must notify **the Secretary of DET via PRISMS within 14 days of the change to the student's enrolment status.**

6. Important Note - Visa implications

Leave of absence, deferral, suspension or cancellation of enrolment may have implications for a student's visa; especially if the course end date has been changed. The college recommends that students seek appropriate advice regarding these implications. The college does not provide immigration advice to students.

7. Appeals

Once a decision is made on deferral, suspension, cancellation and/or exclusion for either reasons initiated by the student or the college, the student will be notified in writing of the outcome, including reasons for the decision.

Student should also refer to ACAB's "**Student Complaints and Appeals Policy**", available with student administration and online at – www.acab.edu.au for information on lodging an appeal against a decision.

8. Responsibility

Student Welfare Officer has the responsibility to provide the student details and fee status to CEO for effective implementation and maintenance of this procedure.

The Director of Studies/Academic Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

Course Progress Policy and Procedure

1. Purpose

The purpose of this policy is to ensure that students studying at the college maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory progress and taking remedial actions.

2. Scope

This policy applies to all the enrolled students of the college.

3. Definitions

The National Code: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students 2007, established pursuant to Part 4 of the ESOS Act 2001, as amended from time to time

DHA: Department of Home Affairs

PRISMS: Provider Registration and International Students Management System

DET: Department of Education and Training

Unsatisfactory Course Progress: Where the student has failed or is deemed Not Competent (NC) in 50% or more of the units attempted in any study period (National Code, 10.4)

Units of Competency: means the specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

Course: means a course of education or training as defined in the ESOS Act.

Study Period: A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the college excluding the holidays as long as that period does not exceed 24 weeks. ACAB uses "Term" to define a study period. The term duration, usually a contact period of ten (10) weeks, is considered a study period.

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018

5. Policy

5.1 The National Code 2018 lays out the guidelines for the monitoring students' course progress under Standard 10. Under Standard 11.2 of the National Code 2018, a provider who implements the DET-DHACourse Progress Policy and Procedures for its CRICOS registered courses is not required for ESOS purposes to monitor attendance for those

courses. However, ACAB may monitor student attendance for internal purposes, including assessment eligibility and requirements.

5.2 The college will adopt a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements - even after attempts by the college to notify and counsel them through the intervention strategy - shall be reported to DET and DHAn accordance with the ESOS Act 2001.

5.3 This policy and associated procedures will be made available to the students through student orientation, college website, and student handbook/manual.

5.4 The college will maintain student records in accordance with its *Documents and Records Management Policy* and use these records to consistently monitor student progress. Individual academic results and academic progress details for each student will be maintained on the student management system.

5.5 The college reasons that course progress is closely linked to student's active participation in in-class learning and assessment activities, and timely completion of major assessments. At the beginning of each term and/or unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.

5.6 An Unsatisfactory Course Progress will be noted when a student has failed, or is deemed Not Competent (NC), in 50% or more of the units attempted in a study period.

5.7 In the first instance, the student will be informed of the course progress issue by the trainer/assessor in the classroom through assessment feedback at the end of each academic term (or a study period). Depending on the assessment outcomes, trainer/assessors may allow the student to resubmit the work or suggest a reassessment or a re-sit as per college's *Reassessment Policy*.

5.8 As an early detection process, trainers and assessors will be required to report to the Academic Manager or the Director of Studies/Academic Manager any student who has been absent for two consecutive weeks in any academic term (or study period) and are likely to be at risk of not meeting the unit requirements through *Trainer Concern Form*.

5.9 At the end of each term or a study period, printed results from the student management system will be provided to the Director of Studies/Academic Manager for course progress review. Any student with a NC result in 50% or more units on competency will be deemed "At Risk". Trainer/assessors will be required to report the same to the Academic Manager or the Director of Studies/Academic Manager through *Trainer Concern Form*.

5.10 Students with "At Risk" status may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed through appropriate procedures.

5.11 Students deemed "At Risk" will be notified in writing and asked to make an appointment with their faculty/Academic Manager or the Director of Studies/Academic Manager to discuss their progress.

6. Intervention Strategies and Reporting

Stage of Intervention	Intervention Time
All Courses	
Stage 1: Early detection of, and intervention in, unsatisfactory academic performance or prolonged absence (two consecutive weeks)	During first study period (Meeting with trainer/assessor, First warning letter)
Stage 2: Unsatisfactory academic performance (50% or more NCs of total units) at end of a designated study period	End of first study period (Second warning letter and Intervention Meeting)
Stage 3: Monitoring of students with unsatisfactory academic progress during a consecutive study period	During second study period
Stage 4: No improvement noted in student performance midway through the term and/or student constantly failed to meet the assessment requirements	Mid Second Study Period (Third warning letter and Intervention Meeting)
Stage 5: Letter of Intention to Report	Mid Second Study Period
Stage 6: Reporting of student's breach of visa conditions via PRISMS	20 working days after letter of intention to report; and after any appeal process has been exercised and exhausted

Stage 1: Early detection of, and intervention in, unsatisfactory academic performance or prolonged absence (two consecutive weeks)

- a. *Trainer notification of likely "At Risk" student:* This notification consists of the trainer completing the "Trainer Concern Form" and submitting this to the Academic Manager or Director of Studies/Academic Manager. This notification should take place at the time that the event occurs. Trainers will notify the Academic Manager or Director of Studies/Academic Manager whenever a Student, undertaking the first study period (one semester);
 - i. Fails to achieve a satisfactory result (C) in consecutive assessments (either through failure to submit work or demonstrate competence) that form part of any unit of competency, or
 - ii. Fails to achieve competency in a unit that would normally be completed prior to the end of the study period, or
 - iii. Fails to attend class for three consecutive calendar weeks, or
 - iv. Is deemed to have irregular attendance that places satisfactory course progress in jeopardy
 - v. Is deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behaviour, other issue)
- b. *Informal Meeting with Trainer/Assessor:* Trainer/assessor will provide the required information and try to ascertain the reasons for poor performance or non-attendance.

Such outcomes and actions from the meeting may include;

- The trainer/assessor providing information and support; and
- The student allowed to resubmit assessment tasks or allowed to undertake assessments missed (not attended)

- The student allowed undertaking extras classes
- c. *First Warning Letter*: Upon receiving the trainer/assessor notification, the Academic Manager should submit this information to the Director of Studies/Academic Manager for processing. The Director of Studies/Academic Manager shall give notification of the details and purpose of a course progress intervention meeting and this shall be provided to the student in writing by issuance of a “*Course Progress – First Warning Letter*”. This letter can be given in person, emailed, or posted to the student.

Stage 2: Unsatisfactory academic performance (50% or more NCs of total units) at end of a designated study period

At the end of a study period Academic Managers or Director of Studies/Academic Manager will review the academic performance of each Student. If as result of the review it is identified that;

- a. A student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period; or
- b. A student has failed to/yet to achieve competence in any units of competence undertaken in that study period

The Director of Studies/Academic Manager will contact the student by all available means to arrange for a meeting with the student to discuss academic performance. This should take place in the manner of *Stage 1:c* above. If this is the first contact to the student regarding academic progress, the “*Course Progress – First Warning Letter*” should be used with details of the specific units where progress is not satisfactory.

Such outcomes and actions from the meeting may include;

The college:

- Advising the student on the suitability of the course that they are enrolled in
- Undertaking a review of the student’s results
- Providing support and counselling and/or

The Student:

- Undertaking reassessment in each of the failed units
- Undertaking a period of study during the scheduled break between study periods
- Repeating failed units during the next study period by
 - Attending additional classes
 - Undertaking a self-paced/on line program
- Being required to undertake additional English language classes prior to reassessment
- Producing evidence of competence gained in the workplace.

Outcomes, actions and agreements of this meeting are documented on a *Record of Student Interview – Course Progress* form and signed by both the Academic Manager or Director of Studies/Academic Manager and the student, and a copy will be given to the student and a copy kept on the Students file.

Students will be required to pay the designated fees for reassessment as outlined in the *Reassessment Policy* and the Student Agreement.

Students who fail to achieve competence in a majority of units of competence undertaken during a study period will be advised that this lack of academic performance in **two consecutive study periods** could lead to the Student being reported to DET and cancellation of his or her visa, depending on the outcome of any appeals process.

- a. *Second Warning Letter*: Notification to the student of their unsatisfactory course progress and the details and purpose of a course progress intervention meeting shall be provided to the student in writing by issuance of a “*Course Progress – Second Warning Letter*”. This letter can be given in person, emailed, or posted to the

student. If no response to this communication is received from the student, a third warning letter may be issued straight away.

b. *Second Intervention meeting with student*: the purpose of this meeting will be:

- To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods (reporting breach of student visa conditions to DHA)
- To determine the reasons for the ongoing unsatisfactory performance
- To develop strategies involving student support and student action to assist the student to gain satisfactory competence by the end of the study period.

Outcomes, actions and agreements of that meeting should be documented on a *Record of Student Interview – Course Progress* form and signed by both the Academic Manager and the Student will be given to the Student and a copy kept on the Students file.

Stage 3: Monitoring of students with unsatisfactory academic progress during a consecutive study period.

The academic performance of any Student who is undertaking repeat units of competency in any study period as a result of failing more than 50% of units in the previous study period, or is undertaking other units of competency of the qualification, will be monitored in an ongoing way.

- Trainers of these students will be informed of their “At Risk” status and instructed on the monitoring process.
- Any assessment undertaken by the student in any unit of competency undertaken in the study period that achieves an unsatisfactory result will be recorded and may require the student to immediately discuss their academic performance with the Trainer and the Academic Manager or Director of Studies/Academic Manager.
- All results of these students will be reviewed at the midpoint of the study period

Stage 4: No improvement noted in student performance midway through the term and/or student constantly failed to meet the assessment requirements

Students who, at this point (Middle of the term), are not making satisfactory academic progress during consecutive study periods either in their new units or in units being repeated will be contacted by the Director of Studies/Academic Manager to attend a meeting with the Director of Studies/Academic Manager. Academic Manager and/or Trainer to discuss their academic progress. The procedure for the notification of the student and the convening of this meeting is as follows:

- a. *Third Warning Letter: Notification to the student of their unsatisfactory course progress and the details and purpose of a course progress intervention meeting shall be provided to the student in writing by issuance of a “Course Progress – Third Warning Letter”. This letter can be given in person, emailed, or posted to the student. If no response to this communication is received from the student, a letter of intention of cancel enrolment may be issued straight away.*
- b. *Third Intervention meeting with student*: the purpose of this meeting will be;
- To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
 - To advise Students that they have **until the start of the next study period** (i.e. until the end of the break period between the second and third study periods) to be able to demonstrate competency in a majority of units undertaken during the study period otherwise the **college will be obliged to report them to DHA-DE.**
 - To remind the students of past strategies identified for achieving satisfactory course progress

- To determine any other reasons for the ongoing unsatisfactory performance

Outcomes, actions and agreements of that meeting signed by both the Academic Manager or Director of Studies/Academic Manager and the student will be given to the Student and a copy kept on the Students file.

Stage 5: Letter of Intention to Report

If the Student is unable to demonstrate competency in a majority of units half way during the second consecutive study period, and has not fulfilled the necessary actions which were agreed upon at Stage 4 (above), the college will notify the Student in writing of its intention to report the Student to DHA-DE for unsatisfactory course progress.

The third warning letter serves as a Letter of Intention to Cancel Enrolment. This written notice ("Letter of Intention to Report for Unsatisfactory Progress") will be sent by registered mail. The written notice will inform the Student that he or she is able to access the college's complaints and appeals process as per ESOS Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the student's file.

Stage 6: Reporting of student's breach of visa conditions via PRISMS

If the Student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the college, the college will notify the Secretary of DET through PRISMS of the Student not achieving satisfactory course progress as soon as practicable.

Copies of all outcomes and notifications related the appeal process is kept on the Student's file in accordance with the college's complaints and appeals policy and procedure.

7. Responsibility

Trainers and assessors are responsible for providing assessment feedback and an early detection of academic performance issues, and a possible "At Risk" notifications to the Academic Manager.

The Academic Manager is responsible for maintaining records on course progress in the student database.

The Director of Studies/Academic Manager is responsible for notifying students of their failure or risk of failure to meet satisfactory course progress and issuing Final Warning letters.

The Director of Studies/Academic Manager is responsible for reporting Students to the Secretary of DET through PRISMS.

The Director of Studies/Academic Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to info@acab.edu.au

Smart Connection Company Pty Ltd
t/a Australian College of Applied Business

ACN 086 185 248 | ABN 50 086 185 248
Version: v3.0/August 2022



Reassessment Policy and Procedure

1. Purpose

This policy establishes how post-assessment feedback, results and reassessment are planned and conducted.

2. Scope

The policy applies to all assessable units and courses and training packages delivered by ACAB to its students.

3. Definitions

Course: A program of study comprising units of competency leading to a qualification or an award

Unit of Competency or Unit: A Unit of Competency, also generally referred to as a “unit”, is a statement of a key function or role in a particular skill or knowledge area. It is made up of elements of competency, together with performance criteria, a range of variables, and an evidence guide.

Assessment: The means by which progress or achievement in a unit is evaluated. This can include assessment methods such as essays, examinations, projects, practical tasks, and tutorial participation

Submission: When the assessments are first handed in for marking/grading according to assessment requirements for each unit of competency

Assessment Feedback: Post-assessment feedback provided by trainer/assessor to the students on their work

Resubmission: When an assessment task is submitted again by the student for assessment after minor corrections/modifications approved and allowed by the trainer/assessor within an agreed time frame

Reassessment: When the students are required to repeat or redo their assessments

Resit: When the students are required to re-enrol in a unit of competency and attend all the schedule classes and assessment in a subsequent academic term

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018
- Australian Qualifications Framework (AQF)
- Equal Opportunity Act 1995
- Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- Disability Standards for Education 2005 (Cth)

5. Policy

4.1 Assessment at ACAB is designed and conducted in accordance with VET Quality Framework and other regulatory requirements. It accords with the principles of assessment of validity, reliability, flexibility and fairness.

Training Package assessment guidelines and/or assessment criteria provided in unit description of each unit of competency are used to plan and conduct the assessments

4.2 All assessments will be conducted by accredited Assessors hold the Certificate IV in Training and Assessment from the TAE10 Training and Assessment Training Package or as required under Standard 1 and the relevant schedules of The Standards for RTOs (2015).

4.3 Trainers and assessors must also be able to demonstrate vocational competencies at least to the level of those being delivered and assessed. Vocational competencies must be current and may be demonstrated by relevant and current work history.

4.4 Formal agreement is obtained from both the student and the assessor that the assessment was carried out in accordance with agreed procedures.

4.5 Students are given an opportunity to be reassessed if they have undertaken the given assessments and met the assessment requirements of respective units of competency.

5. Procedure

For students who have been assessed as Not Competent (NC), the following options will be available:

ASSESSMENT FEEDBACK: Trainers/assessors will provide assessment feedback to students and advise how they can improve their performance

RESUBMISSION: Further evidence for assessment might be required if the student has partially completed the assessments and some of the works/assignments can be corrected or completed for resubmission. To be eligible for resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks. Resubmission is an informal process and can be arranged between student and trainer/assessor through mutual understanding. Trainers/Assessors may allow up to **two resubmission attempts** before deciding the next step.

REASSESSMENT: If a student does not qualify for resubmission, or is still deemed Not Competent (NC) after the resubmission, they will need to go through the reassessment process. To qualify for reassessment the student must have completed and submitted the required assessments for the unit of competency as per the unit assessment schedule.

A reassessment fee of \$50 per assessment task may be applicable if resubmission attempts have not resulted in a Competent "C" outcome. Separate assessment sessions may need to be organised under supervision for assessment tasks.

Reassessment will occur only for those assessment tasks in which the student is deemed NC. Reassessment is a formal process and student must apply for reassessment through *Request for Reassessment Form* available from the reception. ON approval and payment of reassessment fees, a reassessment schedule will be advised.

If still failed in two reassessment attempts, the student will need to repeat (re-sit) the unit.

RESIT (or Repeat): The student will need to re-sit the unit in the following term/semester if they are not deemed eligible for any of the above post-assessment options; i.e., both the options of resubmission and reassessment have been exhausted. The student will also need to re-sit the unit if the result from reassessment is still Not Competent (NC). Re-sit may result in extension of course duration and may affect student's original completion date of the course.

If a course is extended by an academic term, a pro-rata term fee based on total course fee will apply as per the course fees specified in the International Student Agreement.

Resit mean repeating the entire unit of competency. Resit is a formal process and student will be advised of their resit options once all the term results are published. In the event where a student has been deemed NC in 50% or more units within a study period, they will be asked to attend a course progress interview and go through the course progress process according to college's *Course Progress Policy*.

ABSENTEES: Students are absent of the day of the assessment without prior approval or a valid reason (e.g. medical certificate) will be marked Not Competent and will be subject to college's Course Progress Policy.

6. Appeals

A student may appeal against a decision in writing to the Academic Manager within seven (14) days of publication of the final results.

If the appeal is in respect of an assessment or an outcome from the reassessment process, a review of available information/data is conducted within a reasonable timeframe by the Academic Manager in consultation with Director of Studies/Academic Manager. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.

If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.

Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision.

Student should also refer to ACAB's *Student Complaints and Appeals Policy* available with Student Administration and online at – www.acab.edu.au for further information and other relevant procedures.

7. Responsibility

Academic Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this document should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

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Course Completion within Expected Duration Policy

1. Purpose

The purpose of this policy is to ensure that students complete their studies within the expected duration of the course and ACAB only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students.

This policy should be read in conjunction with the **Course Progress Policy**.

2. Scope

This policy applies to all the current students of the college.

3. Definitions

Course: A program of study comprising units of competency leading to a qualification or an award

Expected Duration: Expected duration of a course is as specified on Confirmation of Enrolment (CoE) for each course

DHA: Department of Home Affairs

PRISMS: Provider Registration and International Students Management System

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018

5. Policy

5.1 This policy supports 'Standard 9 – Completion within expected duration' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

Registered providers monitor the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning.

5.2 Students are required to complete their studies within the timeframe indicated on their CoE and student visa. The ACAB shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE will kept on the student's file and variations to the CoE will also be retained within the student file.

5.3 ACAB does not provide any distance or on-line learning to international students and through face to face mode, ensures the ability to maintain contact with students and monitor any issues that students may have.

5.4 All students are required to attend ACAB on a full-time basis to ensure they meet the assessment and participation requirements of respective units and courses.

5.5 Procedures for monitoring course progress and attendance shall be implemented and appropriate intervention processes followed where students are not meeting these requirements. ACAB shall monitor all students' ability to complete their course within the expected duration in a number of ways:

- Trainers / Assessors shall meet regularly to ensure that students are progressing across all areas of training being provided.
- Monitoring of course progress and participation by Student Administration and the Course Co-ordinator
- Ensuring complete timetable and schedule for the program is developed, implemented and reviewed where required.

5.6 Where a student is identified as being at risk of not completing the program within the expected duration ACAB shall implement appropriate intervention steps to prevent this from occurring.

These intervention steps will include meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. These strategies may include:

- Extra tuition and support to be organised
- Timetable adjustments
- Personal strategies to improve the student's ability to complete the course requirements
- Review of assessment strategies
- Variation of student enrolment load

5.7 Where a student is identified of being at risk of not completing their course in the expected duration due to lack of course progression, the student's enrolment load may be adjusted to ensure the student has the opportunity to complete the course successfully. Where this is the case the student's study period may be extended.

5.8 ACAB will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- a) Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- b) The college implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- c) An approved deferment or suspension of study has been granted under Standard 13 of The National Code.

5.9 All meetings must be documented and any strategies arranged must also be documented.

5.10 All changes to a student's course duration is to be reported via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files

6. Responsibility

Trainers/Assessors are responsible for monitoring student performance and reporting any irregularities.

Academic Manager is responsible for monitoring students' overall course progress and identifying students at risk of not completing the program within the expected duration. The Academic Manager is responsible for implementing intervention strategy when necessary.

The Director of Studies/Academic Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy. The CEO has overall responsibility for the implementation and review of this policy. Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Student Complaints and Appeals Policy and Procedure

1. Purpose

Purpose of this policy is to ensure that all current and prospective students of ACAB are given access to free, effective and fair complaints resolution and appeals processes.

2. Scope

This policy applies to all current and prospective students of ACAB.

3. Definitions

Appeal: A request to review an adverse decision or an unfavourable outcome that may have arisen from any administrative, academic or disciplinary processes. An Appeal may be an Internal Appeal or an External Appeal

Internal Appeal: An appeal against a decision where the appeal is brought under ACAB policies and code of conducts or where there is a process for appeal within ACAB policies and procedures

External Appeal: An appeal to an external agency against a final decision of the college. Agencies may include the anOmbudsman, the Privacy Commissioner, the Equal Opportunity and Human Rights Commissions or Department of Education and Training (In relation to ESOS Act).

Final Decision: A decision made by the member of staff authorised by the CEO to make that decision and communicated to the Complainant in writing when all Internal Appeal avenues within college's policy, procedures and codes have been exhausted

Complainant: A person lodging a complaint or an appeal

Respondent: A person responding to a complaint or an appeal

4. Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Racial Hatred Act 1995 (Cth)
- Sex Discrimination Act 1984 (Cth).
- Equal Opportunity Act 1995
- Racial and Religious Tolerance Act 2001

5. Policy: Complaints

This policy and procedure ensure that in the event that a student has a complaint concerning any matter in relation to the college, there is a process in place to ensure that the complaint can be resolved amicably. Students have access to a complaints procedure if they feel they have been unjustly treated, undermined, vilified or harassed in any circumstances. All the complaints will be treated in full confidence.

5.1 A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Welfare Officer. The student must lodge their complaint with only one member of staff at the college. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file.

5.2 The student will have the opportunity to formally present their case at no cost. The student may be accompanied and assisted by a support person to present their case at any relevant meeting, if required.

5.3 The college will investigate and respond to all complaints lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time. If the nature of the complaint requires immediate action, that staff member receiving the complaint will forward the matter directly to the RTO Manager.

If the complaint is in regard to something of a more academic or study related nature, he or she may refer the matter to the Academic Manager without delay. In the event of this happening, the Academic Manager assumes the RTO Manager's duties of this policy for the incident.

5.4 The college treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome

5.5 Only the college staff authorised by the CEO can respond to a complaint.

5.6 If the process results in a decision that supports the student, the college will immediately implement the decision or preventive actions required and advise the Student of the outcome.

5.7 Students who are not satisfied with the outcome of their complaint may appeal the decision according to ACAB's Internal Appeal Process or choose to lodge an External Appeal with an appropriate agency if they wish to do so. If the student chooses to access ACAB's internal complaints and appeals processes, their enrolment will be maintained while the process is ongoing.

5.8 The college will maintain the student's enrolment until the external complaints/appeals process is completed and has supported the college's decision to report. The college will wait for the outcome of the external process with consideration for student welfare as reporting a student for breaches may have serious consequences for the student's visa; it may result in cancellation.

5.9 Academic Review

All students have the right to request an academic review. Where a student is dissatisfied with the outcome/result of assessment of an assignment and/or an examination, the student should discuss this informally in the first instance with their Trainer/Assessor.

If the issue cannot be resolved informally, a student may submit a request for a formal academic review in writing to the Academic Manager within twenty (20) working days of receiving the reviewed academic result. The request must outline why the student has requested a formal review of the result.

The Academic Manager will seek to resolve a formal academic review through the appointment of an independent and impartial educator to conduct an investigation and make a recommendation. The Academic Manager will make the final decision on all formal academic reviews.

All parties involved in any formal academic reviews will be advised in writing of the outcome and the reasons for the decision within twenty (20) working days from the date the review was lodged. If a student's formal academic review is successful the academic result will be amended.

Where a formal academic review is not upheld by the relevant RTO Manager, the student will be advised in writing of the option to access the appeals procedure.

Local Students/Trainees: Where a student is dissatisfied with the assessment of practical work and/or vocational placement assessments performed in the workplace (local students), the student should discuss this informally in the first instance with their workplace mentor/supervisor. If the student remains dissatisfied, the issue should be discussed informally with their Trainer/Assessor.

5.10 Online Students

- In addition to the above policy clauses, in an event where it is not possible for online or distance students to be physically presents at the college to lodge a complaint, the college will appoint a liaison officer to electronically or telephonically communicate with the student and gather all the required information and details.
- The gathered information will be forwarded to the Chair, Complaints and Appeals Committee for appropriate action and/or follow up.
- The college may request the external LMS provider for Access Logs and/or any other forms of available electronic data to ascertain the facts related to the complaint.
- The college will provide an online/electronic Complaints and Appeals Form for online students. A copy of the form will also be provided on ACAB's website.
- All other policy and procedure clauses and provisions apply in conjunction with clause 5.8 of this policy for online students.

6. Procedure: Complaints

1. Complainant gathers information and arranges to meet the RTO Manager for advice and information discussion;
2. Online complainant or a complainant not able to physically attend the college may choose to communicate electronically or telephonically with the RTO Manager
3. If not resolved in Step 1, the complainant fills and submits the complaint in writing using the Complaints and Appeals form to the RTO Manager
4. RTO Manager confirms the receipt of the complaint in writing to the complainant with three (3) working days of the date of receipt of the complaint and enters the complaint in the Complaints Register
5. RTO Manager starts the process no later than ten (10) working days from the date of receipt of the complaint and calls upon respective parties for discussions/meetings
6. All the evidences concerning the complaint are collected and reviewed
7. Assistance of Student Welfare officer is sought if student welfare is a concern
8. RTO Manager discusses the outcomes with the CEO and reaches a decision
9. The complainant is advised of the decision in writing by the RTO Manager

10. If the decision is not accepted, an internal or external mediator is appointed with mutual consent
11. If the mediation fails, external compliant options are advised and exercised
12. All the documents and noted are forwarded to Student Support Administrative Officer for filing
13. RTO Manager updates the Complaints and Appeals Register with the outcome

7. Policy: Appeals

ACAB is committed to providing fair, safe and productive study environment to all its students. Consideration of appeals will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with ACAB's policies and quality principles.

7.1 ACAB will appoint an Appeals Committee comprising of at least three of the following senior staff members;

CEO
Director of Studies/Academic Manager
RTO Manager
Student Welfare Officer

7.2 All the appeals will be heard by the committee on a designated date. Minutes of the meeting will be taken and filed.

7.3 Student enrolment will be maintained while the appeals process is ongoing

7.4 Students will be advised of their right to access an External Appeal process with appropriate agencies if they are not satisfied with ACAB's internal Complaints and Appeals processes of conduct of such processes.

8. Procedure: Appeals

1. The complainant arranges a meeting with the RTO Manager and discusses appeals options
2. Online complainant or a complainant not able to physically attend the college may choose to communicate electronically or telephonically with the RTO Manager
3. The complainant fills and submits the appeal in writing using the Complaints and Grievance form to the Student Welfare Officer (Note: The form can also be lodged with the RTO Manager directly if the Student Welfare Officer is not available)
4. Student Welfare Officer enters the appeal in the Complaints and Appeals Register and forwards it to the RTO Manager for action
5. RTO Manager confirms the receipt of the complaint in writing to the complainant with three (3) working days of the date of receipt of the complaint
6. RTO Manager notifies the Complaints and Appeals Committee and provides copies of the documents
7. Complaints and Appeals Committee convenes no later than ten (10) days from the date of receipt of the appeal
8. Case background and grounds for appeal are reviewed and discussed by the Complaints and Appeals Committee
9. Complaints and Appeals Committee reaches a Final Decision
10. The Final Decision is conveyed to the complainant in writing
11. If the decision is not accepted by the student, external compliant options are advised and exercised

9. External Complaints and Appeals

There is an external complaint/appeal process available to students if they have exhausted the above college/internal complaint and appeal procedures and still feel unsatisfied.

Local Students: Local/domestic students may contact Australian Skills Quality Authority (ASQA) as per the details given below.

Students can submit a complaint to ASQA by completing the 'Complaint about a training organisation operating under ASQA's jurisdiction' form <http://www.asqa.gov.au/forms.html#complaints>.

Alternatively, students may choose to contact the Department of Education and Training

Department of Education and Training
GPO Box 9880
Canberra ACT 2601

<http://education.gov.au/contact-department>

International Students:

International students who wish to lodge an external appeal can do so through the Overseas Students Ombudsman. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. ACAB agrees to be bound by the independent mediator's recommendations and the CEO, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report. Each complaint, grievance, appeal and its outcome will be recorded in writing and each party to the complaint is given a written statement of the appeal outcomes, including reasons for the decision.

Students may also seek legal redress through the usual court processes if they feel unsatisfied. They may also approach other agencies relevant to their specific situation;

- The Ombudsman
- The Privacy Commissioner
- The Equal Opportunity and Human Rights Commissions
- Department of Education and Training

If the problem resolution fits within equal opportunity guidelines, it will be managed under college's relevant policies and procedures. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

10. Natural justice

The principle of Natural Justice underpins the duty to act fairly includes two rules: the fair dealing rule and the no bias rule. This means that all parties must be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person.

In addition, a decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. If the decision maker cannot meet these requirements they must immediately withdraw from the process. The procedure shall have regard to the duration of an overseas student's stay in Australia. In order to expedite the process, students shall also have regard for this and not unduly interfere with the mediation agent or the

procedure. Should interference by the student affect the normal process of events, the college shall not be held responsible for the consequences.

11. Responsibility

The Student Welfare Officer is responsible for maintaining the Complaints and Appeals Register.

The RTO Manager is responsible for effective implementation and management of this policy and procedure.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Issuance of Statement of Result, Statement of Attainment, Award, and Data Provision Policy and Procedure

1. Purpose

The purpose of this policy is to maintain consistency and quality in issuance of Statement of Result, Award and Statement of Attainment that comply with Australian Qualifications Framework (AQF) and VET Quality Framework (VQF).

2. Scope

This policy applies to;

All the students seeking a Statement of Result, an Award or a Statement of Attainment; and
All the staff members preparing and issuing a Statement of Result, an Award or a Statement of Attainment

3. Definitions

Statement of Result: A Statement of Result contains listing of a student's results in their enrolled unit(s) of competency

Statement of Attainment: A Statement of Attainment is issued when a student has completed one or more units of competency from nationally recognised qualification(s)/courses(s)

Award: A program of study or qualification offered by ACAB

Course: A program of study comprising units of competency leading to a qualification or an award

CCOS: Competency Completion Online System

ASQA: Australian Skills Quality Authority

QI: Quality indicator

RTO: ASQA or state registered training organisation

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018
- Australian Qualifications Framework (AQF)
- ASQA Data Provision Requirements 2011 (Section 22(3))

5. Policy

5.1 As a Registered Training Organisation (RTO), ACAB recognises AQF and VET qualifications and VET statements of attainment issued by any other RTO.

5.2 ACAB will issue a VET qualification or VET statement of attainment (as appropriate) to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course either through completion of ACAB courses or Recognition of Prior Learning (RPL). RPL assessment will be conducted in accordance with ACAB's *RPL and Credit Transfer Policy and Procedure* and inherent competency evidence requirements.

5.3 ACAB will ensure, through its internal quality assurance systems that all testamurs and statements issued are in accordance with AQF requirements and contain NRT and other approved logos in accordance with their current term of use.

5.4 All the testamurs and statements of attainment issued will be entered in ACAB's Testamur and Statement of Attainment Register and all competency records related to completion and participation be kept for a period of 30 years in a safe and secured location in accordance with ACAB's *Documents and Records Management Policy and Procedure*.

5.5 Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, ACAB will issue a Statement of Attainment upon student's request. A Statement of Attainment will list all the units students have attained during their enrolment at the college.

5.6 Where all units of competency in a qualification are achieved, the award (certificate of qualification) will be issued and the student will graduate.

5.7 ACAB will not issue an award until students have completed their enrolled course. Students will receive an award if they have satisfied the requirements for qualifying of the enrolled course.

5.8 A Statement of Result is a statement that records the cumulative units that students have attained for the entire duration of enrolment at the college. A Statement of Results will be provided after the end of each semester. If needed, the Statement of Result can be used as sufficient proof of the completed units until an Award or Statement of Attainment is available.

5.9 All the academic statements and award will have a consistent and uniform layout and format with ACAB logo, provider name, provider number, CRICOS number, date of issue and Nationally Recognised Qualification (NRT) logo and statement.

5.10 Templates for all the academic statements and award will be created and controlled by the CEO.

5.11 Data and Reporting of Quality Indicators (QIs)

Data Provision Requirement (DPR) 7 of the Data Provision Requirements 2011 requires ASQA RTOs to provide an annual summary report to ASQA against the quality indicators (ASQA).

5.11.1 ACAB will use the Student Satisfaction Survey and the Staff Satisfaction Survey (consistent with ASQA/NSCC nominated Learner Questionnaire and the Employer Questionnaire) to collect the data for the learner engagement and employer satisfaction quality indicators.

5.11.2 ACAB will use one of the following systems to report to ASQA (through Competency Completion Online System CCOS) on the questionnaire feedback:

1. Survey Management, Analysis and Reporting Tool
2. ASQA's Quality indicator annual summary report template

5.11.3 ACAB will compile and report its learner engagement and employer satisfaction QI survey response rates, survey information feedback and improvement actions for reporting.

5.11.4 ACAB will submit its quality indicator data reports in full to qidata@asqa.gov.au latest by close of business on 30 June any given year.

6. Procedure

6.1 Issuance of Statement of Attainment or Award through RPL to be managed as per ACAB's RPL and Credit Transfer Policy and Procedure.

6.2 Procedure for Issuance of Statement of Result

- All student academic records are verified and updated by the Student Administrative Manager from the official results submitted by the Academic Manager at the end of each academic term.
- At the end of every semester (two academic terms), all completed Statement of Result are printed by the Student Records Officer.
- Statement of Results are checked, approved and signed by Director of Studies/Academic Manager
- Copies are made for the student file.
- For the current students, Statements of Results are distributed to students in class at the beginning of following semester.
- For students who have finished their course, Statements of Results are provided to students together with their Awards.
- Students may also request their Statement of Result at other times using *Request for Issuance of Academic Results, Attainment and Awards Form*.

6.3 Procedure for Issuance of Statement of Attainment

Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, ACAB will issue a Statement of Attainment upon student's request.

- Students complete and submit a *Request for Issuance of Academic Results, Attainment and Awards Form* to the Student Records Officer.
- Student Administrative Manager obtains and verifies student results from the respective Academic Manager.

- Student Administrative Manager prepares the Statement of Attainment.
- Statement of Attainment is checked, approved and signed by Director of Studies/Academic Manager.
- Copies are made for the student file.
- Statement of Attainment is issued to the student

6.4 Procedure for Issuance of Award

- Students complete and submit a *Request for Issuance of Academic Results, Attainment and Awards Form* to the Student Administrative Manager
- Student Administrative Manager obtains and verifies student results from the respective Academic Manager.
- Student Administrative Manager prepares the Statement of Attainment.
- Statement of Attainment is checked, approved and signed by Director of Studies/Academic Manager
- Director of Studies/Academic Manager prepares the Award using officially approved template
- Each Award is assigned a unique number
- The CEO signs the Award and records the award details in the “Register of Testamurs”
- The Award along with Statement of Attainment is issued to the student

5. Responsibility

The Student Administrative Manager is responsible for maintaining, updating and verifying student academic results.

The Academic Manager is responsible for providing timely and accurate result and competency information to the college.

The Director of Studies/Academic Manager is responsible for effective implementation and management of this policy and procedure.

The CEO has overall responsibility for the implementation and review of this policy and procedure.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Smart Connection Company Pty Ltd
t/a Australian College of Applied Business

ACN 086 185 248 | ABN 50 086 185 248
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International Student Transfer Policy and Procedure

1. Purpose

The ESOS Act 2001 and National Code 2018 impose obligations on registered providers of education services to overseas students studying in Australia on a student visa (international students). Under Standard 7 of the National Code 2018, registered providers are restricted from enrolling a student on to a course of study, where that student is transferring from another provider and has not yet studied six months of their principal course of study.

The purpose of this policy is to ensure the college meets the requirements of the Education Services for Overseas Students (ESOS) Act 2000 and National Code of Practice 2018 (The National Code) in respect of managing requests from international students who seek to transfer between CRICOS registered providers of education and training services (registered providers).

2. Scope

This policy applies to all current, prospective and future students of ACAB.

3. Definitions

Student: Student means any person enrolled as a candidate for a degree, diploma, or certificate or for any course of study offered by the college including non-award students

International student: Refers to an overseas student who is studying onshore in Australia on a student visa

eCOE: Refers to an electronic Confirmation of Enrolment. Defined in the National Code 2018 as a document, provided electronically to students, which is issued by ACAB to international students who intend to study onshore

CRICOS: The Commonwealth Register of Institutions and Courses for Overseas Students. Education providers who wish to provide education services to international students must be formally registered on CRICOS

ESOS Act: The Education Services for Overseas Students Act 2000

Letter of Release: A statement issued from a registered provider which confirms approval of a student's request to be released from that provider to study with another provider

Principal Course of Study: Is defined in the National Code 2018 as the "main course of study" that is, or is due to be undertaken by an international student. This is generally the final program or highest qualification in a package of courses

Registered Provider: An organisation that is registered as a provider of education and training services to international students on CRICOS

Transfer between Registered Providers: A request from a student to transfer from or to another CRICOS registered provider

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- The National Code 2018
- ESOS Regulations 2001
- Privacy Act 1988 (Cth)
- Equal Opportunity Act 1995

5. Policy

5.1 Student Request to Transfer from ACAB to another Registered Provider

5.1.1 An international student requesting a transfer from ACAB to another registered provider prior to completing six (6) calendar months of their principal course of study, must obtain approval from the college in the form of a letter of release. A letter of release will not be required where:

- An international student has completed six months or more of their principal course of study. Where this is the case the college will approve the request to study with another registered provider without restriction
- The course for which the student has received an eCOE will not be offered by the college, and/or has been ceased to be registered on CRICOS

5.1.2 In accordance with Standard 7 of the National Code 2018, and recognising student's right to exercise freedom of choice as consumers, as a principle, the college will grant a student's request to transfer to another provider, where it will not be of detriment to the student.

The college considers the following factors as detrimental to the student, and therefore, as reasonable grounds for refusing a transfer request:

- The request is considered detrimental to the student's wellbeing
- The student has not started studying, or has studied with the college (attending and participating in the classes) for less than four (4) weeks and has not had an opportunity to experience the program of study, and/or the range of support services available at the college. In this situation the college will re-visit the issue within a timeframe negotiated with the student
- The student has requested a transfer to a course with another registered provider that is considered by the college to be unsuited to student's academic capabilities, study plans or career aspirations. This includes where a student wishes to transfer from a higher level qualification to a lower level qualification (e.g. Diploma to Cert IV)
- The transfer may jeopardise the student's progression through a package of courses
- The intended course will not provide adequate preparation for further study, and/or is not recognised by higher education or VET providers as meeting their entry requirements
- The college forms the view that the student is trying to avoid being reported to the Department of Home Affairs(DHA)for failure to meet the academic progress requirements
- The student is indebted to the college and/or has outstanding disciplinary issues

The college may agree to approve a request for a release if the student can demonstrate that the transfer would be in their best interests. If issued, there will be no cost to the student in obtaining the letter.

5.1.3 Where appropriate the college will counsel students, to consider their personal or academic reasons for transferring. Outcomes of counselling may include the identification of alternative academic programs within the college, and/or the recommendation of appropriate student support or study skills support as an alternative to the transfer. Where the student is eligible for a release, this will not affect their right to transfer.

5.1.4 As required by standard 7.2 of the National Code 2018, the college will only grant a letter of release where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made (i.e. a letter of offer). In addition to this the college requires the student to outline in writing their reasons for requesting a transfer to another registered provider.

5.1.5 Where the college grants a letter of release, this will be issued at no cost to the student, pursuant to standard 7.4 of the National Code 2018.

5.1.6 Where the college does not grant a student's request for a letter of release, the college will provide written reasons for refusing the request. In accordance with Standard 8 of the National Code, the student will be informed of their rights of appeal against the decision. All appeals will be carried out in line with the college's *Complaints and Appeals Policy and Procedure*.

5.2 Student Request to ACAB from another Registered Provider

As outlined under Standard 1.3 and Standard 7 of the National Code, the college will not actively recruit or enrol a student wishing to transfer from another registered provider's course prior to the student completing six (6) months of their principal course of study, except in limited circumstances. These are as follows;

- The original registered provider has provided a written letter of release, or
- The course in which the student is enrolled has ceased to be registered by another registered provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), or
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course.

5.3 Education Agents

In accordance with Standard 4.3.a of the National Code 2018, the college will not accept students from, or enter in to an agreement with an education agent, where it knows or suspects that the education agent has attempted to recruit a student where this conflicts with the obligations under Standard 7.

5.4 Fee Refunds

Where a student is granted a letter of release, their entitlement to a refund of course fees will be assessed in accordance with the college's *Fee Refund Policy*.

6. Procedure

6.1 Procedure for assessing students wishing to Transfer IN to the College

- The Student Welfare Officer receives an application from a student who is on-shore and who has indicated that they are currently studying at another institution.
- The Student Welfare Officer uses PRISMS to decide if the student has completed 6 months of their principal course. They also use the copy of the student visa in the passport to ascertain when they arrived in Australia.
- If they have, the application process proceeds as for all off-shore students.
- If they have not, they are asked to provide an appropriate letter of release in support of their application. They can be provided with a "conditional" offer which clearly states that an offer of a place is contingent on their obtaining a letter of release. Note, If they are in receipt of a Government scholarship, they should provide written support from this government agreeing to the change which will stand in lieu of any letter of release
- If such a letter of release is received, it is verified by contacting the relevant institution, if satisfactory, the application proceeds as for all off-shore applicants.

- If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the six (6) month period has passed.
- Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required.

5.2 Procedure for assessing transfer applications from students wishing to transfer OUT of the college

- Students make a written request (e-mail is satisfactory) using *Request for a Letter of Release Form* to the Student Welfare Officer (SWO) to transfer to another provider.
- The student is asked to provide a valid offer of enrolment from the new institution.
- With these documents sighted, the Student Welfare Officer will assess the transfer request considering the following criteria:
 - The student requesting a transfer has an inaccurate understanding of what the transfer represents to their study options
 - The student still owes the college course fees or other fees
 - It is suspected that the student is seeking transfer only to avoid being reported to DET for failure to meet academic progress requirements (SAO checks the relevant notes on student records).
 - The College considers this transfer to be detrimental to the student's interests
 - The reasons stated for the request to transfer have not been adequate
 - The transfer does not appear to be for the purpose of an educational or career oriented benefit
 - The course you have requested transfer to is the same as your currently enrolled principal course
 - The primary reason for a transfer request is for a different class schedule which is more suited to the student's current or anticipated work commitments
 - It appears the primary reason for a transfer request is to achieve or avoid a migration outcome
- If the answers to all of the above statements is "No" and are satisfactory and in accordance with this policy, **the letter of release will be granted at no charge to the student.** The student will also be advised of the need to contact DHA and obtain a new visa if the course they transfer to is not a Higher Education/VET course.
- The student Records Officer reports students termination of studies through PRISMS
- If any of the answers to the criteria statements is "Yes", the release is not granted according to this policy and the SAO sends the student a *Release Letter Denied*, the template for which is contained in the college document management system
- If any of the answers to the criteria statements are unclear, they should be referred to the RTO Manager by phone or email so the RTO Manager can interview the student and gain a fuller understanding of the circumstances.
- The RTO Manager will make a recommendation to the College CEO if they believe the request should be refused or alternatively grant the letter of release. The Executive Director will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process as per college's Student Complaints and Appeals Policy.

7. Records

- The above assessment procedure should not take more than 48 hours once the student has provided the necessary documentation.
- All requests, considerations, decisions and copies of letters of release should be placed on student's file, and
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy of the college
- The college will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file

8. Responsibility

Student Welfare Officer is responsible for verifying and maintaining a student's enrolment status on PRISMS

The RTO Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Change of Course Policy and Procedure

1. Purpose

This policy relates to changes to enrolment where students wish to change their course of study, but maintain ACAB as their course provider. This policy does not apply to situations where currently enrolled students wish to change to another provider or where students enrolled with another provider wish to transfer to ACAB. Current ACAB students who wish to discontinue their current course of study for valid reasons, and transfer to an alternative course within ACAB are able to do so according to the stipulations of this policy.

2. Scope

This policy applies to all the enrolled students of the college.

3. Definitions

CoE: Confirmation of Enrolment; Also known as eCoE: Electronic Confirmation of Enrolment

Course: A full-time registered program of education or training registered on CRICOS for the attainment of a qualification.

Current Course: Course(s) for which students hold a valid CoE from ACAB

Intended Course: Course(s) in which students intend to enrol

PRISMS: Provider Registration and International Students Management System

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- The National Code 2018
- ESOS Regulations 2001
- Equal Opportunity Act 1995

5. Policy

5.1 As the course of course may have long-term implications on a student's career and academic aspirations, the college will discuss and ascertain the reason(s) for a change of course with the student prior to making a decision on the application.

5.2 The college will ensure that the change of course is not being sought merely as a convenience by the students and may decline such request if the stated reasons fail to clearly demonstrate the need for a change of course.

5.3 Some of the reasons which the college may deem as inadequate for a change of course application include;

- Timetable issues (e.g. Academic timetable not fitting into one's work schedule)
- Reuniting with friends
- To circumvent Course Progress or any other disciplinary issues in the current course

5.4 Academic Managers of both the Current Course as well as Intended Course must approve the Change of Course application before any changes are made on student enrolment on PRISMS.

5.5 Entry requirements for new courses, including any prerequisites, must be met and procedures for enrolment in the new course must be consistent with relevant requirements under *Student Admission and Enrolment Policy & Procedure*.

5.6 Domestic students must meet the eligibility criteria for entry into new courses as defined under the relevant State funding agreement and outlined in *Student Admission and Enrolment Policy & Procedure*.

6. Procedure

- Students, who wish to change their current course of study, and transfer to an alternative course within ACAB, should obtain a *Change of Course Form* from the college reception. They should fill this form out according to the forms instructions paying special attention to the reasons for which they wish to change their course of study.
- Completed and signed form should, then, be submitted to the Academic Manager of their current course.
- After receiving the signed Change Of Course Form from the student, the Academic Manager will invite the student to attend a meeting with him or her. The purpose of this meeting would be to discuss the reasons that have been identified by the student for wishing to change to an alternative course. The Academic Manager should consider whether or not, the student is unsuitable to the current course of study, and whether a transfer to the intended course would be in the student's interest and welfare. A record of this meeting will be kept on a Record of Student Interview Form.
- If the Academic Manager of the Current Course has no objection to the change of course, he or she will signs and approve the request.
- The student will, then, need to get the transfer approved by the Academic Manager of the Intended Course.
- The Academic Manager of the Intended Course will arrange a meeting for the purpose of considering their suitability for the intended course. A record of this meeting is kept on a Record of Student Interview Form. It may be of benefit to the process that the respective Academic Managers discuss the matter of the suitability of the course transfer.
- If the Academic Manager of the intended course has no objection to the change of course, he or she will signs and approve the request.

6.1 If the Transfer is approved

- The Academic Manager of the intended course submits the signed *Change Of Course Form* to the administration office for processing.
- The administrative office will cancel the student's CoE, and issue the student with a new CoE according to their application. The administrative office will notify the student in writing with confirmation of their current enrolment status.
- The student will be asked to sign a new Student Agreement.

- On completion of the above processes, the student will be transferred to the new course and provided with course and timetable information to commence their studies.
- Transcripts and testamurs, if eligible will be issued for the old course.
- Any prior learning, competencies, or the competencies achieved in the old course will be considered for RPL or Credit Transfer as per college's *RPL and Credit Transfer Policy and Procedure*.

6.2 If the Transfer is NOT approved

- The Academic Manager of the Current Course or the Intended Course will complete a *Course Transfer Request Letter (Denied)* stating clearly the reasons for which the course transfer has been denied. Reasons Academic Managers of the current course or the intended course may cite for denying an internal course transfer are, but are not restricted to:
 - A student requesting a transfer has an inaccurate understanding of what the transfer represents to his/her study options
 - The student still owes the college course fees
 - It is suspected that the student is seeking transfer only to avoid being reported to DET for failure to meet course progress requirements.
 - The College considers this transfer to be detrimental to the student's interests
 - The reasons stated for the request to transfer have not been adequate
 - The transfer does not appear to be for the purpose of an educational or career oriented benefit
 - The course requested transfer to is the same or similar to the currently enrolled course(s)
 - The primary reason for a transfer request is for a different class schedule which is more suited to the student's current or anticipated employment interests, or other non-educational interest
- The student may be contacted with this information either by post or by e-mail in an appropriate format. The letter will inform the students on their right or appeal the decision according to the College's *Complaints and Appeals Policy*. The letter should indicate that the student has 20 working days to access the college complaints and appeals process

6.3 Visa Implications

As implementation of this policy and procedure may affect a student's enrolment and can lead to the cancellation of the current confirmation of enrolment, this may have implications for a student's visa. The college recommends that students seek appropriate advice regarding these implications. The College does not provide immigration advice to students.

7. Responsibility

The Academic Managers have the responsibility to hold and record student meetings and ascertain the reasons for change of course request

The Academic Managers have the responsibility to check student records and identify any pending fee, course progress or disciplinary issues

The Director of Studies/Academic Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy and procedure.

The CEO has overall responsibility for the implementation and review of this policy and procedure. Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to:

info@acab.edu.au

Add: Level 1, 239 Church Street Parramatta NSW 2150, AUSTRALIA

Ph: +61 02 86777407 | +61 42 256

E-Mail: info@acab.edu.au

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Plagiarism and Academic Misconduct Policy

1. Purpose

The purpose of this policy is to maintain the integrity of the assessments and provide a consistent approach in dealing with plagiarism and student misconduct issues in the academic works.

2. Scope

This policy applies to all the students of the college. The policy applies to all types of student misconduct including general misconduct, academic misconduct and administrative misconduct.

3. Definitions

Plagiarism: Plagiarism occurs when a student tries to pass off another person's work or ideas as their own. Plagiarism includes copying of work from internet, books, other student's work or any other published or unpublished source without appropriate citation and acknowledgement. Students commit plagiarism if they do not acknowledge the source of a direct quote, or a specific piece of writing that they have paraphrased, or even if they describe an idea or concept that they have heard or read somewhere without a reference or acknowledgement.

Examples of plagiarism include;

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc. without changing the basic structure and/or meaning of the text;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
 - A 'cut and paste' of statements from multiple sources;
 - Presenting as independent, work done in collaboration with others;
 - Copying or adapting another student's original work into a submitted assessment item

Enabling plagiarism contributes to plagiarism and therefore will be treated as a form of plagiarism by the college. Enabling plagiarism means allowing or otherwise assisting another student to copy or otherwise plagiarise work by, for example, allowing access to a draft or completed assignment or other work.

Collusion: Collusion occurs when a student collaborates with others to complete the work but presents the same work as their own.

Misconduct: Misconduct is an act or omission committed by a student on college property, or involves the use of college resources including computer resources, or otherwise involves the student's relationship with the college community. Misconduct includes administrative misconduct and academic misconduct.

General and Administrative Misconduct

General and Administrative Misconduct Incidents are those which in the opinion of the Academic Manager or the RTO Manager may be adequately addressed within the college or by the RTO Manager. The following conduct, in the absence of any circumstance of aggravation may be treated as Simple Misconduct;

- Impeding the ability of any student or member of the college to study or participate in any college activity
- Acting in a manner which is threatening, intimidating, disrespectful or unprofessional towards any trainer, assessor or other staff member, student or other member of the college community
- Breaching any State or Commonwealth laws or any college policies on privacy, internet and computer use and copyright
- Causing any member of the college to hold reasonable fear for their safety or physical or psychological well-being
- Committing an act or making an omission which has the capacity to endanger the safety or health of any member of the college community.
- Assaulting any member of the college community
- Wilful damage, wrongfully dealing with or interference with property of any member of the college community
- Tampering with a medical certificate issued in the student's name.
- Any act or omission which disrupts the peace and good order of the college

Serious Misconduct

The following conduct may be treated as Serious Misconduct;

- Any of the incidents in Simple Misconduct committed with a circumstance of aggravation
- Sexually harassing, discriminating against, and/or racially vilifying any member of the college community
- Fraudulent representation of grades or awards for prior learning including through the unauthorised use of any college name, seal or trademarks
- Making a fraudulent representation involving any medical certificate where the original certificate was stolen or not issued in favour of the student
- Breach of assessment conditions and processes
- Any other types of misconduct as deemed by the college to be Serious Misconduct from time to time

Academic Misconduct

The following conduct may be treated as Academic Misconduct;

- Any act or omission by a student which attempts to circumvent or pervert the college's assessment process
- Cheating in an examination or test including speaking or communicating with other candidates, bringing unauthorised material into the examination room including a mechanical or electronic device, or consulting any person or materials outside the confines of the examination room without permission to do so, reading or attempting to read other students' answers, leaving examination or test answer papers exposed to other student's view.
- Plagiarism
- Collusion in the preparation of a response to a piece of assessment
- Tampering with examination or assessment materials

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2001
- The National Code 2018
- ESOS Regulations 2001
- Privacy Act 1988 (Cth)

5. Policy

5.1 ACAB highly values academic honesty and integrity and places a great emphasis on ethical behaviour of its students. It does not tolerate any behaviour which diminishes the academic reputation of the college, impairs the ability of students to participate in any legitimate college activity or disrupts the peace or good order of the college and its learning environment.

5.2 Academic integrity is viewed as fundamental to the very nature of the college. Academic misconduct by students in examinations or in other forms of assessment is unacceptable.

5.3 ACAB investigates and deals with incidents of misconduct among its student community in a consistent manner, affording natural justice and applying penalties which are appropriate, fair and just.

5.4 The college treats plagiarism as cheating. Cheating and plagiarism is a serious offence, and will be treated seriously. The college imposes severe penalties on students who cheat and plagiarise.

5.5 All the academic staffs must inform the students about plagiarism policy and penalties arising from plagiarism.

5.6 All the academic staffs have the responsibility to maintain integrity and fairness of the assessments and try to minimise the instances of plagiarism.

5.7 Any staff member reporting plagiarism must also produce evidences of plagiarism to support the allegation.

5.8 In the first instance when plagiarism is suspected, staff members should first determine if it is intentional or unintentional. Appropriate academic penalty must be applied to unintentional plagiarism. Where it is found that a student has plagiarised with an intention to cheat, the student must be reported for plagiarism.

5.9 Collusion will also be considered as cheating.

5.10 Any student lending his/her work to another student to copy will be considered a party to plagiarism and treated with academic penalty

5.11 The college recognises its obligation to educate students in the definition, identification and avoidance of plagiarism

5.12 Plagiarism offence may have an impact on student visa conditions, and the student, and the college will exercise utmost care and diligence in determining plagiarism cases with a focus on student welfare and wellbeing.

5.12 Reporting of Plagiarism

5.12.1 Where the assessor identifies minor lapses in referencing and/or use of source, whether by text matching, similar software or other means, the assessor shall treat the incident as an assessment matter, and may reduce the overall mark or grade for the assessment task, and/or may permit re-submission.

5.12.2 Where plagiarism is suspected, the assessor shall document the reasons and evidence for this suspicion and refer the matter to the Academic Manager.

5.12.3 The Academic Manager, after assessing the evidence of the case, takes one of the following actions:

- If there is sufficient evidence to warrant it, request the student to attend a formal hearing, the purpose of which shall be to investigate and discuss the matter with the student as a means of deciding what further action, if any, should be taken.

- If the evidence appears to indicate a very serious breach of discipline, refer the matter to the Director of Studies/Academic Manager for appropriate action.

5.13 Penalties for Plagiarism

If the student is found guilty of the charge of plagiarism, the Director of Studies/Academic Manager shall determine the appropriate penalty taking into account:

- The extent of the plagiarism (e.g. which could range from minor lapses in referencing to copying substantial parts of published work including work from the Internet, or another person's work);
- The seriousness of the plagiarism (e.g. theft of another person's work; paying another person to do the assessment task)
- Whether it is a repeat offence
- Any mitigating circumstances in the particular case

The Director of Studies/Academic Manager may impose one or more of the following penalties

- Any proven plagiarism case will result in an immediate "Not Competent" (NC) result in the respective unit and the student will need to re-enrol in the unit. No re-assessments will be allowed.
- Student will be placed on the Plagiarism register which will be available to all academic staff members.
- Repeated plagiarism offences may result in review of student's enrolment in the college.

5.14 Penalties for Misconduct

General, Administrative and Academic Misconduct

Any of the following penalties may be applied depending on the nature, intent and severity of the incident and as deemed appropriate by the RTO Manager and/or the Director of Studies/Academic Manager;

- Written warning with reprimand
- Order to attempt the assessment item again
- Order to attempt the assessment item again with a capped mark
- NC grade for the item of assessment
- NC grade for the course
- Mandatory counselling
- Academic probation with a requirement to attend and complete to the satisfaction of the RTO Manager and complete counselling and remedial courses on code of conduct, plagiarism and academic integrity as directed
- Withhold results for a maximum of one term
- Entering the students name on a Plagiarism and Misconduct Register
- Order for compensation or restitution on such terms as are deemed fit and proper
- Entering into a written undertaking regarding offending behaviour
- Impose any combination of these penalties

5.15 Serious Misconduct

Any of the following penalties may be applied depending on the nature, intent and severity of the incident and as deemed appropriate by the RTO Manager and/or the Academic Board;

- All the penalty options described in the General, Administrative and Academic Misconduct and;
- Entering details on the student's permanent record; or
- Suspension from the college; or
- Expulsion from the college

All Misconduct complaints which are Academic Misconduct matters may be investigated and finally determined by the Academic Managers, or nominee.

All Misconduct offences which are not Academic Misconduct matters may be investigated and finally determined alone by the Campus Manager, or nominee

All Serious Misconducts matters may be investigated and finally determined by an appropriate committee set up by the CEO or the Senior Management Committee, which will include an independent member not directly connected with the management or operations of the college.

6. Appeals

The affected parties will have access to college's Complaints and Appeals processes if they think that the decisions made by appropriate authorities are not just and fair in their opinion.

7. Responsibility

The college is responsible for;

- Making this policy available to all the academic staff members and students
- Ensuring that its academic and administrative staff members know how to deal with plagiarism and misconduct issues
- Providing students with an opportunity to appeal any decision arising from plagiarism or misconduct cases

The academic staffs are responsible for;

- Advising students on plagiarism policy and penalties for plagiarism
- Providing appropriate information on referencing requirements to all the students
- Providing examples of referencing techniques
- Distinguishing between intentional and unintentional plagiarism and providing a candid feedback to the students
- Reporting instances of plagiarism to the Academic Manager

Students are responsible for;

- Maintaining academic integrity and produce their own work which is appropriately referenced
- Maintain an ethical behaviour
- Protecting their own work and not allowing other student to copy
- Understanding the implications of plagiarism and misconduct and its impact on their academic performance
- Asking the academic staffs for help if they are not sure about appropriate use and referencing requirements of information from other sources

The RTO Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

Academic Managers are responsible for maintenance of this policy in their respective academic areas.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: info@acab.edu.au

Smart Connection Company Pty Ltd
t/a Australian College of Applied Business

ACN 086 185 248 | ABN 50 086 185 248
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Notes:

This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There are no vertical margin lines, no text, and no other markings on the page. It appears to be a standard piece of notebook paper.

Appendix A:

International Student Guide

ACAB

International Student Guide



A Guide to Studying & Living in Australia

Source: Study in Australia: <http://www.studyinaustralia.gov.au/>

As more and more people look to give themselves the skills required in a competitive global environment, an Australian education has become one of the most sought after in the world. Here you'll find teaching of internationally renowned quality, matched with one of the world's finest student support systems, and a superb living environment.

Little wonder then that more than 600,000 international students, from over 200 countries, come to study with us every year. And why when they've finished their education, they leave with globally recognised skills – and a future that's truly limitless.

Australia excels in creating independently-minded graduates who are able to think critically. We don't just teach students the answers; we teach them how to ask the right questions. We have been teaching international students for more than 60 years, many of whom have become Ministers, leading business people, researchers, scientists, medical practitioners and community leaders all around the world.

Australia is home to some of the world's leading educational institutions, academics and researchers who are conducting universally acknowledged research that attains the highest standard when measured against international benchmarks.

Our areas of academic excellence include medical and health sciences, physics, chemistry, information technology, Asia-Pacific studies, biotechnology and astronomy. Australia is also well regarded internationally for its graduates in engineering and business studies, the arts and social sciences.

The success of our alumni underlines the global relevance of an Australian education. Our best-known achievers have won countless international awards, including eight Nobel Prizes.

We also boast a diverse range of education credentials and courses along with an enviable quality of life, cultural and sporting activities. These add to an all-round learning environment, with plenty of opportunities for students' aspirations and ambitions.

The Australian education sector is the natural choice for students seeking an education that provides global reach, ongoing growth and development, and ultimately the very best return-on-investment.

About Australia

Fast Facts

Population over 23 million

The only country that is also a continent, Australia is situated in the Southern Hemisphere in the southwest Pacific Ocean. Nearest neighbours to the north are Papua New Guinea and Indonesia (about an eight-hour flight from Sydney). New Zealand lies to the east, about a three-hour flight away.

Almost one in four Australians was born overseas. You will meet people from all corners of the globe who have settled in Australia – from Europe and Asia, to Africa, the Middle East and the Americas

Australia is a country of innovation. Australian scientists have invented many world-changing technologies including: the black box flight recorder, the heart pacemaker, ultrasound, the influenza vaccine, the bionic ear, wireless internet, Google Maps and spray-on skin for burn victims.

States and Territories

Before outlining the opportunities that await you when studying in Australia, a quick geography lesson will help you understand the layout and makeup of this diverse and beautiful country. It will also help you understand the state or territory where you will be living as well as other areas that you may wish to visit during your time in the 'land down under'.

Australia has six states and two territories, each with its own distinctive history, personality and attractions. The six states are New South Wales (NSW), Victoria (ACT), South Australia (SA), Queensland (QLD), Western Australia (WA), South Australia (SA), and Tasmania (TAS). The two territories – the Northern Territory (NT) and the Australian Capital Territory (ACT) – are partly self-governing, and partly controlled by the federal government.

New South Wales

www.visitnsw.com.au

Capital Sydney

State population About 7.2 million

Climate Jan: 66–80 °F, 19–27 °C

July: 46–60 °F, 8–16 °C

Victoria

www.visitvictoria.com

Capital Canberra

State population About 5.5 million

Climate Jan: 58–80 °F, 14–27 °C

July: 46–60 °F, 8–16 °C

Queensland

www.queenslandholidays.com.au

Capital Brisbane

State population About 4.5 million

Climate Jan: 70–87 °F, 21–31 °C

July: 50–70 °F, 10–21 °C

Western Australia

www.westernaustralia.com

Capital Perth

State population About 2.2 million

Climate Jan: 64–88 °F, 18–31 °C

July: 48–64 °F, 9–18 °C

South Australia

www.southaustralia.com

Capital Adelaide

State population About 1.6 million

Climate Jan: 62–89 °F, 17–32 °C

July: 47–60 °F, 8–16 °C

Tasmania

www.discovertasmania.com.au

Capital Hobart

State population About 507,600

Climate Jan: 52–72 °F, 11–22 °C

July: 38–52 °F, 3–11 °C

Australian Capital Territory

www.visitcanberra.com.au

Capital Canberra

Territory population About 358,900

Climate Jan: 56–84 °F, 13–52 °C

July: 31–52 °F, -1–11 °C

Northern Territory

www.travelnt.com

Capital Darwin

Territory population About 229,700

Climate Jan: 78–93 °F, 26–34 °C

July: 70–90 °F, 21–32 °C

Academic Year, Qualifications and Duration of Study

Universities

The Australian university academic year begins in late February to early March. Orientation for new students usually takes place in mid- to late February. The second semester typically begins in late July. Most universities have two semesters, with exams in June for semester one and in November for semester two. There is a four- to six-week break between semesters, with the long summer holiday being held from December to February.

With many academic programs you have the choice of commencing your study during either the February or July intake. However, for programs such as medicine or dentistry there is only one intake a year, which is in February.

The start dates for Australian universities can be found by visiting www.universitiesaustralia.edu.au and navigating to the “Australian Universities” page.

The most common qualification offered in Australia is the Bachelor’s Degree, which requires three to four years of full-time study, depending on the discipline, consisting primarily of course work. Some universities offer a “Bachelor’s Degree with honours” to the best performing students, while others offer an additional year of study, which is then known as an Honours Degree.

Specialised research training and professional development are offered through Master’s and Doctoral degrees, usually of one to two years’ duration in the case of Master’s degrees, and three years in the case of PhDs.

Vocational Education and Training (VET) colleges

The academic year for most Technical and Further Education (TAFE) and Vocational and Education Training (VET) colleges is based on two semesters. The first usually commences in February and ends in June, while the second runs from July to November. Entry for most courses is available in both February and July.

TAFE and VET colleges specialise in courses that provide you with skills for a particular industry or trade, or prepare you for further education. These range from Certificate courses across four levels (Certificate I, II, III and IV that take from 6 month to one year), Diploma courses (one to two years) and Advanced Diploma courses (two to three years).

Diplomas and Advanced Diplomas are qualifications that can be accredited toward other higher education.

ELICOS colleges

English Language Intensive Courses for Overseas Students (ELICOS) are offered by a large number of government-regulated private schools, as well as VET colleges, TAFEs and university-affiliated schools. ELICOS has been developed to allow you to develop your skills in English as a second language as well as provide a foundation for further academic study.

ELICOS courses are held throughout the year and range from four to 48 weeks of full-time study, depending on which program you choose. Entry to courses is available at frequent intervals (usually every five weeks) though may vary from one school to the next.

Orientation

Orientation plays an important role in helping you quickly become familiar with your institution and its teaching style. Many international students find the Australian way of teaching to be quite different from what they are used to. In Australia, the focus is on practical learning that encourages creative, independent thought and debate. Teachers aim to provide a thorough understanding of a topic rather than just teaching the right words, phrases or formulas to remember for exams.

Once you have successfully enrolled for study in Australia, you will receive pre-departure, arrival, and/or orientation manuals that provide additional valuable information to prepare you for studying and living in Australia.

Classes

Universities

Classes at Australian universities are a mixture of lectures and tutorials. A lecture might be attended by up to 200 students from different courses within a discipline, whereas a tutorial is much smaller, with only about 30 students in attendance. During tutorials you get the chance to discuss the information provided in your lecture with other students and your teacher. Attending all your lectures is very important as it enables you to understand and contribute to tutorial discussions.

Preparing for tutorials is essential and usually contributes to final grades in university courses. Professors and senior teaching staff expect students to actively participate in tutorials because they provide a valuable way to become comfortable with talking about the issues behind a subject.

Although there are variations from course to course and university to university, the Australian education system sets minimum standards of learning which are expected to be achieved by the end of a semester, and there are a variety of methods by which the student can undertake this learning. The philosophy behind this approach is the recognition that students learn in different ways.

VET colleges

At TAFE and VET colleges, lectures and tutorials are generally not separated. That is, the presentation of information and its discussion occurs at the same time. Tutorial support is provided for some subjects where it is recognised that some students may need additional guidance or more intensive tuition in particular topics. In such cases the tutorials act more as a remedial class, and attendance may not be compulsory.

As VET courses are designed to increase professional and practical skills they combine classes with practical hands-on learning sessions. Class sizes are generally smaller than classes at university or TAFE.

ELICOS colleges

English language classes are largely held in a classroom environment, with time allocated for supervised self-access study

Assessment

Universities

At Australian universities the final grade for a unit is based on your performance in assignments (written or practical, depending on the course), exams, class participation (that is, how much you speak up and contribute to discussions in classes), attendance and group exercises.

Depending on the course, you may be continually assessed throughout the semester, rather than just in the last few weeks or on the final exam. The advantage of this method is that the entire grade does not rely on one single piece of assessment. If you do not perform too well in an exam, you still have the opportunity to lift your grade through other pieces of assessment.

The system of assessment varies, but generally the following applies:

High Distinction: 100 to 80 per cent
Distinction: 79 to 70 per cent
Credit: 69 to 60 per cent
Pass: 59 to 50 per cent
Fail: Below 50 per cent

VET colleges

Your TAFE or VET college will provide you with details of the assessment criteria for your chosen course.

Depending on what you are studying, assessment may include: assignments and practical assessments that require you to show you can carry out tasks to a required standard; and oral or written tests to determine your knowledge and understanding of the learning area.

Most TAFE and VET colleges use the following grading system: competent with distinction; competent with credit; competent; or, not yet competent.

ELICOS colleges

Before commencing ELICOS study, you will need to sit a placement test to assess your current level of English competency. This will determine which class level is appropriate for you.

Each level of study runs for approximately 10 weeks and in addition to a final test, your final grade will take into account your performance in ongoing assessment tasks, which may include in-class as well as out-of-class work.

At the end of your course you should receive a certificate showing the name of your last course, the course duration, your level of achievement and your attendance rate.

Brief note on plagiarism

Plagiarism – taking someone else's work (including that of published authors) and submitting it for assessment as your own, without referencing the source of the information – is regarded very seriously in the Australian education system. Tough penalties for plagiarism can include the automatic fail of a subject, or even that a student's visa may be put in jeopardy.

It is important that all students understand precisely what constitutes plagiarism (for example, how to reference). Your educational institution and International Office can advise you here.

Course information

By law, all institutions receiving international students must ensure that their marketing materials (such as brochures and handbooks) are accurate and not misleading.

Before offering a Confirmation of Enrolment, the institution must provide course-related information, such as:

- The course content and duration
- The qualification it leads to
- Teaching and assessment methods
- English language requirements
- Previous work experience or educational qualifications required for admittance
- Requirements for course completion
- Course-related fees
- The facilities and learning resources related to the delivery of the course
- Student support services.

Student support services

Institutions are required to support international students in adjusting to study and life in Australia, as well as achieving their learning goals and attaining the learning outcomes of their course. In addition to providing ongoing access to dedicated international student support staff, your institution should provide you with information on:

- Orientation
- Academic progress
- Further study
- Accommodation.
- They will also be able to provide you with information about which academic or administrative personnel you should contact if you require any assistance with your course and enrolment or any personal difficulties you may be encountering.

Quality education assurance

Australia is committed to providing quality education and training to international students.

For this reason, the Australian Government has enacted a number of laws to ensure that students are protected. These laws are grouped together under Education Services for Overseas Students (ESOS) legislation. Under this legislative framework, all Australian institutions accepting international students on a student visa are legally required to provide quality courses, as well as to meet the national standards for student services and institutional facilities.

For example, the ESOS legislation provides consumer protection if an institution defaults on a course in which a student with a student visa is enrolled. This protection includes either a refund of course money to the student or, if a refund is not possible, placement into an alternative course through a Tuition Assurance Scheme.



For more detailed information about the protection and assurance provided by ESOS legislation, visit www.aei.gov.au and click on the “ESOS” link in the shortcuts bar.

Arranging Visas

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by your education provider.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.immi.gov.au/students/index.htm for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice

Visa Conditions:

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of **mandatory** and **discretionary** student visa conditions please visit www.immi.gov.au/students/visa-conditions-students

Preparing for your Australian study journey

Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Checklist of things to do before leaving home

- Apply for a passport, and make sure the passport is valid for all of the time you plan to be abroad.
- Arrange for a student visa.
- Make contact with the Australian educational institution where you plan to study to confirm your enrolment and start date and check if your institution or college has an airport greeting service.
- Arrange for immunisations and medications from your doctor.
- Apply for a credit card and/or arrange for sufficient funds to be available for you to access in Australia.
- Confirm overseas access to your funds with your bank.
- Make travel arrangements, including travel insurance.
- Advise your educational institution of your travel details.
- Arrange accommodation for at least your first week in Australia, if not longer.
- Arrange transport from the airport to your accommodation, and change enough currency into Australian dollars before you leave so that you can catch a taxi or make a phone call in the event of an emergency.
- When packing your bags, make sure you include the name and contact details of your institution's international representative.

Important documents

Prepare a folder of official documents to bring with you to Australia, including:

- Valid passport
- Printout of your student visa confirmation letter
- Your institution's offer of a place/admission letter
- Electronic Confirmation of Enrolment (eCoE)
- Receipts of payments (e.g. tuition fees, OSHC, bank statements)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents (e.g. birth certificate, ID card, driver's licence)
- Medical records and prescriptions
- Photocopy of credit/debit card(s)
- Prescriptions and generic names of medications
- Reference letters for potential employers/landlord.

Before you leave, make copies of all your documents and leave them with someone at home who can send them on to you if the originals get lost. When flying, keep all your documents in your carry-on luggage. If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage.

Insurance

Travel insurance: It makes good sense to take out travel insurance. Although most travel is incident free, cancelled flights and lost luggage, when they happen, can end up costing you a lot of time and money.

Health insurance: All student visa holders entering Australia must have Overseas Student Health Cover (OSHC) for the duration of their stay. OSHC will help you pay for any visits to the doctor during the time you are in Australia. Go to the Overseas Student Health Cover page for information on what your OSHC will cover.

How much money do you need?

Bring enough Australian currency in cash for your first few days in Australia, however do not carry large amounts of cash on you. Instead, make sure you have about AUD\$1500–\$3,000 in travellers' cheques (in your name) so that you can start establishing yourself and setting up your new home quickly. Please note that if you are carrying more than AUD\$10,000, or equivalent currency, you must declare this to Customs officials when you enter Australia. [See *Financial Matters* for more information.]

Accommodation upon arrival

If you are a school-aged student, you will need to arrange a homestay, boarding or similar accommodation in advance of your arrival. If you are a university, TAFE/ VET or ELICOS college student, you will need to

arrange temporary accommodation for your first few days in Australia while you look for something more permanent. Your educational institution might be able to help you, or you can look up hostels and book online at www.yha.com.au

There are a number of internet booking services for last-minute bookings at hotels and short-stay apartments. These include www.getaroom.com.au and www.wotif.com, however hotels can be expensive, and in major cities commence at upwards of AUD\$150 per night.

Baggage allowances

When deciding what to pack for arrival in Australia, keep in mind that baggage allowances for your flight to Australia, as well as for travel within Australia, may be less than what you are used to.

To avoid excess baggage fees on international flights into Australia, your checked bag should weigh no more than 50 lb/23 kg. For domestic flights within Australia, your checked bag must weigh no more than 44 lb/20 kg. Check with your airline for exact baggage restrictions.

Clothing and seasonal considerations

Australian students dress informally. In general, comfort is the paramount consideration and you will find most of your peers at university and college wearing jeans and T-shirts or jumpers on campus. However, many school students wear uniforms.

Summer in Australia runs from December to February; autumn from March to May; winter from June to August; and spring from September to November. For most of the country the hottest months are January and February. If you arrive in June or July, the coldest months of the Australian year, you may need to bring winter clothes.

Prescription medications

If you plan to bring prescription drugs into Australia, it is essential you refer to the Therapeutics Goods Administration (TGA) website for full information about what is allowed. For more information visit www.tga.gov.au and select “For travellers & visitors” from the “Consumers” menu.

A huge range of medications is available in Australia, so another option is to have your prescriptions filled at a pharmacy when you arrive. To do this, you will first need to get valid prescriptions from a doctor in Australia.

Adaptors and converters

The standard voltage for electrical items in Australia is 240 volts. Most laptop computers and chargers for cell phones, MP3 players and digital cameras automatically adjust to 110 or 240 volts, but some electronic products may require a transformer as well as a converter.

Electrical plugs in Australia have three flat pins, one of which is a ground pin. You may need to buy an adaptor or have plugs changed when you arrive in Australia.

Bringing your computer

To most of us these days, our computer is our lifeline. To ensure that you can bring your computer with you to Australia, you need to be aware of Australian customs regulations.

If you are undertaking a short course, and not intending to stay in Australia for more than 12 months, the Australian Customs Service will allow you to temporarily import your computer without paying duty or the Goods and Services Tax (GST). In some cases, this may also apply if your stay is less than 24 months, however, this depends on a number of conditions, including the value of your computer.

If you are staying in Australia for more than 24 months, and you have owned and used your computer for more than 12 months prior to arriving in Australia, you will also be allowed to bring it in, tax free. However, as you may be required to provide proof of the date of purchase and the purchase price, you should bring a receipt. If the computer cost more than A\$400 and is less than 12 months old, or if you do not have a receipt, you may be required to pay a 10 per cent GST.

To make sure you are fully aware of what you can and cannot bring into Australia, visit www.customs.gov.au and follow the “travellers” link from the main menu.

Bringing your Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs See: **Arranging Visas**). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

For more information, visit: www.immi.gov.au

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools & School-age Dependents

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

There are two types of schools in Australia – State schools and independent schools.

For further information, please contact Department of Education and Training:
<http://www.education.vic.gov.au/Pages/default.aspx>

Australian Immigration

You have just arrived in Australia and cannot wait to get outside and get started on the next leg of your journey. But when you first arrive, you will be required to make your way through Australian immigration. An immigration officer will ask to see your completed incoming passenger card (given to you on the plane) and your passport. The immigration officer will check your documents and may ask you a few questions about your planned stay in Australia. You may also have to show your Confirmation of Enrolment.

Clearing Customs in Australia

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E-Mail: info@acab.edu.au © Smart Connection Company Pty Ltd . V3

Once you have cleared the immigration checkpoint you will enter the baggage hall where you can claim your luggage and proceed to Customs and baggage examination.

People arriving in Australia clear Customs through one of two channels: the green channel is for those with 'nothing to declare'; the red channel for those with 'something to declare'. You must declare any food, plant materials and animal products. For more information about what you can and cannot bring into Australia, visit <https://www.border.gov.au/Trav/Ente/GoIn/Arrival/Information-for-travellers>

Regardless of the channel you follow, your luggage, including your hand luggage, may be x-rayed inspected or checked by a detector dog team.

If you do not have anything to declare, follow the green channel
If you do have something to declare, follow the red channel

As you go through the red channel of Customs, an official will ask you to open your luggage so that it can be inspected. If the Customs official decides that an item is not quarantined, you will be allowed to keep it and move through the Customs checkpoint. If the item is quarantined, it will either be confiscated and destroyed, or held for decontamination and returned to you at a later date.

If you go through the green channel, you may be subjected to a random check and asked by a Customs' official to open your luggage for inspection.

Australia has strict quarantine laws so it is important to declare all the items you are carrying on the incoming passenger card. Those who do not declare honestly risk fines and prosecution.

Student visa conditions

The Department of Home Affairs(DHA) is the Australian Government department that manages everything relating to student visas.

It is very important that you are fully aware of, and meet, all the conditions of your visa. Visa conditions are set out in the letter of approval sent with a visa or on a visa label. There may be special conditions for students on scholarships, so if you are on a scholarship, it is important to read and understand all these conditions.

For a full list of mandatory and discretionary student visa conditions, visit www.immi.gov.au/students/visa-conditions.htm

Unfortunately, a number of students abuse the law each year. For example, they may work longer hours than permitted by their visa or they may overstay their visa. Breaking these conditions can cause a visa to be cancelled and this has serious consequences: under the law, a student may be required to leave Australia and not allowed to return for three years after the visa is cancelled.

Changing or extending a student visa

If your circumstances change and you want to change your course or provider, or you wish to stay in Australia longer, contact the nearest Department of Home Affairs(DHA)office for advice on how to make these arrangements.

It is also important to ensure your visa does not expire while you are in Australia. If you remain in Australia for more than 28 days after your student visa expires without obtaining a new one, you may not be allowed to return for three years.

If your student visa expires before you have finished your course of study, or if you wish undertake further study, you should contact your nearest Australian visa office. You can only extend your stay in Australia if your do not have a “No Further Stay” condition on your current student visa.

If you need help in understanding any of these conditions, contact the Department of Home Affairs (DHA), or visit www.immi.gov.au/students/visa-conditions.htm

For further information, go to www.immi.gov.au and select “Students” from the “Visa, Immigration and Refugees” menu.

Financial matters

Australian currency

Australian currency is denominated as follows:

Notes: \$5, \$10, \$20, \$50, \$100

Coins: 5c, 10c, 20c, 50c, \$1, \$2

There are no 1c or 2c coins; these were been taken out of circulation some years ago. Items in Australia are priced down to single cents (for example \$2.99) but when you pay, the total will be rounded up or down to the nearest five cents. Thus \$2.99 becomes \$3.00, and \$12.42 becomes \$12.40.

As with all currencies, the Australian dollar exchange rate can vary over short periods of time. You can find the current exchange rate at www.xe.com

Setting up a bank account

To open a bank account in Australia must show several pieces of personal identification, each of which is allotted certain number of ‘points’. You will need 100 points of identification to establish your identity as the person who will be named on the account.

Your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account within six weeks of arrival in Australia. After this time, you will need additional documentation. To open an account you’ll also need a minimum deposit (this can be as little as A\$10).

As a student, you may be able to open an account with special student benefits. Many banks have ‘student accounts’ that offer a regular savings account with zero, or minimal, fees for transactions. To qualify for

such an account, you will need your student ID card from your institution to prove you are a student. For a comparison of accounts in banks throughout Australia, visit www.banks.com.au

Most bank branches are open from Monday through Thursday 9.00 am to 4.00 pm, and on Fridays from 9.00 am to 5.00 pm (except public holidays). Some branches have extended trading hours during the week and may be open Saturdays – check with your individual bank. Automatic Teller Machines (ATMs) are open 24 hours a day.

Credit cards

The most widely accepted credit cards in Australia are MasterCard and Visa. Some retailers may impose a surcharge on purchases made with a credit card, with many charging more for the use of cards such as American Express.

Most businesses accept credit cards as payment, but may set a minimum credit card purchase of A\$10 or \$15. It's best to check with your credit card company about any fees they may charge for foreign transactions.

Cost of Living

According to the Department of Home Affairs (DHA), the average cost of living per year in Australia is approximately AUD\$ \$20,290 for a single student, not including the tuition fees. This figure includes accommodation, food, transport, clothing, power, telephone, with a little extra spending money for entertainment activities, such as visiting local tourist attractions, or seeing a movie. This figure does not include tuition and study fees, buying expensive items such as a television, video or computer; or owning and maintaining a car. Living costs vary according to your circumstances, including the type of accommodation you choose, its location, the number of people you live with and your lifestyle.

Student life can be expensive and most students live on a limited income while they are studying.

Living expenses include food, clothing, entertainment, and transportation for you and your dependents (if any) and textbooks. Your actual expenses will vary according to your lifestyle.

The following estimated costs are based on a single student living in shared accommodation;

Item	Approx. Cost Per Week
Accommodation	Hostels and Guesthouses - \$90 to \$150 Shared Rental - \$85 to \$215 On campus - \$90 to \$280 Homestay - \$235 to \$325 Rental - \$165 to \$440 Boarding schools - \$11,000 to \$22,000 a year
Electricity, gas and water	\$35 to \$140

Food	\$80 to \$280
Phone and Internet	\$20 to \$55
Public Transport	\$15 to \$55
Entertainment	\$80 to \$150

Home Set-up cost

When renting on your own (or with your family), you will need to allow AU\$3,000 - 5,000 to cover establishment expenses such as bond payment, advance rent, furniture and other household items. Some student apartments come fully furnished but private rental accommodation often does not.

Cost for Students with Families

If you intend to bring your family, you should also account for their living expenses.

The Department of Home Affairs recommends that you budget at least the following annual living costs (estimated for the year July 2016 - July 2017):

You – AU \$20,290

Your partner – AU\$ 7,100

Child – AU\$ 3,040

If your children are between the ages of 5 and 18 years old, and they will be in Australia for 3 months or more, they are required to be enrolled in school. If you are a postgraduate research student you are exempt from paying primary school and secondary school fees at public schools.

For more information see the [Sydney Public Schools website](https://www.service.nsw.gov.au/transaction/find-nsw-public-school) and Education Directorate: <https://www.service.nsw.gov.au/transaction/find-nsw-public-school>

Further information on public schools at: <https://www.australianschoolsdirectory.com.au/sydney-schools.php>

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your living costs in Australia; www.insiderguides.com.au/cost-of-living-calculator/

If you experience financial trouble while in Australia, talk to college's international student support staff for assistance.

More information and resources: Study Sydney - Study in Sydney

<https://www.studiesinaustralia.com/Blog/study-tips/cost-of-living-in-australia-for-international-students>

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Settling into life in Australia

Accommodation

Finding the right accommodation is one of the biggest challenges facing any new international student, and finding a place in your price range can be even harder. It is extremely important that you factor the high cost of housing into your budget before you come to Australia, and that you are able to access sufficient funds to cover possible rent increases.

If your educational institution has an International Office, contact the staff well in advance of your arrival for information on housing options on and off campus. They might be able to provide you with links to accommodation boards on your institution's website, or within the community. Also, regularly check websites such as www.domain.com.au and www.realestate.com.au that list rental accommodation as well as share accommodation, as does www.gumtree.com.au. On arrival, your college or university notice boards are also good places to find opportunities for shared and independent rental accommodation.

If you have rented accommodation in your home country, consider getting references from your former landlord(s). Providing copies of these to an Australian real estate agent when you apply for a property can show that you have a proven record as a good tenant. You should also be prepared to provide the real estate agent with a bank account statement showing that you have enough money to pay for your accommodation.

Types of accommodation

There are many different types of accommodation available in Australia, so you should be able to find something that suits your needs. Most accommodation, except homestay, does not include electrical items, furniture, bedding or kitchen utensils. Cheap household goods are often advertised for private sale in newspapers and on campus notice boards, and can also be purchased from charity or opportunity shops and second-hand stores.

Here's a guide to what to expect from various accommodation options. Figures quoted are for accommodation only. Other living costs are additional (except homestay, which usually includes some meals).

Homestay (about A\$180 to \$290 a week)

Homestay is when you live with an Australian family in their home. It is popular with younger students and for those studying short-term English courses. Single or shared rooms are available and the costs vary. Meals are usually included, but cheaper self-catering homestay is available.

You should pay for your homestay rent and deposit (usually the equivalent of four weeks' rent) on arrival (if you have not paid before arriving in Australia). Make sure you get a receipt each time you pay the rent.

Hostels, backpackers and guest houses (about A\$90 to \$160 a week)

Hostels are usually run by organisations such as Youth Hostels Australia and the Young Men's Christian Association (YMCA) but may also be operated by private or commercial organisations. Students share kitchen and bathroom facilities. This accommodation is usually a short stay option.

Boarding schools (about A\$10,000 to \$15,000 a year)

Many private secondary schools provide accommodation, meals and laundry services for international school students. Tuition fees are in addition to the boarding fees. You will live in a dormitory with other students of the same sex and be supervised by adults.

Campus accommodation (about A\$150 to \$280 a week)

Most universities and some VET and English language colleges offer a variety of accommodation on or near campus such as apartments, residential colleges or halls of residence. The cost varies depending on the type of accommodation.

Residential colleges are slightly more expensive and provide accommodation with meals. They may also have sporting and social facilities, tutoring, libraries and computer facilities.

Halls of residence are located on or near institution campuses and are generally cheaper than residential colleges. Students usually have meals and some cleaning services provided.

If you are interested in this type of accommodation, contact your institution and apply early. Places are in high demand, and in Australia you are not guaranteed a room by simply being accepted for study.

Rental accommodation and tenancy agreements

Shared accommodation (about A\$100 to \$250 a week) and rental accommodation (about A\$250 to \$500 a week).

Renting a house or flat, either on your own or with others, is a popular choice for many international students. However, the shortage of rental properties across Australia means that the cost of accommodation is rising, and competition for places is getting tougher.

The Residential Tenancy Act in each state protects the rights of both the tenant and landlord, and a Tribunal determines unresolved disputes. You should make sure you are aware of your rights, and can find more information about tenancy laws from your state's Residential Tenancy Tribunal (see the list below).

Before looking for a place to rent, gather information on the types of properties available, the costs, and good locations. Ask your educational institution, other students or real estate agents and check campus notice boards, student and local newspapers or visit websites such as those mentioned above.

Tenancy Agreements

If you are successful in applying to rent a property, you will need to sign a Tenancy Agreement. The terms of this agreement vary from state to state, but you can generally expect to find clauses regarding the payment of rent and your bond, the condition of the property, maintenance and access, inspections, changes to the cost of renting the property, and ending a tenancy. In general, it is held that Australia's renting laws provide good and fair protection to both the tenant and the landlord.

Bond: Bond is the money that you pay as a security deposit. It is usually equal to between four and six weeks' rent, and you have to pay it to the real estate agent in cleared funds (i.e. not by credit card or cheque) when you sign the Tenancy Agreement. You should get this money back at the end of your tenancy.

provided that the property is in the same condition as when you moved in (general wear and tear excepted).

Rent: The rental price of a property is usually stated as a weekly amount, however depending on your Tenancy Agreement, rent needs to be paid either fortnightly or monthly in advance. (In some share accommodation situations, you may only be asked to pay rent on a weekly basis.)

If you fall behind in your payments, you may be evicted and your bond might be given to the owner of the property to cover the money you owe.

Period of tenancy and rent increases:

Tenancy Agreements are either fixed-term or periodic. A fixed-term tenancy is for a definite period, usually six or 12 months. During this time, the amount of rent you pay cannot increase. A periodic tenancy has no definite end date, with tenants usually being on a month-to-month agreement, during which the rent may be increased. Your real estate agent may provide you with notice of their intention to increase your rent. Each state has different laws surrounding this issue; if you have a problem, contact your state's Residential Tenancy Tribunal for more information (see the list below).

Condition Report: When your real estate agent hands you your copy of the Tenancy Agreement and the keys to the property, they should also give you a Condition Report. This should list any visible defects in the property such as cracks, carpet stains and so forth, as well as the condition of every light, heater, kitchen appliance and bathroom fixture in the property.

The Condition Report is an extremely important part of your tenancy. If you notice anything about the property that is not listed in the report, you must add it to the report. This will protect you when you move out. For example, if you notice a scratch on some floorboards that is not listed in the Condition Report, and you do not add it to the report yourself, you may be liable to fix the scratch when you move out as there would be no proof that you were not responsible.

Inspections: It will be a condition of your tenancy that with prior notice, your real estate agent may inspect the property during your stay to ensure it is being kept in good condition.

Maintenance: Property owners are required to maintain their properties in a condition that is appropriate to live in, and in a state of good repair. This includes fixing things such as burst water pipes, roof leaks, electrical faults, and the breakdown of essential services. Your Tenancy Agreement will outline what the property owner is responsible for, and the procedures for repairs.

Utilities: In most cases, you will be responsible for gas, water, electricity and telephone charges you incur while renting the property. With the exception of water (which is usually billed by the property owner) you usually pay these charges directly to the relevant utility.

End of tenancy: Either you or your landlord can end the tenancy agreement. If you are on a fixed-term tenancy, you can decide to leave the premises at the end of the contract period without any penalty by providing written notice of your intention to vacate. Your tenancy agreement will specify how long before the end of the tenancy you need to give notice.

If the owner chooses not to extend a fixed-term tenancy, or decides to end a periodic tenancy for any reason, they will also need to give you adequate notice. The length of notice varies from state to state, so check your tenancy agreement carefully.

Disputes: If a problem between you and your landlord or real estate agent is not resolved, or you would like another opinion on the information you have been given, you can contact the Residential Tenancy Tribunal in your state (see over page).

Residential Tenancy Assistance – State by State

New South Wales

www.fairtrading.nsw.gov.au

Office of Fair Trading 13 32 20

Victoria

www.consumer.vic.gov.au

Consumer Affairs 1300 558 181

Queensland

www.rta.qld.gov.au

Residential Tenancy Authority 1300 366 311

Western Australia

www.docep.wa.gov.au

Department of Consumer and Employment Protection 1300 304 054

South Australia

www.ocba.sa.gov.au

Office of Consumer and Business Affairs 08 8204 9544

Tasmania

www.consumer.tas.gov.au

Consumer Affairs and Fair Trading 1300 65 44 99

ACT

www.ors.act.gov.au

Office of Regulatory Service

(02) 6207 3000

Northern Territory

www.consumeraffairs.nt.gov.au

Consumer Affairs 1800 019 319

Social and cultural support

Having friends to support you and share your time in Australia will make a big impact on your happiness during the time you spend studying.

The best place to find people who have similar interests is probably on campus. There is also a representative body for all international students in Australia called the Council of International Students.

Sporting clubs are very popular with Australians and there are likely to be several in the area in which you live, if not on the campus where you study. Together with community groups and volunteer organisations, these represent great opportunities to meet likeminded people and gain insight into life in Australia. Your local church, mosque, temple or other place of worship also can help you to feel like part of the Australian community.

Joining groups associated with your home community can also be a good way of finding support in Australia. You also might find it to be a good way of introducing your new friends to your culture and heritage. Here are some handy website links to find groups in your area.

New South Wales

www.crc.nsw.gov.au

Victoria

www.multicultural.vic.gov.au

Queensland

www.multicultural.qld.gov.au

Western Australia

www.multicultural.online.wa.gov.au

South Australia

www.multicultural.sa.gov.au

Tasmania

www.mcot.org.au

Australian Capital Territory

www.communitiesonline.org.au

Northern Territory

www.mcnt.org.au

Newspapers

The Australian – www.theaustralian.news.com.au – is the country's national newspaper. Each state has its own major newspaper, as well as several regional newspapers and tabloids. You can do a search for your local paper on www.newspapers.com.au

Here are the main newspapers in each state:

New South Wales

The Sydney Morning Herald
www.smh.com.au

Victoria

The Age
www.theage.com.au

Queensland

The Brisbane Courier Mail
www.news.com.au/couriermail

Western Australia

The West Australian
www.thewest.com.au

South Australia

The Adelaide Advertiser
www.news.com.au/adelaidenow

Tasmania

The Hobart Mercury
www.news.com.au/mercury

Australian Capital Territory

The Canberra Times
www.canberratimes.com.au

Northern Territory

The Northern Territory News
www.ntnews.com.au

There are also many locally produced foreign-language newspapers available in Australia, and you can find newspapers from a wide variety of international locales (mostly in Asia) in some districts.

Libraries

Aside from your educational institution's libraries, you will also find public libraries in each city and town. Most libraries are open six or seven days a week. They stock books, CDs, DVDs, newspapers, magazines, journals and e-books, and in many cases, provide free internet services. If your library does not have what you are looking for, you can usually ask them to order it for you from another library.

There is no charge for borrowing items, but you will need to join the library and obtain a membership card. Late return of items will usually incur a small fee.

Culture and society

In Australia, you may notice some differences in etiquette, lifestyles and values to what you are used to back home. Australians are informal, which can take some adjustment, especially if you are more accustomed to a culture where ritual is important and where levels of status and authority are clearly distinguished and carefully respected. These are not obvious characteristics of Australian culture and you will be expected to be able to accept a wide range of people on an equal basis in informal situations.

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you don't understand. This will reduce the chance of confusion or misunderstandings.

Here are some tips on Australian culture:

Addressing people – Australians usually have a first or given name and a family name or surname. People of your own age or younger are usually addressed by their first names. When speaking to people older than you, call them Mr, Mrs or Ms followed by their surname until you know them well, or they ask you to address them by their first name.

Greetings – good morning, good afternoon and good evening are formal greetings. Informal greetings are hello or hi.

Please and thank you – say please when requesting something and thank you when anything is provided to you.

Personal space – Australia is a big country with a small population, so we're used to having plenty of personal space. It's unusual to be in a situation where you must stand shoulder-to-shoulder with others. Try to leave at least an arm's length of space.

Dress – Australians tend to dress casually. If more formal dress is required, you will usually be told. You should feel free to dress in the way you feel is culturally appropriate for you.

Queuing – people queue when they are waiting in turn for something (such as a taxi, bus, at a ticket counter, or for a cashier). Never push ahead of others or 'jump the queue' – it won't be tolerated.

Punctuality – if you can't keep an appointment or invitation, or are running late, always call to explain before the event.

Smoking – smoking is banned in government buildings, on public transport including domestic and many international flights, theatres, shopping centres and many indoor and outdoor public meeting places. Many restaurants may not allow smoking by law. Always ask for permission to smoke.

Equality – all individuals have equal social, legal and political rights in Australia and should be treated equally.

Spitting – spitting in public is illegal and can cause offence.

Littering – Australia is environmentally conscious and littering is illegal. If you litter, you may be fined.

Getting around

Public transport

There are many transport options in Australia that will get you around town or across the country. Australia's public transport system is comparably safe and affordable – and, in some cases, it's even free. Depending on where you live it can include trains, buses, trams and ferries.

Sydney: For information on buses, ferries and trains, go to www.131500.com.au

Victoria: For bus, train and tram timetables, maps and fares, go to Public Transport Victoria at <http://ptv.vic.gov.au/>

Brisbane: Information on Brisbane's bus, train and ferry routes and connections, go to www.translink.com.au

Perth: TransPerth operates the city's public buses, trains and ferries. www.transperth.wa.gov.au

Adelaide: The Adelaide Metro Information Centre has timetables and sells tickets for the integrated metropolitan buses, trains and the Glenelg tram. www.adelaidemetro.com.au

Hobart: For information, go to www.metrotas.com.au

Canberra: For information, go to www.action.act.gov.au

Darwin: For information, go to www.nt.gov.au/transport/public

Many public transport services in Australia are 'pre-paid' – so you need a ticket before you board the bus, train, tram or ferry. You can buy tickets at train stations and ferry wharves, as well as newsagencies and many convenience outlets.

Travelling interstate

Australia is a big country. International visitors often think that they can get on a bus to get from Sydney to Canberra. While that's true, the trip will take about 13 hours. Most people prefer to fly.

On domestic routes, Australia has two major airlines, several low cost airlines, and a number of regional carriers. You can book tickets through a travel agent, over the phone or over the Internet.

The two major airlines, Qantas – www.qantas.com.au – and Virgin Australia – www.virginaustralia.com – link all the capital cities and many regional centres.

Jetstar – www.jetstar.com.au – is the low-cost airline affiliated with Qantas. Another low-cost airline, Tiger Airways – www.tigerairways.com.au – flies to most Australian capitals and some regional cities, while REX – www.rex.com.au – carries passengers mostly to regional areas in New South Wales, Victoria and South Australia.

Train and bus services are good options for intercity or regional travel. For a comprehensive list of train services, fares and timetables, go to www.railaustralia.com.au and for bus operations, go to www.buslines.com.au

Your own transport

If you are staying in Australia for any length of time you may decide to purchase your own transport. A reasonable second-hand bicycle can be bought for about A\$200 and a good second-hand car can be purchased for less than A\$10,000.

If you buy a car, you are responsible for registration, repairs, fuel, insurance and service costs. All motor vehicles must be registered before being driven on the road. You must register it in your name and provide the state or territory car registration board with your driver's licence details and your residential address in Australia. Registration information is available at www.australia.gov.au – follow the link to registration and licences from the “transport” menu.

Note: It is compulsory to buy third party insurance which will cover the damage to other cars or property if you have an accident.

If you plan to be in Australia for a period of no more than three months, you can drive with an international driver's licence or a valid overseas driver's licence. You must carry a translation if the document is not in English. If you plan to stay longer than three months, you will need to obtain an Australian driver's licence by taking a test on highway codes and regulations. Contact the Roads and Traffic Authority in your state or territory for more information on Australian driver's licences and road rules.

Important things to keep in mind while driving:

- Australians drive on the left side of the road.
- Wearing seat belts is mandatory in Australia. This applies to the back seat, too. If a seat belt is fitted you must wear it.
- The driving age in Australia is 18, though in some states you can drive unaccompanied at 17. Check with the Roads and Traffic Authority in your state to learn more.
- All states have strict blood alcohol limit laws of 0.05 per cent and there are serious penalties including gaol time. If you drink, don't drive!

- The maximum speed limit in residential areas is 50 kilometres per hour and 110 kilometres per hour on highways, unless signs indicate otherwise. Police use radar speed cameras and fines are steep.
- You must have a licence to ride a motorcycle and you must be over
- 18. Helmets are mandatory.
- The use of mobile (cell) phones while driving is against the law in Australia, unless you use hands-free technology. Fines are considerable.

Taxis

Metered taxis operate in all major cities and towns. You can call a taxi and book your journey by phone, over the Internet or by waiting at taxi ranks that are located at transport terminals, main hotels and shopping centres. You can often hail a taxi on the street. A taxi is vacant if the light on the roof sign is on. There is a minimum charge on hiring and then a charge per kilometre travelled.

Health matters

Overseas student health cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive.

The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You might find that your institution has an agreement with a specific OSHC provider. You can choose to take out OSHC with this provider, or with the Australian OSHC provider of your choice. The websites listed below provide detailed information on what they cover:

- Australian Health Management
www.ahm.com.au
- BUPA Australia
www.overseasstudenthealth.com
- Medibank Private
www.medibank.com.au
- OSHC Worldcare
www.oshcworldcare.com.au
- Westfund
www.westfund.com.au

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

extra OSHC provided by some OSHC providers
international travel insurance, or
general treatment cover with any Australian private health insurer.

You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Going to the doctor

Australian doctors are highly skilled and well educated, and you'll receive excellent care in a clean and sanitary environment.

Unless you are in a life-threatening situation, you should always first consult a medical practitioner at either a medical centre or private surgery. Hospital emergency rooms are solely for life-threatening and emergency situations.

You can visit most medical centres without an appointment, however, private medical general practitioners (GPs) usually require an appointment. A search for Medical Practitioners or Medical Centres in the Yellow Pages – www.yellowpages.com.au – will help you locate those in your local area.

The cost of visiting a doctor will usually be partly covered by OSHC. However, you may have to pay the fee at the time of your doctor's appointment and later seek reimbursement from your OSHC provider.

The following table shows the differences between services at a private surgery and at a medical centre:

Private surgery

You must book an appointment in advance. You will rarely get to see a doctor on the same day you call. In some areas of the country you may have to wait up to two weeks. No appointment is necessary. You can walk into a medical centre at any time, put your name on the list and you will be called when a doctor is ready for you. This may be a few hours. You must pay to see the GP, about A\$50–\$100 for a 20-minute consultation. You will be able to see the same doctor each time you visit, so the GP will become familiar with your medical history. Usually only open weekdays during normal working hours.

Medical centre

No appointment is necessary. You can walk into a medical centre at any time, put your name on the list and you will be called when a doctor is ready for you. This may be a few hours. Some medical centres offer "Bulk Billing", which means that you will only need to pay the difference between the fee and the OSHC refund. You will probably see a different GP each time you visit, meaning that you may have to explain your medical history each time you visit. Open extended hours and often every day.

Going to the dentist

Dentists are listed in the Yellow Pages. OSHC may cover part of the costs of dentists' fees. It is important to read the OSHC policy and know what kinds of dental procedures are covered.

Further information about prescription medications

The Australian Government has put strict rules and regulations in place on medical treatment in order to protect health and make it difficult for people to abuse prescription medication.

In Australia, doctors write prescriptions, chemists dispense prescription medicines, and the patient has to sign for the medication when it is bought from the chemist.

Additional Information and Contacts

Aids line	TEL: 1800 133 392
Abortion & Grief Counselling	TEL: 1300 363 550
Australian Search and Rescue	TEL: 1800 815 257
Centre Against Sexual Assault	TEL: 1800 806 292
Children's Help Line	TEL: 1800 55 1800
Child abuse Services	TEL: 1800 688 009
Crisis Care	TEL: 1800 177 135
Crisis Pregnancy	TEL: 1800 650 840
Domestic Violence 24x7	TEL: 1800 811
Emergency Animal Disease Watch	TEL: 1800 675 888
Family Drug Support	TEL: 1300 368 186
Gamblers Anonymous	TEL: 1800 002 210
Interpreting Services	TEL: 131 450
Lifeline	TEL: 131 114
Parent Line	TEL: 132 289
Maternal and Child Health Line	TEL: 132 229
Poisons Information Centre	TEL: 131 126
Quit line	TEL: 131 848

Working in Australia

Permission to work

If you have a student visa, you will be eligible to work while in Australia. Please remember your right to work is tied to several conditions. Some of these include:

- Not starting to work until you have commenced your course of study.
- Working a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.

You may only work if the Australian Government Department of Home Affairs (DHA) considers your course to be 'in session' – that means, for the duration of the advertised semesters (including periods when exams are being held).

Your Confirmation of Enrolment is still in effect if you have completed your studies.

If you are undertaking another course during a break from your main course, the points will be credited to your main course.

For a full list of mandatory and discretionary student visa conditions, go to www.immi.gov.au/students/index.htm

Types of work

International students often find work in retail, business and administration. The wage you receive will depend on the kind of work you do and your age. You may be paid more for working on Sundays or public holidays. Tutoring younger students in the field you are studying or in your native language is also a good way to earn money. Student tutors can earn about A\$40 an hour.

Finding work

There are many different ways to find a job in Australia:

Online: The majority of jobs vacant in Australia are advertised online. Try www.seek.com.au, www.mycareer.com.au, www.careerone.com.au or www.studyandwork.com.au The International Office of your institution may have more suggestions.

Newspapers: Visit www.newspapers.com.au to see a listing of the major Australian newspapers. You can select your state or territory to browse a database of Australian regional newspapers. Local newspapers have a 'help wanted' or jobs section.

University job boards: Most Australian universities have a careers service office with a job board listing local employment opportunities.

The Australian Government also has a listing of job boards in Australia at www.jobsearch.gov.au/KeyLinks/Pages/JobBoards.aspx

Taxes

Anyone who works in Australia has to pay taxes and the amount of tax you pay depends on how much you earn. The Australian tax system is administered through the Australian Taxation Office (ATO).

You are obliged to obtain a Tax File Number (TFN) to be able to work in Australia. A TFN is your unique reference number to the Australian tax system. When you start work, your employer will ask you to complete a TFN declaration form. If you do not provide a TFN, your employment will be taxed at the highest personal income tax rate, which means less money in your wages each week. For more information, go to www.ato.gov.au

Taxation returns

If you pay too much in taxes you are entitled to a refund. To get a refund you'll need to lodge a tax return. You can lodge online using e-tax (free); by mailing a paper tax return; or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax, your refund will normally be issued within 14 days. Tax returns are lodged at the end of the Australian tax year, which runs from 1 July to 30 June. Lodge online using e-tax at www.ato.gov.au

Superannuation

Superannuation is the pension/ retirement scheme in Australia. If your monthly wage is more than A\$450, your employer must contribute an additional sum equal to nine per cent of your wage into a superannuation account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed. To check your eligibility to claim superannuation, and to apply for your payment, visit www.ato.gov.au

You will need to provide the details of your superannuation fund.

Your rights and responsibilities in the workplace

Before you step into the workplace, make sure you're aware of your legal rights as an employee and your responsibilities to your employer. Don't assume that because you're an international student that you don't have rights – you do.

You can find more information from the Fair Work Ombudsman at www.fairwork.gov.au or on the telephone information line 13 13 94.

Pay

You are entitled to receive at least the basic rate of pay that applies to your age and job classification. Many employers will pay you at a rate above the basic rate. You should also note the following:

Your employer must pay you the correct rate of pay for all the hours you attend work. They must pay you on a regular basis – casual and part-time workers are often paid either weekly or every two weeks for work they have already undertaken. That is, you are paid in arrears, not in advance.

Your pay slip must include your employer's information (including their Australian Business Number, or ABN), the number of hours you are being paid for, the amount you have paid in income tax, your superannuation payment and, of course, how much you have been paid.

You should not have money taken out of your pay to cover things such as a customer leaving without paying.

You should be paid for 'trial work'.

If you work on a public holiday, you may be entitled to be paid more for that day. You might also get a higher rate of pay if you work on the weekends.

If you need help with an employment query or dispute, you can contact the Fair Work Ombudsman at www.fairwork.gov.au or on 13 13 94.

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Safety matters and the law

Obeying the law

It's important to remember that when you're living in Australia you need to be aware of, and follow local laws and rules.

Being granted a student visa includes signing a document called the Australian Values Statement; the student agrees to respect the values and to obey the laws of Australia during their stay. Failure to comply with Australian laws (including state and territory laws) can result in a fine or the cancellation of the visa and possible deportation. And conviction of a serious crime it can result in imprisonment. There is a comprehensive outline of Australian law and the legal system at www.nla.gov.au/oz/law.html

Personal safety

Australia is a safe and secure study destination with a very low crime rate. However, as with anywhere in the world, it is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

The activities surrounding a public place can vary through the course of the day. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them. Being in a place when it is busy is very different from when the place is isolated. There is often no reason to be afraid, but – be alert, be aware, and be careful.

Public transport in Australia is comparatively safe. However you should still exercise the same caution as you would at home.

- Keep your belongings close to you and know where they are at all times.
- Keep valuables, like your wallet, in a safe place.
- If you're travelling at night, travel with friends if possible and sit close to the driver.
- Where possible, stay in well-lit, busy areas when walking between train or bus stations and your home.
- Always be aware of your surroundings, including where your fellow passengers are sitting.
- If someone is making you uncomfortable or goes so far as to threaten you, tell the driver, use the emergency button or lever to stop the vehicle or call for help.
- Always be alert at train stations, tram and bus stops.
- Never hang around train stations or bus stations at night. If you must use public transport at night, check the timetable and try to arrive right before the train or bus to minimise the amount of time you spend waiting.
- Train carriages nearest the drivers are left open and lit.

In most cases, taxis are a safe way of getting home at night. However, as with all forms of public transport, passengers need to be alert.

Australia's emergency phone number is 000 (zero zero zero), which is a free call from every phone in Australia, including mobile phones. (Please note that many newer digital phones require the user to dial

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E-Mail: info@acab.edu.au

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112, the international standard emergency number. Consult your mobile phone carrier if you are not sure how to access the 000 emergency phone number.)

You should call 000 if you are in a life-threatening situation and need the help of the police, fire brigade or ambulance service. This includes if you are witnessing a crime in progress. However, do not call 000 if it is not an emergency, for example if you have a cold and need to see a doctor, if you are lost and need directions, or if you are locked out of your house.

When you call 000, if you cannot speak English well, you must first tell the operator what kind of help you need (police, fire or ambulance) and then say your language. You will be connected to the Translating and Interpreting Service (TIS National) directly, so do not hang up. The TIS National interpreter will then help the police, fire or ambulance service to obtain your address and other details.

While you are waiting for help to arrive, try to stay calm and don't do anything that will put yourself or others in danger. Generally, help will arrive very quickly and it is best to leave these situations to the people who are trained to deal with them.

Returning home

The time you spend studying in Australia will change you, and you should expect that your friends and family will have changed in your absence as well.

Many Australian education institutions run "Returning Home" seminars that cover topics such as resettling, how to get your exam results, making travel arrangements, preparing for your future career, and joining alumni associations.

Whether you return home, remain in Australia or take up an opportunity in a third country, you have the chance to apply the skills, knowledge and experience you have gained while studying in Australia to the next chapter in your life.

Career planning

Your Australian qualifications will have you prepared for wherever life takes you – and whatever challenges it brings with it.

As your studies draw to a close, you will want to start preparing yourself for the transition to work by researching the job market in your home country, or looking at the opportunities that your new qualifications could lead to in other countries.

If you are studying at an Australian university, the International Office will be able to provide you referrals and assistance with career planning, both here in Australia and overseas.

Most International Offices organise presentations by the Department of Home Affairs (DHA), where you can find out information about immigration, permanent residency and Australian citizenship. Similarly, many institutions organise international student "employer fairs" that include presentations from both Australian and international organisations who are interested in recruiting international students. These

events will help provide you with a broader perspective of the many career opportunities available to you, as well as inform you about important considerations such as visa eligibility.

The Career and Employment services at your institution will also provide you with access to resources to assist you with writing an effective resumé as well as in developing interview skills. They will also be able to advise you of volunteer and internship opportunities that may arise during your course, which will further assist you develop skills that improve your future career prospects.

If you are contemplating working in Australia once you graduate, it's worthwhile noting that extracurricular activities such as community and volunteer work or involvement in team sports are often highly regarded by Australian employers. These pursuits are considered as good examples of teamwork, initiative and leadership.

You should also make sure that you obtain written referrals from work that you have undertaken during your studies, as well as from academics.

Further information about career planning can be found by following the International Student Resources link at www.graduatecareers.com.au

Alumni associations

International students who study with an Australian institution are Australian alumni. You will find alumni associations established by your university and there may be Australian alumni networks in your own country.

Australian alumni networks can:

- Assist you in maintaining the personal, business, institutional and educational links and friendships you have made while studying in Australia.
- Help you with business and job opportunities back home and around the world.
- Provide a matrix of understanding and support within a community of graduates who have shared your experience of leaving home to study in Australia and returned home as alumni.

You can find a list of alumni associations at:

www.studyinaustralia.gov.au/Sia/en/AfterYourStudies/Alumni.htm

Useful links and information

On living and studying in Australia

The Australian Government www.australia.gov.au

Study in Australia www.studyinaustralia.gov.au

Education in Australia www.education.gov.au

The Department of Foreign Affairs and Trade (for contact details of your country's embassy)
www.dfat.gov.au

The Department of Home Affairs (for immigration and visa information) www.immi.gov.au

The Australian Customs Service (for information about what you can bring into Australia)
www.customs.gov.au

The Australian Quarantine and Inspection Service www.aqis.gov.au

The Australian Taxation Office www.ato.gov.au

Tourism Australia www.australia.com

Wages and working conditions www.fairwork.gov.au

Important numbers

Emergency services: 000 (police, fire, ambulance)

Visa issues: 131 881

Dialling out of Australia: 0011 (country code) + (city/region code) + (phone number)

Australia's country code: 61

In an emergency

Australia's emergency phone number is 000. This is a free call from every phone in Australia, including mobile phones.

Call 000 if you are in a life-threatening situation and need the help of the police, fire brigade or ambulance service. This includes if you are witnessing a crime in progress. If you are deaf or have a speech or hearing impairment, you can call 106 using a text phone (TTY) or a computer with modem access, to request police, fire or ambulance assistance.

Do not use these numbers if it is not an emergency.

Local Information

About Sydney

Source: <https://www.visitnsw.com/>

The most visited state in the nation is home to Sydney, Australia's most beautiful capital city. There are transport options from Sydney to the marvellous destinations and fun adventures in the regions. There are trains and coaches, as well as flights from Sydney Airport to many regional airports.

What about getting to an island paradise? The UNESCO World Heritage-listed Lord Howe Island is only a short plane trip from the mainland. A top destination all year, the island is home to the world's most southerly coral reefs, as well as lovely beaches and great fishing, snorkelling and diving.

Seasons and climate

The New South Wales Coast is a subtropical climate region of Australia which experiences four distinct seasons. The eastern areas are characterised by temperate weather while the central coast experiences more humid weather and the south coast attracts slightly cooler weather as it is closer to the ocean.

The weather and climate of the NSW Coast is relatively mild with well-defined seasons that feature hot summers and cool winters. The north west of the NSW Coast is the hottest region and the seasons in these areas are less apparent featuring hot and wetter summers and cooler but drier winters. There are colder regions that can experience snow and frost during winter however these are confined to further inland.

Average maximum temperatures for the NSW Coast range from 26 °C in summer and 16 °C in winter with average minimum temperatures falling between 19 °C in summer and 7 °C in winter however the weather and climate is relatively mild year-round.

As with much of Australia's weather, the New South Wales Coast climate lends itself perfectly to mild sunny days and while rainfall helps to keep the region clean, green and beautiful there are plenty of clear days throughout the year. Rainfall does vary throughout the region with the areas further north-west receiving the least rain, generally less than 180 mm a year. The east tends to receive a bit more rainfall ranging from between 600 mm and 1200 mm annually.

Sydney

One of the most beautiful cities in the world, the city fans out from the sparkling harbour to iconic Bondi Beach in the east, golden Palm Beach in the north, the adventure capital in the west and Australia's oldest national park in the south. The Sydney Opera House is near Circular Quay.

From summer to autumn, and winter to spring, the city is wonderful to visit at any time of the year. In the heart of the city are world-class restaurants, grand shopping arcades and other top tourist attractions, including the Sea Life Sydney Aquarium's king penguins, dugongs and sea dragons.

Events

Enjoy a spectacular array of NSW events, from the iconic Tamworth Country Music Festival to tasty festivals in the wine regions. There are wonderful art exhibitions and fabulous concerts, bustling farmers markets and traditional agricultural shows, as well as thrilling sports and much more.

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The most visited state in the nation is home to Sydney, Australia's most beautiful capital city. Year-round you'll find festivals, shows and markets in the vibrant regions along the coast, in the sylvan countryside, the splendid Blue Mountains, the towering Snowy Mountains, and the striking outback.

For more information, visit: <https://www.visitnsw.com/events>

Shopping and Markets

Soak up the atmosphere and the sunshine at Sydney's colourful markets dotted throughout the city. Each with their own style and character, markets are the place to find local designers, one-of-a-kind gifts, artisan wares, unique gifts and delicious fresh produce.

The Rocks, the oldest part of Sydney, is home to two vibrant markets. The Friday Foodie Market is the place for a delicious meal from pop up stalls and food trucks, accompanied by live music. On the weekend, The Rocks Markets hosts talented artisans selling fashion, jewellery, textiles, art and more.

The bustling Paddy's Markets dates back more than 150 years and has hundreds of stalls selling souvenirs, clothing, sporting goods, toys, electronics and more. Don't miss all the action of the Sydney Fish Market, the largest market of its kind in the southern hemisphere.

Neighbourhood markets are delightful, bringing friends, families and tourists together. In inner Sydney some of the popular markets on Saturdays include the Glebe Markets in Glebe, near the University of Sydney, and Balmain Markets in Balmain, a harbour ferry ride from Circular Quay.

For more information, visit: <https://www.visitnsw.com/events-markets>

Further information

Visit Canberra: <https://www.visitnsw.com>

Tourism NSW: <https://www.destinationnsw.com.au/>

All Contacts, enquiries and feedback to:

The CEO

Australian College of Applied Business

Email: info@acab.edu.au