International Student Handbook

Australian Careers College

*Take your next step*

RTO ID 31642  CRICOS No 03029G

**Brisbane:** Unit 2C 1990 Logan Road, Upper Mount Gravatt, Qld 4122
Ph: 33433318 Fax: 07 33433118

**Darwin:** 3A 66 Coonawarra Road, Building 2, Winnellie NT 0820
Ph: 08 89470302 Fax: 08 89470407
[www.accollege.edu.au](http://www.accollege.edu.au)  Email: info@accollege.edu.au
Welcome to Australian Careers College Pty Ltd

Thank you for enrolling with Australian Careers College. We hope you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

We hope that this course will expose you to a variety of experiences and challenges. The course will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions that are not covered.

The quality of your experience with Australian Careers College depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge, and we will do our very best to ensure that the benefit to you exceeds your expectations.

Anupam Sharma

Chief Executive Officer,

Australian Careers College Pty Ltd
About ACC

Established in 2007, Australian Careers College, located in Brisbane and Darwin, is a Registered Training Organization (RTO) offering nationally recognized qualifications.

ACC is regulated by the *Australian skills Authority (ASQA)* and registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). We are governed by the **ESOS framework (Education Services for Overseas) Act 2000** and the *National Code of Practice 2007* as well as the ***National Vocational Education and Training Regulator Act 2011***

Our aim is the provision of quality training and education, with a particular emphasis on meeting the practical requirements of the Industry. We pride ourselves on our personalised attention towards students, making sure of regular contact and supervision throughout our courses

Our Vision

“The point of difference in delivering and promoting a sustainable workforce to deliver training of highly regarded skills, knowledge, and adaptability by innovation”

**Australia protects international students through the Education Services for Overseas Students (ESOS) legislation, which requires institutions to meet nationally consistent standards to provide education and training services. It also enables the Australian Government to monitor education providers. Breaches of the Act are treated very seriously and the penalties can be significant.**

All institutions wanting to deliver courses to international students in Australia must be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and meet the registration conditions set out in the ESOS Act. Providers must comply with the ESOS Act and the National Code and, if appropriate, the ELICOS or Foundation Program Standards to meet these conditions. They must be ‘fit and proper’ to be registered and have the principal purpose of providing education. The ESOS agency must be satisfied that that the provider will provide education of a satisfactory standard to overseas students. Providers must also pay the registration and tuition protection fees that apply to their institution.


<table>
<thead>
<tr>
<th>INDEX</th>
</tr>
</thead>
<tbody>
<tr>
<td>College Location, Facilities and Staff</td>
</tr>
<tr>
<td>Important Contact Information</td>
</tr>
<tr>
<td>Before Leaving Home and Upon Arrival in Australia</td>
</tr>
<tr>
<td>Introduction to Australia</td>
</tr>
<tr>
<td>Introduction to Brisbane and Darwin</td>
</tr>
<tr>
<td>Student Welfare - Student Support Services</td>
</tr>
<tr>
<td>Student Welfare - Useful Links</td>
</tr>
<tr>
<td>Living off Campus and Homestay Information</td>
</tr>
<tr>
<td>Cost of Living in Brisbane</td>
</tr>
<tr>
<td>Dependents, Family</td>
</tr>
<tr>
<td>Arrangements for Unaccompanied Children</td>
</tr>
<tr>
<td>Studying in Australia</td>
</tr>
<tr>
<td>Quality Assurance</td>
</tr>
<tr>
<td>Course Fees and Duration</td>
</tr>
<tr>
<td>Student Visa Conditions</td>
</tr>
<tr>
<td>Arranging Visas</td>
</tr>
<tr>
<td>Department of Immigration and Border Protection (DIBP)</td>
</tr>
<tr>
<td>Department of Foreign Affairs and Trade (DFAT)</td>
</tr>
<tr>
<td>Migration Agents</td>
</tr>
<tr>
<td>Education Agents</td>
</tr>
<tr>
<td>Requirements for Acceptance into a Course (pre-requisites)</td>
</tr>
<tr>
<td>English Proficiency and Language Literacy Numeracy Requirements</td>
</tr>
<tr>
<td>Table of Standardized English Test Equivalency</td>
</tr>
<tr>
<td>Letter of Offer (LoO)</td>
</tr>
<tr>
<td>Confirmation of Enrolment (CoE)</td>
</tr>
<tr>
<td>Transfer Between Registered Providers Policy</td>
</tr>
<tr>
<td>Overseas Student Health Cover – OSHC – Health Insurance</td>
</tr>
<tr>
<td>Arranging Travel</td>
</tr>
<tr>
<td>Studying at ACC</td>
</tr>
<tr>
<td>Orientation</td>
</tr>
<tr>
<td>Unique Student Identifier (USI)</td>
</tr>
<tr>
<td>Code of Conduct</td>
</tr>
<tr>
<td>Privacy</td>
</tr>
<tr>
<td>Attendance</td>
</tr>
<tr>
<td>Course Progression and Intervention</td>
</tr>
<tr>
<td>Progress and Intervention Summary</td>
</tr>
<tr>
<td>Deferring, Suspending or Cancelling Student Enrolment</td>
</tr>
<tr>
<td>Topic</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Refund Policy</td>
</tr>
<tr>
<td>Complaints and Appeals Policy and Procedure</td>
</tr>
<tr>
<td>Changes to Policy</td>
</tr>
<tr>
<td>Student ID Cards</td>
</tr>
<tr>
<td>Graduation</td>
</tr>
<tr>
<td>Course Credit and Recognition of Prior Learning (RPL)</td>
</tr>
<tr>
<td>Access to Student Records</td>
</tr>
<tr>
<td>English Only (in class) Policy</td>
</tr>
<tr>
<td>Mobile telephones</td>
</tr>
<tr>
<td>Personal belongings</td>
</tr>
<tr>
<td>Accidents</td>
</tr>
<tr>
<td>First Aid</td>
</tr>
<tr>
<td>Emergency Procedures</td>
</tr>
<tr>
<td>Dress Code</td>
</tr>
<tr>
<td>Access and Equity Policy</td>
</tr>
<tr>
<td>Legislation References</td>
</tr>
<tr>
<td>APPENDIX A Change of details form</td>
</tr>
<tr>
<td>APPENDIX B Application for Leave Form</td>
</tr>
<tr>
<td>APPENDIX C Cancellation Form</td>
</tr>
<tr>
<td>APPENDIX D Incident Report Form</td>
</tr>
<tr>
<td>APPENDIX E Complaints and Appeals Form</td>
</tr>
<tr>
<td>Signature page</td>
</tr>
</tbody>
</table>
College Location, Facilities and Staff

Australian Careers College (ACC)

National Head Office and Brisbane Campus:
2c, 1990 Logan Road, Upper Mount Gravatt, Qld 4122

Darwin Campus:
3A, 66 Coonawarra Road, Winnellie, NT 0820.

ACC utilises modern electronic teaching aids and equipment and offers student kitchen facilities, and access to student computers and photocopier.

Students have access to the college’s resources, including reference material. We are continuously adding to the range of resources to ensure that they are current.

There are also public libraries within the Mt Gravatt and Darwin surrounds:


For a list of local libraries in the Brisbane area go to:


For a list of local libraries in the Darwin area go to: [http://www.darwin.nt.gov.au/libraries](http://www.darwin.nt.gov.au/libraries)

ACC’s hours of operation are: 8:00am – 5:00pm, Monday to Friday

Staff at ACC

ACC staff are here to assist you. We encourage you to talk to us at any time to discuss any problems you may have.

All ACC staff hold appropriate qualifications and are experienced in their field.

Students are given every opportunity to achieve their educational objectives while in Australia. The staff of ACC are suitably qualified and industry experienced, with a qualification equal or higher than that being delivered. Our trainers bring to the classroom their real life experience as well as holding the relevant Certificate IV in Training and Assessment.

Student Welcome Services:

Please go to the link below to register online for important orientation information. We strongly advise students to read through and continue to refer to the valuable orientation information available on this link.

Important Contact Information:

**BRISBANE and DARWIN**

**ACC Student Assistance Line:** Please refer to your Student ID card  
Emergency telephone number: Police, Fire and Ambulance – 000  
Translating and Interpreting Service (TIS) Phone: 131 450 (within Australia)

Department of Immigration and Border Protection (DIBP) General enquiries - Telephone: 131 881  
www.border.gov.au

- obtain general information on all temporary and permanent visa categories (including visitors, students, family migration, temporary business visas and refugee and humanitarian applications)
- make appointments for lodging visa applications
- contact departmental officers. **For more information re DIBP, see also, page 14**

**BRISBANE**

**Medical Centres:**

The closest *Medical Centre* to ACC Brisbane is:

- **Realcare Medical Centre** (This is a Bulk Billing Medical Centre)  
  **Address:** Shop 9, 1932 Logan Road, The Village Shopping Centre, Upper Mt Gravatt, QLD 4122  
  **Phone:** (07) 33431388  
  (Doctors, Acupuncturists and Psychologists)

**Hospitals:**

The nearest *Hospital* to ACC Brisbane is:

- **The Queen Elizabeth II Jubilee Hospital**  
  **Address:** Corner of Kessels Road and Troughton Road, Coopers Plains QLD 4108  
  **Phone:** (07) 3275 6111

**Local Transport:**

Public Transport – Translink - Phone: 131230  
http://www.translink.com.au

**Taxis:**

https://www.google.com.au/#q=taxis+in+brisbane  
https://www.uber.com/cities/brisbane

**Post Office**

Mount Gravatt Post Office  
**Located in:** Westfield Garden City

**DARWIN**

**Medical Centres:**

The closest *Medical Centre* to ACC Darwin is:

- **Winnellie Family Practice**  
  **Address:** 3/347 Stuart Hwy, Winnellie, NT 0821  
  **Phone:** (08) 8941 6632

**Hospitals:**

The nearest *Hospital* to ACC Darwin is:

- **Royal Darwin Hospital**  
  **Address:** 105 Rocklands Drive, Tiwi NT 0810  
  **Phone:** (08) 8922 8888

**Local Transport:**

Public Transport - Northern Territory Department of Transport Phone: 08 8924 7666;  

**Taxis:**

Darwin Radio Taxis Phone: 131008  

**Post Office**

Darwin Post Office  
**Address:** 48 Cavenagh St, Darwin NT 0800
### Safety Information

**Brisbane City Council Safety Information:**


**NT Safety Information:**


### Before Leaving Home:

- Apply for passport
- Arrange student visa
- Make contact with institution
- Arrange for immunisations and medications from your doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation

Pack bags being sure to include the following:

- Name and contact details of a college representative
- Enough currency for taxis, buses, phone calls etc. in the event of an emergency

Important documents:

- THIS HANDBOOK!
- Passport
- Letter of Offer
- Confirmation of Enrolment (CoE)
- Copies of qualifications & certificates
- Travel insurance policy
- ID cards, drivers license, birth certificate (or copy)

**NB:** Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss

### Upon Arrival in Australia:

- Call home
- Settle into accommodation
Contact college
Purchase household items and food
Enrol children in school (if applicable)
Attend international student orientation
Get student ID card
Advise health insurance company of address and get OSHC card
Open a bank account
Attend college course specific orientation sessions
Start classes
Apply for *tax file number* if seeking work
Get involved in student life

* Important - *give your tax file number ONLY to your employer*. Beware of identity theft.
Introduction to Australia

Australia is a vast, multicultural country measuring 4000 kilometres from east to west and 3200 kilometres from north to south and population of over 23.9 million people from many different cultural and ethnic backgrounds, with nearly a quarter of Australia’s population born overseas.

The official language of Australia is English.

The climate across the country varies, with cold winters in the south but you will find much milder winter in the North, particularly in Queensland and hot summers.

Australia has six states (Queensland, Victoria, New South Wales, Western Australia and Tasmania) and two territories Northern Territory and Australian Capital Territory - ACT), Australia offers visitors a wide range of attractions and natural sights Located in the ACT is Australia’s capital city, Canberra.

More information about living in Australia can be found at: http://www.border.gov.au/living-in-australia/
Living in Australia will be a new experience, but there are support services at ACC as well as from other organisations to help make adjusting to life in Australia easier. For information about support services available, go to: http://www.studyinaustralia.gov.au/global/live-in-australia/support-services

Introduction to Brisbane.

Brisbane, built on the Brisbane River, is the capital city of Queensland. Founded in 1824, it is a large, modern city with a population of 2.099 million. Clustered in its South Bank cultural precinct are institutions including the Queensland Museum and Science Centre and Queensland Gallery of Modern Art, among Australia’s major contemporary art museums. Mt.Coot-tha, with panoramic views from its summit, overlooks the city and is the site of sprawling Brisbane Botanic Gardens,

Climate
Brisbane has a subtropical climate with warm or hot weather for most of the year. In summer (December - February), maximum temperatures average around 30°C. The city experiences its highest rainfall in summer which sometimes brings thunderstorms and occasional floods. This is also the most humid time of the year in Brisbane. Winter time is generally dry and mild. Most winter days are sunny with average temperatures of around 17°C. The average monthly rainfall over the year is around 96 mm.

Things to do in Brisbane:


http://www.queensland.com/Explore-Queensland/Brisbane?gclid=CPTN2-SShMYCFVEGvAodsZMAfw

Introduction to Darwin

Darwin is the capital city of the Northern Territory, Australia. Situated on the Timor Sea, Darwin is the largest city in the sparsely populated Northern Territory, with a population of 136,245. It is the smallest and most northerly of the Australian capital cities, and acts as the regional centre in the North. The Northern area of the Territory is sometimes referred to as the 'Top End'.

Darwin has plenty to offer travellers and students. Chairs and tables spill out of street-side restaurants and bars, innovative museums celebrate the city's past, and galleries showcase the region's rich indigenous art. Darwin's cosmopolitan mix – more than 50 nationalities are seamlessly represented here – is typified by the wonderful markets held throughout the dry season.

Climate

Darwin has a tropical savanna climate with distinct wet and dry seasons and the average maximum temperature is remarkably similar, approximately 33C, all year round. The dry season runs from about May to September, during which nearly every day is sunny, and afternoon humidity averages around 30%.

The wet season, December to March, is associated with tropical cyclones and monsoon rains. Thunderstorms are common and afternoon relative humidity averages over 70 percent during the wettest months.

Things to do in Darwin

http://www.viator.com/darwin-tours/d360-ttd?pref=02


Student Welfare

Student Support Services

As a CRICOS registered training organisation, ACC makes some support services available to international students free of charge so that they can adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress towards meeting the learning outcomes of their courses. To gain access to student support services please ask the Student Support Officer, your trainer, reception or any administration staff.

Information regarding the ACC Complaints and Appeals Policy and Procedures as set out in this handbook on page 33

Australian Careers College is focused on care. A list of community support services is available below and through reception and the Student Support Officer at all times. Although some may charge a fee, most are at no expense to the student.

Australian Careers College is dedicated to providing a high standard of service to students. Students can contact their Trainer by phone or email during office hours or by post. Our Trainers can provide assistance with vocational advice as well as course information and support.

Services referred to may include but are not limited to language, literacy & numeracy and counseling. It should be noted that such services may attract an additional fee to the service provider. Such fees are the responsibility of the student should they seek to utilise such services.
Useful Links:

Student Welcome Services:

Please go to the link below to register online for important orientation information. We strongly advise students to read through and continue to refer to the valuable orientation information available on this link.


Mental health

**Mental Health Triage Service** - For mental health emergency assistance telephone 13 14 65 available 24 hours, seven days a week.

**Lifeline online crisis supporter** - Offers short-term support for people who are overwhelmed and having difficulty coping or staying safe. Uses real time ‘chat’ technology.

**Beyond blue** - Information about depression.

**Sane** - Web based information on any mental health issue and a free Helpline Online service.

**Reachout** - Web site with information for young people about mental health

**Mend A Friend** - is a website designed to help you help a friend you may be worrying about.

**Headspace** - Mental Health info for young people, run by young people.

Domestic Violence and Sexual Assault


**1800respect Domestic Violence and Sexual Assault** [https://www.1800respect.org.au/](https://www.1800respect.org.au/)

Drugs & Alcohol


Sexual health


Balancing your life

Balance between study and non study is best maintained by having a number of non study activities in your life. If too many non study activities, you will not do well at college because your effort will go into them rather than study. If too few, you may get so stressed that you will not be able to study effectively.

<table>
<thead>
<tr>
<th>Equation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rest + ( guilt &amp; worry ) = exhaustion</td>
<td>Rest – ( guilt &amp; worry ) = rejuvenation</td>
</tr>
<tr>
<td>Study + distraction = waste of time</td>
<td>Study + right amount of effort = effective study</td>
</tr>
<tr>
<td>No rest = inability to study</td>
<td>Study + rest = effective study</td>
</tr>
<tr>
<td>Study + too much effort = inability to study</td>
<td></td>
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Living off Campus Information

ACC does not provide any form of student accommodation however college staff will provide limited, office-based assistance without charge to students who undertake to find their own accommodation, employment and airport transportation.
Accommodation options include:

- **Homestay:** ACC preferred supplier for Homestay is Australian Homestay Network (AHN). AHN can provide homestay accommodation for ACC international students. For information about AHN homestay services, including costs, please go to [http://www.accollege.edu.au/ahn/](http://www.accollege.edu.au/ahn/). Homestay provides a safe and supportive environment and is a desirable option for students leaving home for the first time.

- **Share accommodation:** your own bedroom in a shared flat or house which generally involves sharing rental, electricity/gas and phone bills.

- **Private board:** Your own bedroom, usually in family home, meals included.

- **Renting a flatette:** Single bed/living room with its own basic kitchen, and often a shared bathroom. Renting a house or flat: One or more bedrooms, a kitchen, bathroom, living area, and usually laundry.

- **Real Estate agencies** service the campus area and are easily contactable either in person or by telephone, e-mail etc.

Cost of Living in Brisbane and Darwin:

Brisbane cost of living is generally similar to most capital cities in Australia. Both Brisbane and Darwin cater for a diverse range of lifestyles which can be enjoyed on a student budget.

The comparatively small population in the Northern Territory and vast freight distances do mean higher prices for many grocery lines and produce in some instances. However, these are balanced by shorter distances and less travelling time to and from work and social activities. Local markets may offer locally grown produce as an alternative to the traditional supermarket shopping.

An international student should allow an estimated AUD$18,700 per annum for basic living costs.

Information below is only a guide and the figures only provide an estimate. Items such as car costs, tuition fees, and entertainment and internet charges are not included.

Although Brisbane and Darwin are affordable cities, you still need to plan and budget carefully to make sure you have enough money for your study and living expenses. It is important that you check your study costs before you apply. If you want to bring your family with you to Australia, you must be sure that you can pay for their relocation, living expenses and schooling for children as well.

You will also have to ensure you meet the financial requirements at the Department of Immigration and Border Protection to ensure your visa is granted: [http://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds#](http://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds#)

Establishment Costs - Brisbane and Darwin

You will also need to consider the one-off expense of establishing a home and other incidental expenses (e.g. medical, clothing, recreation, entertainment, visas renewals) so it is advisable to budget for an extra AU$2000 - $2400 per year.

<table>
<thead>
<tr>
<th>Establishment Costs based on $200 — 2-3 bedroom houses</th>
<th>Brisbane</th>
<th>Darwin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary accommodation e. g. Backpackers ($45 – $50 per night for 4)</td>
<td>$180 - $200</td>
<td>$280 - $360</td>
</tr>
<tr>
<td>Item</td>
<td>Cost 1</td>
<td>Cost 2</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Nights, Brisbane, $70 - $90 per night for 4 nights Darwin</td>
<td></td>
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<tr>
<td>Incidentals (transport &amp; food in your first week)</td>
<td>$270</td>
<td>$270</td>
</tr>
<tr>
<td>Bond (4 weeks shared between 2)*</td>
<td>$520*</td>
<td>$1040*</td>
</tr>
<tr>
<td>Rent (2 weeks rent in advance - $520 shared between 2)</td>
<td>$260</td>
<td>$260.00</td>
</tr>
<tr>
<td>Electricity bond ($100 shared between 2)</td>
<td>$50*</td>
<td>$200 per month (air-con wet season)</td>
</tr>
<tr>
<td>Basic used furniture, linen &amp; crockery</td>
<td>$1000</td>
<td>$1000</td>
</tr>
<tr>
<td>Total expenses</td>
<td>$2280 – $2300</td>
<td>$3050 - $3130</td>
</tr>
</tbody>
</table>

* Rental Bond refundable at end of lease (subject to inspection).

**Weekly costs:** You should budget around $360 a week for your expenses. This includes:
- rent
- food
- transport
- electricity, internet and phone bills
- photocopying and stationery
- Entertainment.

**Family (Dependents)**

If you intend to bring family members to Australia, you need to first ensure that your visa allows you to do so. You also need to be aware that if you bring any dependents with you that you are responsible for supporting them, and this includes paying education fees for dependents who study in Australia. School age children are required to study by law, and full fees must be paid by their parents/guardians.

Students enrolling are advised that any school aged children, accompanying them to Australia, will be required to pay full fees, if children are enrolled in either a government or non-government school.

**Arrangements for Unaccompanied Children**

ACC does not offer courses to International students under 18 years of age.

**Studying in Australia**

In Australia, the wellbeing of all international students, the quality of their educational experience, and the provision of up-to-date and accurate information is protected by law under the Education Services for Overseas Students (ESOS) Act 2000. In addition, the national VET Regulator Australian Skills Quality Authority (ASQA) ensures the quality of our education to more than 1.2 million students, including some 230,000 international students involved in vocational education and training.

**Quality Assurance**

ACC has a Quality Assurance system, in accordance with the Australian Quality Training Framework. This system allows the College to provide the highest possible standard of quality and service to all its students. A copy of the policies and procedures are available on request. In the event that the College is unable to provide the services it has contractually agreed to, the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 cover you.

ACC teaching staff are not just industry-aware, but have actual experience in their fields of expertise – maintaining the currency of their knowledge, and modifying their courses to reflect changing industry focus and needs. And that means you learn not only the theory, but also the reality of the subjects you’re studying.
ACC courses incorporate on-site practical learning in a working facility, which means you don’t just learn in a classroom, but get priceless industry experience in a work environment. It’s real-world industry experience that ensures your qualifications fully prepare you for employment in your chosen industry.
<table>
<thead>
<tr>
<th>Course</th>
<th>Duration</th>
<th>Fees</th>
<th>Delivery Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHC30212 Certificate III in Aged Care</td>
<td>27 teaching weeks + 8 weeks holiday total 35 weeks</td>
<td>A$4500.00</td>
<td>Full-Time</td>
</tr>
<tr>
<td>CRICOS course code 088032J</td>
<td></td>
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<tr>
<td>CHC30113 Certificate III in Early Childhood Education and Care</td>
<td>30 teaching weeks + 6 weeks holiday total 36 weeks</td>
<td>$5000.00</td>
<td>Full-Time</td>
</tr>
<tr>
<td>CRICOS course code 088030M</td>
<td></td>
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<tr>
<td>CHC50113 Diploma in Early Childhood Education and Care</td>
<td>72 teaching weeks + 24 weeks holiday total 96 weeks</td>
<td>A$16000.00</td>
<td>Full-Time</td>
</tr>
<tr>
<td>CRICOS course code 088031K</td>
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<tr>
<td>BSB40415 Certificate IV in Small Business Management</td>
<td>24 teaching weeks + 6 weeks holiday total 30 weeks</td>
<td>A$4450.00</td>
<td>Full-Time</td>
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<tr>
<td>CRICOS course code 087008F</td>
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<tr>
<td>BSB51915 Diploma of Leadership and Management</td>
<td>34 teaching weeks + 6 weeks holiday total 40 weeks</td>
<td>A$5450.00</td>
<td>Full-Time</td>
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<tr>
<td>CRICOS course code 088459D</td>
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<tr>
<td>BSB61015 Advanced Diploma of Leadership and Management</td>
<td>37 teaching weeks + 6 weeks holiday total 43 weeks</td>
<td>A$5900.00</td>
<td>Full-Time</td>
</tr>
<tr>
<td>CRICOS course code 088460M</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>BSB60215 Advanced Diploma of Business</td>
<td>26 teaching weeks + 6 weeks holiday total 32 weeks</td>
<td>A$4950.00</td>
<td>Full-Time</td>
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<tr>
<td>CRICOS course code 087504A</td>
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<tr>
<td>FNS40615 Certificate IV in Accounting</td>
<td>32 teaching weeks + 12 weeks holiday total 44 weeks</td>
<td>A$7000.00</td>
<td>Full-time</td>
</tr>
<tr>
<td>CRICOS course code 088461K</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FNS50215 Diploma of Accounting</td>
<td>26 teaching weeks + 12 weeks holiday total 38 weeks</td>
<td>A$7500.00</td>
<td>Full-time</td>
</tr>
<tr>
<td>CRICOS course code 088366J</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General English – Non-award</td>
<td>Check with Admissions</td>
<td>Dependant on</td>
<td>Full-Time</td>
</tr>
</tbody>
</table>
Course Fees

Once a student has been quoted a fee and a start and end date for their course in Australian dollars, the price is fixed. Prices are subject to change: please see our website.

International students are not required to pay more than 50% of the total course fee in the first Term (ACC defines a Term as 12 weeks).

The Letter of Offer/Student Agreement includes Payment Plans, Due Dates and methods for payment, OSHC details, summary of general fees and charges, any required enrolment documents not already received, Acceptance of Offer and Student Agreement

Payment Options: Prior to the start of their course, students may choose to pay:
- full fees
- more than 50% of fees
- per Term payment plan

NB: under Australian law, your course provider is not permitted to require that you pay more than 50% of your course fees prior to the start of your course.

Student 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 Campus Manager education provider for 6 calendar months, after which you are eligible to apply for a letter of release from the provider to attend another institution
- Notify your training provider of any change to your Australian address, phone and email and any subsequent changes of address within 7 days. ACC will remind you of this obligation and request updated information AT LEAST every six months.
- Maintain satisfactory attendance.

For a full list of mandatory and discretionary student visa conditions please visit www.border.gov.au

With a student visa:
- you can study in Australia
- eligible dependant family members can accompany you to Australia
- you can work up to 40 hours per fortnight while your course is in session and unlimited hours during scheduled course breaks.
- your family members can work up to 40 hours per fortnight provided you have commenced your course of study in Australia.

Note: If you have been granted Student visa before 26 April 2008 you and your dependent family members may need to apply separately for Permission to Work.

See: To apply for permission to work, go to:
• your partner can study in Australia for up to three months.  
  
  Note: If your partner wants to study for more than three months they must apply for their own student visa. The application can be made in Australia.

### 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. For a list of Australian Diplomatic Missions, go to:

http://www.border.gov.au/Search/Pages/Results.aspx?k=Australian%20Diplomatic%20Missions#k=Australian%20Diplomatic%20Missions#s=81

The visa application process can be complicated and for students from some countries it may better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. For a list of ACC Education Agents, go to: http://www.accollege.edu.au/agents/

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.

You must ensure to **allow enough time** for processing between lodging your application and the start of your course, as it can sometimes be a lengthy process depending on your country of origin.

### Department of Immigration and Border Protection (DIBP)

The Australian Government’s Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit http://www.border.gov.au/Study/Pages/Study.aspx for the latest information.

<table>
<thead>
<tr>
<th>BRISBANE</th>
<th>DARWIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Immigration and Border Protection (DIBP)</td>
<td></td>
</tr>
<tr>
<td>Ground Floor 299 Adelaide Street Brisbane Qld 4000</td>
<td>40 Cavenagh Street Darwin NT 0800</td>
</tr>
<tr>
<td>GPO Box 9984 Brisbane Qld 4001</td>
<td>GPO Box 864 Darwin NT 0801</td>
</tr>
<tr>
<td>9 am to 4 pm Monday to Friday</td>
<td>9 am to 4 pm Monday to Friday</td>
</tr>
</tbody>
</table>

### Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website the Department of Foreign Affairs and Trade website http://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx 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 DIBP 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**

ACC has agreements with a number of Education Agents. ACC Agent partners 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 much simpler 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.

*Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.*

Please let us know if your education agent was negligent, careless, incompetent, or engaged in false, misleading or unethical advertising or recruitment practices, including practices that could harm the integrity of Australian education and training. ACC will take immediate corrective action to assist you, and take immediate preventative action to stop any incorrect practices.

Please contact the Campus Manager or Training Manager or ask any of our staff for assistance.

**Requirements for Acceptance into a Course (pre-requisites)**

Australian Careers College uses a range of selection criteria in our selection of students for entry into courses, but in general the potential student must:

- have a strong commitment to studying in Australia
- have suitable qualifications and/or experience
- be able to meet the financial cost of the qualifications and living expenses
- have the required English Language skills of IELTS 5.5*(or equivalent) OR
- provide evidence of enrolment in an English Language course to reach the English proficiency level required

*Please refer to English Standardised Test scores Equivalency Table below

NB: ACC offers ELICOS General English classes

Documents you are required to provide with your application:

- Completed application form
- Photocopy or Scan of current passport and Visa
- Photocopy or Scan of English proficiency test (IELTS, TOEFL, or other equivalent, or evidence of required English level)
- Photocopy or Scan of year 12 or equivalent pass from home country
- Photocopy or Scan of any higher education or university qualifications
- Photocopy or Scan of Statement of Attainment from any other relevant completed courses

Successful completion of year 12 or equivalent is a pre-requisite for all ACC courses. There is no work experience pre-requisite.

For detailed content, course length and assessment method information on the courses below please see our website.

All courses for international students are full-time face-to-face delivery with a qualified, experienced trainer.

**English Proficiency and Language Literacy Numeracy Requirements**

All students are required to take a Literacy and Numeracy test to establish their ability to succeed in the course they have applied for.

For international students whose first language is not English, the minimum level of English language proficiency is IELTS 5.5
with no sub test under 5, or equivalent. ACC accepts IELTS scores (or other acceptable test scores) not greater than twelve (12) months old.

Information on these proficiency levels may be obtained from ACC or from:

IELTS: www.ielts.org
TOEFL: http://www.ets.org/toefl
DIBP: www.border.gov.au

ACC offers the English Language Certificate in Darwin, comprising of five modules, which collectively aim to develop grammar, reading and writing, speaking and listening, as well as the skills and confidence to communicate in English.

Students must demonstrate a basic English proficiency by passing an entry level examination (Placement Test). Alternatively, evidence of attainment of IELTS band 3 (or equivalent) and above is required upon application. Those students wishing to enrol in only one module must provide evidence of an equivalent entry level competency with the following

*IELTS scores; English I (IELTS 3.0 overall), English II (IELTS 4.5 overall), English III (IELTS 5.0 overall), English IV (IELTS 5.5 overall), English V (IELTS 6.0 overall). (*NB: IELTS or equivalent acceptable)

Compare standardized English test scores

This chart shows the equivalent scores for each of the tests we will discuss below.

Letter of Offer (LoO)

Once all paperwork has been completed and returned to ACC, an offer letter will be issued that outlines the course details, start date and fees as well as an invoice for the course deposit.

Upon receipt of the completed Application Form, ACC will issue the applicant with an International Letter of Offer/ Student Agreement if the application is accepted. The Letter of Offer/ Student Agreement will include the following:

The Letter of Offer/ Student Agreement will include the following:

- Details of the qualification, course content and duration of the enrolment
- Details of any arrangements if any other provider, person or business provides any part of the course
- Itemised course fees and any other fees payable
- Course entry information
- Recognition of Prior Learning
- Advice if there is any possibility of the fees changing
• The college Refund Policy
• Terms and conditions
• Information regarding release of information to other organisations
• Details of any conditions that apply
• Course credit information
• Advise the student of his or her obligation to notify the provider of a change of address while enrolled in the course.
• Set out the circumstances in which personal information about the student may be shared with others
• Details of Overseas Student Health Cover
• Minimum age requirement – 18 years of age

Once you sign the Student Agreement, return it to the college along with the deposit for your course.

**Confirmation of Enrolment (CoE)**

Upon receipt of the deposit amount, a confirmation letter and the CoE/s (confirmation of enrolment) will be issued to the student (and the agent if applicable) subject to DIBP regulations. This document outlines the course details, including start and end dates, fees paid on enrolment, details of English proficiency level and test results, if applicable, plus Overseas Student Health Cover details. This document must be presented when applying for a student visa.

**Transfer between Registered Providers Policy**

It is ACC's policy to ensure that it does not enrol any transferring international student prior to completing 6 months of their enrolled course. Transferring students who have completed less than six months of their primary course must hold a valid letter of release from their course provider, agreeing to such a transfer. Exceptions may occur in one of the following exceptional circumstances:

• The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
• 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 Campus Manager 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 the change

In addition, ACC will not enrol a transferring student who has completed a previous course unless it can establish that the student demonstrated commitment to study, had good attendance and paid all fees.

Our commitment is that the assessment process for transferring either into or out of one of courses should not take more than 10 working days once the necessary documentation has been provided by the student.

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 independent of the transfer policy.

In the event of a request for a transfer arising out of a complaint or appeal, transfer will not be granted until the student has
made reasonable attempts to resolve the issue through the complaints and appeals process.

Outside the circumstances described above, the student’s request will be granted if the transfer will not be to the detriment of the student.

A letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact DIBP to seek advice on whether a new student visa is required. In addition the Letter of Release will include comments on the student’s attendance, course progress and fee payment status. If ACC does not grant a Letter of Release the student will be provided with written reasons for refusing the decision and will be informed of their right to appeal ACC’s decision.

All requests, considerations, decisions and copies of letters of release will be kept in the applicable student’s file.

All applications for transfer will be given careful consideration and only be denied if it is deemed that by changing providers it would be detrimental to the individual, their career goals or achievement of their studies.

Required documents for students transferring from another provider:

- Completed application form
- Photocopy or Scan of current passport and Visa
- Photocopy or Scan of English proficiency test (IELTS or TOEFL or equivalent)
- Photocopy or Scan of year 12 or equivalent pass from home country
- Photocopy or Scan of any higher education or university qualifications
- Photocopy or Scan of Statement of Attainment from completed courses (applicable units of competency will be credited into the course you are enrolling in)
- Release letter with copy of academic results

Each staff member interacting with international students is made aware of this policy.

**Overseas Student Health Cover – OSHC – Health Insurance**

All international students are required to take out Overseas Student Health Cover (OSHC) before arriving in Australia. ACC students may register with any provider of OSHC however, our preferred supplier is Allianz OSHC. For a list of Allianz OSHC fees, go to [https://www.oshcallianzassistance.com.au/](https://www.oshcallianzassistance.com.au/)

OSHC fees are payable for the length of your student visa. Both single and family rates are available.

ACC can apply for OSHC on your behalf if you request this service on the enrolment form. Please refer to your Letter of Offer/International Student Agreement. Once registered with an OSHC, students will then be issued with a membership card.

If ACC did not arrange OSHC on your behalf, please supply a copy of your card for our records.
Students are able to determine their visa expiry dates from the information below:

<table>
<thead>
<tr>
<th>Duration of Course</th>
<th>Duration of Visa</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 months or less</td>
<td>One month longer than the duration of the course</td>
</tr>
<tr>
<td>Longer than 10 months</td>
<td>Two months longer than the duration of the course</td>
</tr>
<tr>
<td>Longer than 10 months and finishing October-December</td>
<td>The visa will usually be granted up to March 15 of the following year</td>
</tr>
</tbody>
</table>

**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.

You should fly into Brisbane International Airport or Darwin International Airport.

**Studying at ACC**

**Orientation**

**Student Welcome Services:**


All students must attend the mandatory orientation on the first day. On Orientation day, students are asked to come to reception (day and time may be varied by arrangement as required by student arrival).

At this time all students receive an introduction pack including procedures and relevant documents needed for their time with the College.

- Orientation information and Student handbooks handed out to all new students
- Introduction to staff and explanation regarding roles, services and how to contact
- Emergency numbers
- Timetable
- Change of details including address, phone number and email address requirement to report
- Study periods & fees payable including due dates
- Student visa requirements and obligations
- OHSC
- All policies and procedures contained in the student handbook are explained, including:
  1. Complaints and appeals process
  2. Attendance
  3. Course Progress
  4. Transferring to another provider
  5. Refund policy
  6. Expectations of students
  7. Deferment, Suspension or Cancellation of enrolment
• Explanations of support services available
• Information regarding emergency and health services
• Information regarding legal service
• The facilities and resources are introduced and the complaints and appeals processes explained.
• Floor plan orientation (toilets, fire exits, kitchen, Legislation folder etc)
• Overview of the Evacuation procedure
• Local Application Forms are completed (E.g. Working with Children Check)
• Student ID card produced for all new students
• General information about the local area and Australia
• Local information about services, attractions, region and maps
• Disclaimers are completed and handed in
• Complete the Student ID
• Assessment policies and requirements
• Unique Student Identifier (USI)

This orientation is usually for a half day and the students commence classes on the next day that their course operates.
Unique Student Identifier (USI)

All students studying nationally recognised training courses in Australia are required to obtain a Unique Student Identifier (USI). This includes students studying Vocational Education Training.

A USI is a reference number made up of numbers and letters. Creating a USI is free. A USI creates a secure online record of your nationally recognised training accessible anytime and anywhere, and it’s yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual’s nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

- link a student's Vocational Education and Training achievements, regardless of where in Australia they did the course
- allow students easy access secure digital transcripts of their achievements (transcripts will be available from April 2016)
- give students more control over their VET information.

To create your USI go to https://www.usi.gov.au/students/how-do-i-create-usi

Code of Conduct

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all students. Failure to do so may result in cancellation of your enrolment.

Students are responsible for:

- Providing accurate information about themselves at time of enrolment, and advising us of any changes to their address or phone numbers.
- Paying all fees and charges associated with their course and providing their own course requirements as notified.
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend classes sober and drug free, and smoke only outside at least 4m from any door way and at least 10m from any Children’s service.
- Promptly reporting all incidents of harassment or injury to the ACC administration office.
- Respecting ACC property and observing policy guidelines and instructions for the use of equipment.
- Compliance with student visa conditions where applicable.
- Abiding by copyright and plagiarism laws and legislation.
- Comply with occupational health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to a college or workplace at all times.
- Inform your Trainer in advance of any intended absences.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons
- Inform your Trainer if you have a medical condition that may affect your participation within a course or affect those with whom you may be training.
• Allow others to learn, (see also Mobile Phone Policy)
• Keep the classroom safe by obeying instructions
• Keep our premises safe by not bringing illegal substances or weapons onto our premises.
• Refrain from stealing, damaging, or destroying the belongings of others
• Demonstrate a commitment to studies

Everyone, regardless of whether they are a student, Trainer, administration or support staff, is entitled to expect the same rights.

• The right to learn, teach or carry out their duties,
• The right to be treated with respect and treated fairly,
• The right to be safe in the workplace emotionally and physically,
• The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
• The right to inform ACC management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it,
• The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
• The right to know, that whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation,
• Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Change of address
It is a requirement of international student visas and the college that students notify ACC within seven days of their change of address. The college is obliged to report breaches of visa conditions via PRISMS.

Plagiarism and Cheating
Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainers will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course. (Subject to the 20 working days appeal process.)

Theft
Students are advised not to leave their valuables unsupervised. ACC cannot be held responsible for anything which may be stolen from its premises.

Smoking
ACC premises (including classrooms, toilets, and general office areas) are smoke free zones. If students wish to smoke, they should do so outside and at least four metres from a doorway of any non-residential building and 10 metres from a children’s playground, centre or school.
Harassment and Discrimination

At all times we will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Discipline

We will make all attempts to provide our services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and wellbeing of all students and staff.

Disciplinary action may be required to be taken when a student breaches the code of conduct.

When disciplinary action is taken, the College Manager will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on their file
- Where the behaviour continues after the verbal warning, the College Manager will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on their file
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student file and DET and DIBP notified, potentially impacting on the student’s visa.

Privacy

Our students’ personal information is important to us and we are committed to protecting your privacy. We recognise that you have a right to control how your personal information is collected and used. The College is bound by the National privacy principles, contained in the Privacy Act 1988, Privacy Regulations 2013 and reforms 2014. Any personal information you give ACC, we use solely for our business purposes, such as:

- Enrolling you in a course
- Establishing your account with us
- Fulfilling our obligations under any contract with us
- Providing you with information about our advanced course
- Developing our courses to better suit your needs and preferences

We will not use, or disclose, any personal information for any other purpose without your consent, except in very limited circumstances such as where:

- Disclosure is required by law
- When reporting to, or requested by, Commonwealth or State government agencies and if need be to the Tuition Protection Service fund manager.
- For Government statistical requirements

We have taken all reasonable steps to keep any personal information, which we hold about you, secure against unauthorised access. We do not store any credit card details electronically, thereby safe guarding your credit card details against computer fraud and hacking.
Only authorised personnel are entitled to access your personal information.

Those authorised, are contractually obligated to respect the confidentiality of any personal information held by us. If, at any time, you want to know what information we hold about you, or wish to have personal information updated, corrected, or deleted, please contact the College Manager.

Attendance
The National Code of Practice requires full time study (minimum of 20 contact hours per week), for at least 36 weeks per calendar year. DIBP and ACC policies require all overseas students to attend a minimum 80% of each study period. Any student unable to reach at least 80% attendance in a study period may be at risk of compromising their successful course progress.

NB: if you have a medical certificate or you are in an evidenced situation deserving of compassionate consideration you can apply to have your enrolment suspended at the Campus Manager’s discretion.

ACC Course Progress Policy and Procedures

Preamble

1. The National Code 2007

*1.1 Under Standard 11.2 of the National Code 2007, a provider who implements the Course Progress Policy is not required for ESOS purposes to monitor attendance for those courses i.e. ACC is not required to report students to the Secretary of the Department of Education through PRISMS for unsatisfactory attendance for those courses, however:

*National Code Part C 7.3 The designated authority must take into account the proposed course structure when determining the appropriate duration for registration on CRICOS (that is, the number of compulsory terms or semesters each academic year). The registered duration of the course must include approved holiday periods and any approved periods of work-based training. When the course duration is not specified by the accrediting authority, the designated authority will determine the course duration based on a minimum of 20 scheduled course contact hours per week. NB: Contact hours include face to face teaching, supervised study, research or other activities.

2. Indicating the decision to implement the Course Progress Policy

2.1 A provider who chooses to implement the Course Progress Policy must implement the policy and procedures for all of its CRICOS registered VET courses. The provider registers this choice through PRISMS.

3. POLICY

3.1 ACC must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

3.2 Course progress must be monitored at least every six months. ACC must assess each student's progress at the end of each compulsory study period. ACC courses are divided into study periods of 10 weeks.

3.3 Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

ACC defines course requirements for each study period and is able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements.
The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

3.4 ACC implements an intervention strategy for any student who is not making satisfactory course progress. The strategy is made available to staff and students and specifies:

i. procedures for contacting and counselling students;

ii. strategies to assist identified students to achieve satisfactory course progress; and

iii. the process by which the intervention strategy is activated.

3.5 The intervention strategy includes provisions for:

i. where appropriate, advising students on the suitability of the course in which they are enrolled;

ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and

iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP.

3.6 At the end of each compulsory study period, students are to be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined in 3.4 is implemented. The intervention strategy must be activated within the first two weeks of the following study period.

However, if ACC identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, ACC implements its intervention strategy as early as practicable.

3.7 If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, ACC must notify the student of its intention to report the student to DIBP for unsatisfactory progress. ACC does this through the written notice described in 3.8.

3.8 The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the registered provider’s complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

i. ACC’s failure to record or calculate a student’s results accurately,

ii. *compassionate or compelling circumstances, or

iii. ACC has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

3.9 Where the student’s appeal is successful, the outcomes may vary according to the findings of the appeals process.

i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), ACC does not report the student, and there is no requirement for intervention.
ii. If the appeals process shows that the student has not made satisfactory progress, but there are *compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider’s intervention strategy, and ACC does not report the student.

3.10 Where:
   i. the student has chosen not to access the complaints and appeals processes within the 20 working day period,
   ii. the student withdraws from the process, or the process is completed and results in a decision supporting the registered provider (ie. the student’s appeal was unsuccessful) the registered provider must notify the Secretary of the Department of Education through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

PROCEDURE

1. Purpose

1.1 The purpose of this procedure is to ensure that student course progress is monitored and reviewed, that ACC takes intervention action when a student is in danger of not progressing satisfactorily or completing their course and the requirements of the Standards for RTO’s 2015 Standard 1 and the National Code of Practice 2007 part D Standard 10.

2. In the case of a student failing to meet course progress requirements even after the provision of counselling and assistance, ACC will notify the student of intent to report them to Department of Immigration and Border Protection (DIBP) for breach of student visa conditions and/or cancel their Confirmation of Enrolment (CoE). Students will be advised that they may access ACC appeals process if they wish to, and have 20 working days in order to do so.

2. Responsibility

2.1 The Training Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

3. Requirements

3.1 Students who have unsatisfactory academic progress will be reported to DIBP. Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods.

3.2 Students who are “at risk” of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.

3.3 All causes of unsatisfactory progress or being “at risk” are to be considered including academic causes and non-academic causes such as personal issues.

3.4 The progress of each student is monitored, recorded and assessed.

3.5 ACC has documented course progress policies and procedures.

3.6 ACC assesses each student at the end point of each study period according to its course progress policy. NB: In accordance with the requirements of Section 10.3 of the National Code, the time frame of assessment of any students who start part way through a study period will be adjusted to allow a fair assessment of their progress.

3.7 ACC has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.

3.8 Where ACC has assessed the student as being “at risk” ACC will inform the student and implement an intervention strategy where warranted.
3.9 Where ACC has assessed the student as not meeting satisfactory course progress, ACC will inform the student in writing of its intention to report the student and that he or she is able to access ACC complaints and appeals process within 20 working days.

3.10 ACC notifies the Secretary DIBP through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the provider’s decision to report.

3.11 The method section defines the procedure used for monitoring progress, taking intervention action and reporting students who breach the requirements.

4. Definition

4.1 Study period means a period of study up to 10 weeks as defined on each individual student’s Letter of offer.

4.2 Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:

- fails more than 50% of units in a study period; or
- fails two or more units in a study period; or
- during a study period falls behind the trainers expected progress and is reported by the trainer to the Training Manager.
- is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Training Manager in accordance with the ACC Completion within the Expected Duration Procedure; or
- is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the students capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the “at risk” status as prolonged absence for any reason places a student at risk of failure and is reported to the Training Manager.

4.3 Failing a unit means being assessed as “Not Yet Competent” for a completed unit.

4.4 Satisfactory progress means that students have not been identified as having failed more than 50% of units in two consecutive study periods

4.5 Intervention Strategy means a written, personalised plan with documented strategies designed by the Training Manager and/or Trainer with the participation of the student to address the student’s unsatisfactory progress. The Intervention Strategy includes goals, tasks and a timeframe. The Training Manager is responsible for the implementation and monitoring of the intervention strategy.

4.6 The length of a study period may vary depending on the course. The duration of any study period including holiday breaks is no more than 24 weeks.

4.7 *Compassionate or compelling circumstances*

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student’s capacity and/or ability to progress through a course. These could include:

- 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 their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
- involvement in or witnessing of an accident or
- a crime committed against the student or
- the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists’ reports).

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances.
ACC staff use professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, ACC staff consider documentary evidence provided to support the claim. Copies of these documents, together with a record of why the decision was made are kept in the student’s file.

**Intervention strategy – general requirements**

5.1 All students identified as being “at risk” (during the study period or at the end of the study period) of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counselling interview using the appropriate student course progress warning letter.

5.2 A copy of the warning letter and all other relevant documents will be placed in the students file.

5.3 At the meeting an intervention strategy will be negotiated with the student and will be recorded at the conclusion of the meeting and signed off by the student and the Training Manager. A written copy of the intervention strategy will be provided to the student and placed in their file.

5.4 The course counselling interview and fortnightly intervention meetings will be initiated by the Training Manager, however appropriate personnel such as a Trainer may be called on to assist with the process.

5.5 The effectiveness of the intervention strategies must be judged during this process and amended if appropriate. This information must also be recorded and feedback provided at the appropriate staff meeting under agenda item continuous improvement.

5.6 Students “at risk” of not meeting course progress requirements, who fail to participate fully in the intervention strategy developed by ACC in conjunction with the student will be subject to student behaviour requirements which include the possibility of deferral, suspension of cancellation of their enrolment.

5.7 At the fortnightly intervention meetings the following will be reviewed:

- Programs to address academic and non-academic issues
- Student attendance
- Student study time table drawn up
- Assessment outcomes
- Any other matters relevant to progress

5.8 Where a student on an intervention strategy requires more time to complete their qualification, the current Confirmation of Enrolment must be cancelled and a new Confirmation of Enrolment must be completed by International Administration staff and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.

5.9 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under ACC student behaviour requirements). The written notification will require the student to immediately contact the Training Manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the course co-ordinator. It will be at the discretion of the Training Manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the intention to implement ACC Student behaviour procedure.

**Intervention strategy – during a study period**

5.10 During a study period student course progress and attendance will be monitored by trainers. Students will be identified as “at risk” if they have failed to meet course progress assessment requirements, are absent for 5 consecutive days or in any other way have an attendance record that is detrimentally affecting a student’s capacity to successfully complete a unit or are identified by the trainer as not progressing satisfactorily through the course material.

5.11 Trainers **must** monitor and record student attendance and progress during each study period.
5.12 Trainers must report, in writing (via email), to the Training Manager the details of any student who has failed to meet the assessment criteria for satisfactory course progress in a unit, missed 5 consecutive days or in any other way has an attendance record that is detrimentally affecting a student’s capacity to complete the assessment requirements for a unit or are identified by the trainer as not progressing satisfactorily through the course material without delay.

5.13 All students identified during a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the Training Manager requiring them to attend a course counselling interview using the appropriate student course progress warning letter 1.

5.14 A copy of the warning letter and all other relevant documents will be placed in the students file.

5.15 The course counselling interview and fortnightly intervention meetings will be initiated by the Training Manager, however appropriate personnel such as the Trainer may be called on to assist with the process.

5.16 At the course counselling interview academic and non-academic issues are to be explored, solutions sought and the following intervention strategies put in place where appropriate:

- Programs and counseling to address academic and non-academic issues
- Resubmitting assessments during the current study period
- Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
- Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
- Student attendance timetable prepared
- Student study timetable prepared
- A fortnightly intervention meeting for the current study period with the Training Manager or a delegated person will be scheduled
- A fortnightly academic involvement report requested from each subject trainer.
- Language, Literacy and Numeracy support provided
- Referral to external support services

5.17 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under ACC student behaviour requirements). The written notification will require the student to immediately contact the Training Manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Training Manager. It will be at the discretion of the Training Manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the intention to implement ACC Student behaviour procedure.

**Intervention strategy – after completion of a study period**

5.18 Within 10 working days of the completion of a study period the Training Manager will review the academic progress of all students and identify those students who are “at risk” of not meeting satisfactory course progress requirements.

5.19 The identification of students “at risk” will be accomplished by the Training Manager reviewing a current training plan or transcript of student progress. Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:

- fails more than 50% of units in a study period; or
- fails two or more units in a study period; or
- fails a prerequisite unit in a study period; or
- is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Training Manager in accordance with ACC Completion within the expected duration procedure; or

5.20 All students identified at the end of a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the Training Manager requiring them to attend a course counselling interview using the appropriate student course progress warning letter 1.

5.21 A copy of the warning letter and all other relevant documents will be placed in the student’s file.
5.22 At the course counselling interview academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate:

- Programs and counseling to address academic and non-academic issues
- Student attendance timetable prepared
- Student study time table prepared
- A fortnightly intervention meeting for the current study period with the Training Manager or a delegated person will be scheduled
- A fortnightly academic involvement report requested from the trainer.
- Re-sitting assessments
- Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
- Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
- Language, Literacy and Numeracy support provided
- Referral to external support services

5.23 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under ACC student behaviour requirements). The written notification will require the student to immediately contact the Training Manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Training Manager. It will be at the discretion of the Training Manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the intention to implement ACC Student behaviour procedure.

**Reporting unsatisfactory course progress to DIBP**

5.24 Within 10 working days of the completion of a study period the Training Manager will review the academic progress of all students and identify those students who have failed 50% or more units in two consecutive study periods.

5.25 If a student fails more than 50% of units in two consecutive study periods or otherwise fails to meet course progress requirements then ACC must notify the student in writing within 5 days of its intention to report the student for not achieving satisfactory academic progress using the appropriate student course progress warning letter (2).

5.26 The student is informed that they have 20 working days to appeal to the College.

5.27 If an appeal is not lodged or upheld, or the student withdraws from the appeal process, then ACC reports the student to DIBP on PRISMS. If an appeal is not lodged during this period ACC will contact the student to confirm the intention to report the student and ascertain if there are circumstances that are preventing the student from appealing e.g. sickness or ill-health).

5.28 ACC reports the student with 5 working days of the completion of the processes/ time periods identified in item 5.27.

5.29 If a student is reported to DIBP for unsatisfactory progress a Section 20 breach notice will be generated through PRISMS, sent to the student’s current address held by ACC and a copy placed on the students file.

5.30 The letter also advises students to contact DIBP within 10 days of receipt of the letter.

5.31 A copy of all communication is stored in the student file.

**References:**

Department of Education and Training

The Course Progress Policy and Procedures for CRICOS Providers of VET Courses

ESOS Framework

The National Code parts C & D

**Disclaimer**
ACC provides quality education, training and support. ACC and its staff, are not responsible for student progression, or failure to reach course competency, by the end of their course.

It is the student’s responsibility to reach each competency in all units of the qualification by:

- Abiding by all ACC policies and procedures
- Setting their priorities correctly
- Abiding by all their visa obligations
- Attending as required
- Applying themselves in their education and training
- Alerting the trainer as soon as any problems arise
Progress and Intervention Summary

<table>
<thead>
<tr>
<th>Academic Progress Outcome in a given term.</th>
<th>Intervention Notification</th>
<th>Intervention Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.5 Students who have been identified at risk of not achieving satisfactory course progress and have not received any other intervention letter.</td>
<td>Student is notified in writing to attend a meeting with Trainer to discuss progress.</td>
<td>Student and Trainer meet to discuss progress and to examine the services available through the College to improve their academic progress. Intervention strategy is implemented.</td>
</tr>
<tr>
<td>4.6 Student who fails 50% of their units for the first time.</td>
<td>Student is notified in writing of the College’s intention to report the student for unsatisfactory course progress, should it continue.</td>
<td>An interview is requested with the Trainer. The student will be advised of the College’s intention to report the student for unsatisfactory course progress, should it continue. Information about the services the student has access to, are again discussed. Intervention strategy is reviewed.</td>
</tr>
<tr>
<td>4.7 Student who fails more than 50% of their units in any given term</td>
<td>Student is notified in writing of the College’s intention to report the student for unsatisfactory course progress, should it continue.</td>
<td>An interview is requested with the Trainer and Training Manager. The student will be advised of the College’s intention to report the student for unsatisfactory course progress, should it continue. Information about the services the student has access to, are again discussed. Intervention strategy is reviewed.</td>
</tr>
<tr>
<td>4.8 Student who fails 50% or more of their units for the second time. International students are not allowed a second re-sit.</td>
<td>Student is notified in writing. An ‘Intent to Report Notice’ advising the student they will be blocked from enrolling at the College and will be reported to DIBP for poor academic progress, is sent.</td>
<td>An interview is requested with the Trainer and Training Manager. The student is given 20 working days from the date of the letter to initiate an internal or external appeal.</td>
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</tbody>
</table>

Deferring, Suspending or Cancelling Student Enrolment

The purpose of this policy and procedure is to ensure compliance with Standard 13 of the National Code of Practice 2007 for Registration Authorities and Providers for Education and Training to Overseas Students (the National Code). 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 set out in this policy and procedure.
Policy:

1. Circumstances for Deferral, Suspension or Cancellation:

   There are limited circumstances in which an international student’s enrolment may be deferred, suspended or cancelled. The definitions for each criterion are:

   **Deferral:** postponement of commencement of a course

   **Suspension:** temporary postponement of enrolment during a course

   **Cancellation:** cessation of enrolment in a course

2. Student Initiated deferral, suspension or cancellation:

   2.1 Deferral, suspension or cancellation can only be initiated by the student by meeting one of the following criteria:

   - Visa delay
   - Compassionate and compelling circumstances – These are generally beyond the control of the student and have an impact on the student’s progress or wellbeing. These could include, but are not limited to:

     - Serious injury or illness, where a medical certificate states that the student was unable to attend class or classes.
     - Bereavement – close family members such as parents or grandparents (where possible a death certificate should be provided).
     - Major political upheaval or natural disaster in their home country requiring emergency travel and this may have impacted on the student’s studies
     - A traumatic experience which could include, but not be limited to:
       - involvement in or witnessing of an accident or crime
       - a crime committed against the student

     and these experiences have impacted on the student (cases should be supported by evidence of police or psychologist’s reports).

   2.2 Supporting documents must be provided upon application e.g. medical certificates, police reports, copies of death certificates. Evidence will be kept on the student’s file.

   2.3 Deferring, suspending or cancelling an enrolment may affect a student’s visa. All students should contact their nearest DIBP Office or refer to [www.border.gov.au](http://www.border.gov.au) for further information.

   2.4 Any deferral, suspension or cancellation will be reported on PRISMS and supporting documentation recorded in the student file.

3. Student Deferral prior to commencement:
3.1 Students may request a deferral prior to course commencement. The request can be made by the Student or via the Education Agent in writing (either email or letter) addressed to the International Admissions Officer.

3.2 When the deferral is processed, the student will receive a revised Confirmation of Enrolment (CoE).

3.3 The students new commencement date will be as per the revised Confirmation of Enrolment (CoE)

3.4 Deferring, suspending or cancelling an enrolment may affect a student’s visa. All students should contact their nearest DIBP Office or refer to www.border.gov.au for further information.

3.5 Any deferral will be reported on PRISMS and supporting documentation recorded in the student file.

4. Student Suspending Enrolment:

4.1 Students wishing to suspend their enrolment must complete an Application for Leave form or a Cancelation form with all supporting documentation attached.

4.2 All applications must be submitted at least fourteen (14) days prior to suspension date. The maximum suspension period is six (6) months.

4.3 Approval will only be given in the limited circumstances described above. The student will receive a letter in writing notifying the student whether the application has been successful/unsuccessful within ten (10) working days.

4.4 Students wishing to extend their suspension period can make application to the International Admissions Officer with reasons detailed in full. Supporting documentation must be attached. The International Coordinator will review the application and take into consideration all supporting documentation and the limited circumstances as described above before making a decision.

4.5 Deferring, suspending or cancelling an enrolment may affect a student’s visa. All students should contact their nearest DIBP Office or refer to www.border.gov.au for further information.

4.6 Any suspension will be reported on PRISMS and supporting documentation recorded in the student file.

5. Student Cancelling Enrolment:

5.1 Students wishing to cancel their enrolment must complete a “Suspend or Cancelling Application form” with all supporting documentation attached. The student will receive notification in writing of the result of the request.

5.2 If the student has not completed the first six (6) months of their Campus Manager course they must provide a letter of offer from an alternative provider before complying with the conditions of Standard 7 of the National Code. See Student Transfer Policy and Procedures.

5.3 Deferring, suspending or cancelling an enrolment may affect a student’s visa. All students should contact their nearest DIBP Office or refer to www.border.gov.au for further information.

5.4 Any cancellation will be reported on PRISMS and supporting documentation recorded in the student file.

ACC INITIATED SUSPENSION OR CANCELLATION:

6. ACC initiated suspension or cancellation:

6.1 In the case where suspension or cancellation has been initiated by ACC, the student will be informed of ACC’s intention to suspend or cancel the student’s enrolment in writing and that the student has twenty (20) working days to access the internal complaints and appeals process. See Complaints and Appeals Policy and Procedure.
6.2 When the appeals process is initiated, ACC will maintain the student’s enrolment until the internal appeals process is complete. ACC reserves the right to not provide learning opportunities during this process should it be deemed appropriate.

6.3 Enrolment cannot be adjusted in PRISMS until the internal complaints and appeals process is completed unless extenuating circumstances apply. This includes but is not limited to:

- Severe depression or psychological issues
- Is at risk of committing a criminal offence
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others

Record evidence/outcome of appeal on student file and enter a file note into data management system

Cancellation of Enrolment due to Extenuating Circumstances:

a. In the case where ACC has reason for concern for the welfare of the student, or those with whom the student may come in contact, ACC will have the option to cancel the student’s enrolment prior to completion of the appeals process. ACC will act under the “extenuating circumstances” option in circumstances where a student’s behaviour has led to fear for the safety and wellbeing of the student and/or people the student may encounter.

b. Upon ACC notifying DET of the cancellation of a student’s enrolment through PRISMS, the student has twenty-eight (28) days in which to find alternative enrolment or to return to his/her home Country.

c. Under the National Code 2007, the student has the right to appeal ACC’s decision to cancel the student’s enrolment if he/she wishes to do so. The student may appeal against the cancellation, subject to any time limits contained in the Complaints and Appeals Policy and Procedure.

d. Whether or not extenuating circumstances apply, ACC must notify the student of its intention to cancel the student’s enrolment prior to notifying DET through PRISMS of the cancellation.

6.5 ACC may suspend/cancel a student enrolment for:

• Misconduct – where the behaviour of a student:
  i. has been in serious breach of a college rule
  ii. is in breach of enrolment conditions
  iii. is considered to provided a threat to the well being of other students or staff
• Discrimination
• Sexual Harassment
• Vilification
• Bullying
• Failure to enrol
• Cheating/Plagiarism
• Disrupting other learners and or the trainer
• Disobeying instructions
• Damages or theft
• Non-payment of fees
• Pre-requisite not available
• Endangering students or themselves
• Serious injury or illness (medical certificate required)
• Bereavement of close family members (death certificate required)
• Major political upheaval or natural disaster in home country requiring emergency travel
• A traumatic experience for example involvement in, or witnessing a serious accident or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologist reports).

Steps taken by ACC for misconduct/misbehaviour will be as follows unless extenuating circumstances apply (**Refer to definition below). Depending on the nature of the misconduct/behaviour ACC may be required to commence from any stage of the following steps. In the case of extenuating circumstances, ACC will start the cancellation process at step 5:

**Step 1:**
Verbal warning given to student outlining misconduct issue and notifying student of any further warning for the same misconduct will result in a written Warning Notification being issued.

**Step 2:**
Trainer to complete a written Warning Notification to be issued to the student outlining misconduct details and advising the student that any further warnings will result in meeting with the Admissions Officer. A copy of the written Warning Notification form will be given to the student and a copy kept on the master file of the student.

**Step 3:**
A Final Warning – Misconduct Incident Report will be issued to the student outlining in full the misconduct details, actions taken or discussed. This Final Warning Notification will include an appointment time and date of a meeting to be held with the International Admissions Officer. It is the Trainer’s responsibility to arrange a meeting with the Admissions Officer and include the details on the Final Warning – Misconduct Incident Report form. A copy of the Final Warning Notification form will be kept on the trainer’s file and a copy given to the Admissions Officer at the time of making the appointment (which will subsequently be placed on the master file of the student).

**Step 4:**
A letter will be issued from ACC International Coordinator and handed to the student advising them of a meeting date and time scheduled with the Admissions Officer. The Admissions Officer will meet with the student to discuss the grounds for the Warning Notification and the misconduct or behavioural issues contained therein.

**Step 5 (Extenuating Circumstances):**
Where a student has been identified as exhibiting serious misconduct and ACC has reason for concern for the safety and welfare of the student and/or others in contact with the student as well as ACC staff members, the International College Campus Manager shall immediately address the issue to secure the safety of all parties involved (refer to Critical Incident Policy).

- The student will be immediately notified of ACC's intention to cancel his/her enrolment:
  i. verbally advise student of notice of intention to cancel in the first instance
  ii. Post Student Suspension/Cancellation letter stating in writing the reason for cancellation
- Report student to DET via PRISMS of cancellation of enrolment for disciplinary reasons.
• If student has been reported because of extenuating circumstances, they must still be given the opportunity to appeal the decision to suspend or cancel the enrolment.

**Definition: Extenuating Circumstances will include, but not be limited to:**

- Severe depression or psychological issues
- At risk of committing a criminal offence
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others including ACC Staff members.

6.6 The suspension or cancellation will be notified to DET on completion of the twenty (20) working days or at the end of the appeals process if the appeal is not upheld. Depending on circumstances, DET may be notified prior to the completion of the external appeals process (as noted in Step 5 above).

GENERAL INFORMATION:

7. Recommencing studies after a period of Deferment or Suspension:

7.1 Studies can only be undertaken after a period of deferment following formal notification to ACC of the student’s intention to take up the deferred place. Notification can be made by the representing education agent or directly by the student.

7.2 Studies can only be undertaken after a period of voluntary suspension following formal notification to ACC of the student’s intention to recommence their studies.

8. Leave of Absence:

8.1 Students are expected to complete their course or study without interruption. However, where this is not possible ACC makes reasonable provision for students who cannot do so, to temporarily suspend their studies by completing a “Leave/Absence Request form”.

8.2 A maximum of two (2) weeks suspension will be granted to the student unless otherwise negotiated with ACC and approved by the Campus Manager. Such time period will be noted on the student’s file and the student will be required to re-commence their course or study on the date as notified in a letter sent to the student advising their application to suspend has been successful. If the end date is changed as a result of any suspension period granted, a new CoE is required to be issued. If the end date is not affected, then no change will be recorded.

8.3 ACC’s policy is that the student not be granted leave under this condition until they have completed at least one (1) unit in their course of study with ACC. Special consideration can be requested for circumstances wherein the student has not completed at least one (1) unit.

8.4 The student is required to submit a “Leave of Absence form” to the International Student Admissions Officer.

8.5 Regardless of the grounds for granting leave of absence by ACC under their policies and procedures, DIBP will only approve leave of absence on the basis of compassionate or compelling circumstances.

8.6 The Department of Education, Employment and Training (DET) approved Leave of Absence does not result in a visa being cancelled, hence the student does not need to apply for a new visa on return to Australia after the leave of absence has expired (For any visa queries, we recommend you contact DIBP for advice).

8.7 The student’s place in their course will be held for that period for which leave of absence has been granted.

8.8 If the student fails to re-enrol after a period of leave of absence, the student should be reported on PRISMS as “student
notified cessation of studies” and there is no need to notify the student of the proposal to report nor to allow twenty (20) days for an appeal to be lodged.

9. Impact of Deferment, Suspension or Cancellation of Enrolment on Student Visas:

9.1 ACC is responsible for advising students that any deferment, suspension or cancellation of enrolment may impact on the validity of their student visa.

9.2 If a student’s enrolment is suspended for a period of twenty eight (28) days or longer, DIBP requires the student to leave Australia and return to his or her country of permanent residence, unless special circumstances exist:

**Compassionate or compelling circumstances must:**

a. Be beyond the control of the student; and
b. Occur subsequently to the student accepting an offer to study at ACC; and
c. Have an impact on the student’s general wellbeing or their capacity and/or ability to progress through their course.

**Compassionate or compelling circumstances may include, but not be limited to:**

a. Serious injury or illness, where a medical certificate states that the student was unable to attend class or classes.
b. Bereavement – close family members such as parents or grandparents (where possible a death certificate should be provided).
c. Major political upheaval or natural disaster in their home country requiring emergency travel and this may have impacted on the student’s studies.
d. A traumatic experience, which could include, but not be limited to:
   • involvement in or witnessing of an accident or crime
   • a crime committed against the student

   and these experiences have impacted on the student (cases should be supported by evidence of police or psychologist’s reports).

e. Inability to begin studying on the course commencement date due to delay in receiving a student visa.

f. Other clearly compassionate and compelling circumstances at the discretion of the International Admissions Officer in consultation with the Manager.

10. Reporting on PRISMS:

10.1 The International Coordinator will inform DET via PRISMS when a student’s enrolment is deferred, suspended or
10.2 If the International Coordinator advises DET through PRISMS that it is deferring or suspending a student’s enrolment for a period without affecting the end date of the CoE, there is no change to the CoE or the student’s enrolment status on PRISMS i.e. the student’s CoE status will still be listed “as studying”. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Immigration and Border Protection (DIBP). This information will be kept on the student’s master file located at ACC.

10.3 If the International Coordinator advises DET through PRISMS that it is deferring or suspending a student’s enrolment for a period which will affect the end date of the CoE, PRISMS will cancel the original CoE, and immediately offer ACC the opportunity to create a new CoE with a more appropriate end date. If ACC does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the College of the intended date of return before creating and issuing a new CoE.

10.4 If ACC notifies DET through PRISMS that it wishes to permanently cancel the student’s enrolment then once this process is complete, the student’s CoE will be listed on PRISMS as “cancelled”.

10.5 If the student appeals the decision to defer, suspend or cancel his or her enrolment, the International Coordinator will not notify DET of a change to the student’s enrolment status until the internal complaints and appeals process is completed.

10.6 ACC is obligated under ESOS legislation to report any breaches of your enrolment even if you have ceased your studies with us.

11. Cancellation due to Non-payment of fees:

11.1 Students who have been advised that their enrolment will be terminated due to non-payment of fees will be able to access ACC’s complaints and appeals procedures. A letter will be sent to the student advising them of their termination and the right to access the complaints and appeals process.

11.2 ACC may pursue the student for unpaid fees, using appropriate means available under Australian Law.

Extension to student’s study period

ACC may only extend the duration of a 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
- ACC implementing its intervention strategy for students who are at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of studies has been granted under Standard 13 of The National Code.
- Where there is a variation in the student’s enrolment load which may affect the student’s expected duration of study.

In this event ACC will record this variation via PRISMS and issue a new CoE accordingly.

Refund Policy

Students are entitled to apply for a refund of course fees, this is available in specific circumstances where the:

- Student Withdraws from the Course (at least 8 weeks before start date)
- Course is cancelled by ACC
- The student VISA is rejected, any pre-paid course fees are refunded (refer to Visa’s below)
The application for a refund process is detailed below:

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

**Non refundable fees**

No refund is available to students where:

A student has already commenced the course; the full cost of the course is applicable.

The enrolment fee is non-refundable except in the event that ACC is unable to run the course.

Fees paid by the student for any Recognition of Prior Learning (RPL) or Recognition of Credit Transfer (RCT) assessment fees, are non-refundable

**Refunds if student withdraws**

If a student withdraws from the course, at least 8 weeks prior to the scheduled start date, a full refund will be paid (see payment of refund below).

Application for Withdrawal/Cancellation/Deferment form is available from the ACC website. Students may apply to defer or transfer course fees between courses.

**Refunds if ACC cancels course**

In the unlikely event that ACC is not able to run the course, or it does not start on the scheduled date, ACC will:

- Provide a full refund of the Course fee and Enrolment fee, OR
- Upon written agreement with the student, place the student in an alternate suitable course with ACC.
- Refunds due to ACC default in this instance will be paid within 14 days (see payment of refunds below)

**Refunds and Visas**

There are specific circumstances where refunds are available to students due to VISA related events:

- If a student visa application is rejected, any prepaid course fees will be refunded.
- If a Student Visa is cancelled due to the actions of the student, no refund will be granted.
- If a Visa extension is refused for any reason other than the actions of the student, ACC will provide a refund of any unused course fees.

No refund is granted after a student has commenced the course and the full cost of the course must be paid for. This includes students who are on payment plans.

**Application for a Refund**

Complete the Application for Course Refund Form available on the ACC website, or apply in writing to ACC.

Submit the form via email to: admissions@accollage.edu.au

Post: 2C/1990 Logan Road Upper Mt Gravatt Qld 4122

Applicants are advised of the outcome within 10 days of receipt.

Approved refunds are paid within 4 weeks of the application (see payment of refund below).

**Payment of Refund**

Approved refunds are paid within 4 weeks of the application for refund.

Refunds due to default by ACC are paid within 10 working days.

All monies paid for the course will be transferred in Australian Dollars AUD, less any applicable administration fee and
enrolment fee.
All refunds will be paid to the person who entered into the agreement (the person on the enrolment form).
A refund may be paid to a different nominated person, only with written confirmation from the person who entered into the agreement.

**Tuition Services Protection (TPS)**
The Tuition Protection Service (TPS) is available to all International Students, information is available about the TPS at [www.tps.gov.au](http://www.tps.gov.au)

In the unlikely event that ACC has defaulted and is unable to provide a refund or place a student in a suitable alternative course, the Tuition Protection Service (TPS) is available. The TPS will offer the student a suitable alternative place with another provider or refund the unused portion of the prepaid course fees.

**Privacy**
ACC maintains a strict policy of confidentiality and privacy, protecting all students’ personal information. ACC is bound by the National Privacy Principles (1988) as incorporated in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.
ACC will only share a student’s personal information collected on the enrolment form or during your enrolment, in certain circumstances, with the Australian and State Government and designated authorities, and the Tuition Protection Service (TPS). In other instances information collected on the enrolment form or during your enrolment can be disclosed without your consent where authorised and required by law. This information may include personal and contact details, course enrolment details and changes and the circumstances of any breach by the student of a visa condition.

**Complaints and Appeals Policy and Procedure**

**Policy**
Australian Careers College (ACC) is committed to providing our students with an independent, immediately accessible, fair and equitable complaints and appeals policy and procedure. This policy applies to both academic and other student complaints and appeals for all ACC students. This policy and procedure can be found in both International and Domestic Student Handbooks.

**Procedure**

**Student Complaints**

**Step 1:** If a student has a complaint or concern about the college, they should talk to their trainer. The trainer will work with the student to resolve the problem.

**Step 2:** If the issue is not resolved to the students’ satisfaction, the student should contact the Training Manager or the Campus Manager *(details under “Contacts” section)*. The Training or Campus Manager will again work with the student to resolve the problem and they may involve other staff members where required and appropriate. The issue should be recorded on ACC74 Complaints Adjudication Report. The Training Manager will advise the student of the outcomes.

**Step 3:** If the student is still not satisfied with the outcome of their complaint, they have the option of appealing the decision within 10 business days of receiving the notification of the outcome. The appeal should be made in writing to the ACC Operations Manager. The Operations Manager (or delegated nominee) will assess the
appeal and respond to the complainant within 10 business days. The student will be notified of any likely delays.

Step 4: If the student is not satisfied with the outcome of their appeal, they may make a complaint to an external body. Students are strongly encouraged to exhaust all internal complaints and appeals processes before contacting an external body.

Step 5: For international students wishing to appeal to an external body, they should contact the *Overseas Students Ombudsman (details below)

**Academic Appeals**

If a student wants to make an appeal for assessment results or any issue relating to academic progress, they should first speak with their trainer and/or assessor. Students must make an appeal within one week of receiving results for it to be considered. If the issue cannot be resolved with the trainer, the student should appeal in writing to the Campus Manager. The Campus Manager will acknowledge receipt of the complaint within ten business days and inform the student of further response timeframes. The complaint must be dealt with within a reasonable time.

**Roles and responsibilities**

**Trainer:**

a. The trainer is the first point of contact for a student to make a complaint. The trainer works with the student to resolve the complaint. If the complaint is easily resolved no further action is required. If the complaint is raised consistently amongst a number of students (eg. dissatisfaction with course materials), notify the Training Manager for further investigation and action to be taken as appropriate.

b. If the student is dissatisfied with the outcome of the complaint, refer the student to the Training Manager.

a. The Training Manager assumes responsibility over the student's complaint if the student is unsatisfied with the outcome with the trainer.

b. The Training Manager gives the student ACC074 Complaints Report to complete. The Training Manager can assist the student or complete report on their behalf if requested or if the student refuses to complete a report for progress monitoring and record keeping purposes.

c. The Training Manager works with the student to resolve the complaint. Interview people associated with the complaint and notify the student of the outcome by writing within 10 business days. If there are delays with the response time, notify the student in writing within 10 business days of the delays. If the student is dissatisfied with the outcome of the complaint, advise the student to appeal in writing to the Campus Manager within 10 business days of receiving notification of the outcome. Ensure all processes have been documented in ACC074 Complaints Report.

d. If a student chooses to access the complaints and appeals process their enrolment must be maintained while the process is ongoing.

a. On receipt of the written complaint from the student, the Campus Manager (or delegated nominee) assess the appeal and responds in writing to the student within 10 business days. If the student is still not satisfied with the result, the Campus Manager refers them to external bodies (listed below) for further action if required.

b. If a decision is made during either the internal or external appeal process that supports the student ACC must immediately implement this decision and/or corrective and preventative action required and advise the student of the outcome.
This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

*Overseas Students Ombudsman

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. 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 private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

**National Office** GPO Box 442, Canberra ACT 2601 Web: [www.oso.gov.au](http://www.oso.gov.au) Fax: (02) 6276 0123

Call: Toll free in Australia 1300 362 072 (Local call charge)* Enquiries 9am-5pm Monday to Friday

E-mail ombudsman@ombudsman.gov.au

**Student ID Cards**

Australian Careers College Student identification (ID) Card is available to enrolled students and is issued at reception on orientation day. This card may allow the bearer to be eligible for discounts from some businesses including public transport.

**Changes to Policy**

Our commitment to being a leading education provider means that our business will continue to evolve as we introduce new services and products. Because of this, we may review and revise our policies from time to time. Accordingly, we reserve the right to change our policies at any time.

**Graduation**

Upon the successful completion of the course, a student will be issued with a Qualification, and Statement of Results, which details specific units completed. No results will be issued for partially completed units or when unpaid fees remain outstanding. Should the student not show the necessary competency to attain their Qualification, a Statement of Attainment will be issued for those Units showing total competency.

At the end of each year, a Graduation Ceremony is held at the college. After completion of your course, you will be invited to attend.

**Course Credit, Transfer and Recognition of Prior Learning (RPL)**

Course credit gives students an exemption from a particular part of the course as a result of previous study, or recognition of a competency currently held.

Exemptions will only be granted for those students who can support their claim with verifiable evidence of the studies that are the same or the equivalent to the unit of competency that the student is applying for.

Students will be asked at the time of enrolment whether they would like to apply for course credit or RPL and an application form will be made available.
Credit Transfer: ACC complies with the Australian Standards for RTOs 2015. The College recognises Statements of Attainment or Qualifications issued by other Australian Registered Training Organizations as outlined in the Australian Standards for RTOs 2015 as per the Australian Qualifications Framework.

If you wish to apply for credit transfer, speak with the Admissions Officer who will refer you to the Training Manager and you will be assisted to complete the form. You will need proof of competency, by providing a certified copy of your previous Statement of Attainment/Results, from an Australian Registered Training Organization.

Course Credit is applicable only to the course in which the student is enrolled at the time of applying. If a student changes courses, exemptions granted will be reassessed to ensure that they are still appropriate.

Recognition of Prior Learning (RPL): RPL is granted when a student can demonstrate existing competency of a unit by providing supporting evidence of appropriate knowledge and/or experience. If you wish to apply for RPL, speak with the Admissions Officer who will refer you to the Training Manager and you will be assisted to complete the application form. Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

RPL evidence may include:

• academic transcripts and/or certificates from past studies (all AQF qualifications are recognized by ACC)
• interview/professional competency conversation
• observation and questioning
• portfolio of work, which may include completed assessment items from previous study
• supplementary assessment tasks or challenge test (oral, written or practical)
• assessment where no training is involved
• authentication of evidence by supervisor or employer

NB: RPL Application can only be made with documentation translated into English.

All applicants are notified in writing of the decision regarding a student’s application for course credit. Unsuccessful applicants have a right to formally appeal, through the college complaints and appeals process.

If ACC grants course credit to the student record of the course credit must be signed or otherwise accepted by the student. This documentation will then be placed on the student file.

If ACC grants the student course credit which leads to a shortening of the student’s course before the student visa is granted, the Confirmation of Enrolment (CoE) will indicate the actual net course duration for the course. If the course credit is granted after the student visa grant, ACC will report the change of course duration via PRISMS.

Access to Student Records

Students may wish to access their records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Students need to be aware that ACC has compliance obligations. The information below details the information and when ACC is required to share it with others and to whom.
We will ensure that all required procedures are followed to ensure your rights to privacy.

What sort of information may be collected?

Personal information which registered providers will be required to collect from students includes:

- about the student: full name, gender, date and country of birth and nationality; and once the student has established an address in Australia, the student’s residential address
- about the course: the CRICOS course code, agreed starting date and if the student didn’t begin the course when expected; the expected completion date, and any termination of the student’s enrolment prior to the expected completion date; and any change to the identity or duration of the course
- about course money: the amount of money the provider has received prior to issuing a CoE, and an estimate of the total amount the student will be required to pay to undertake the full course
- about health insurance: whether the student has paid for Overseas Student Health Cover (OSHC) before the course starts
- about English language proficiency: whether the student has undertaken a test to determine his or her level of understanding of English, the name of the test and the score the student received for the test
- about the student’s visa: the DIBP office where the application for a student visa was made or is expected to be made; and if the student holds a student visa, the number of the visa; and once studying in Australia, the student’s local DIBP office
- about the student’s passport: if the student was in Australia when he or she became an accepted student, the student’s passport number
- about any breaches of student visa conditions relating to attendance or satisfactory academic performance.

What is this information used for?

The information may be shared between the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and the TPS Fund Manager for the purposes of:

- promoting compliance with the ESOS Act and the National Code;
- assisting with the regulation of providers;
- promoting compliance with the conditions of a particular student visa or visas, or of student visas generally; or
- facilitating the monitoring and control of immigration
- by the TPS in the event of the activation of a placement process

ACC will only share a student’s personal information collected on the enrolment form during your enrolment, in certain circumstances, with the Australian State of Territory Government and designated authorities, and the Tuition Protection Service (TPS). In other instances information collected on the enrolment form or during your enrolment can be disclosed without your consent where authorised and required by law. This information may include personal and contact details, course enrolment details and changes and the circumstances of any breach by
the student of a visa condition.

English Only (in class) Policy

ACC classes are conducted in the English language only. The use of a language that is not understood by everyone present can be distracting to other students and to trainers. During class sessions all students are requested to speak only in English (unless approval from the class trainer has been given to speak in another language).

Mobile Telephones

Because the use of mobile phones during class time distracts other students and trainers, thus interfering with the learning of other class members, ACC has introduced a policy for mobile phone use.

While in class students must:

• have mobile phones either switched off, or on silent setting
• not answer a mobile phone
• not send text messages

Personal Belongings

You are advised not to leave personal belongings and valuables unattended at any time. We do not accept any responsibility for the theft of student’s personal belongings.
Accidents

All accidents must be reported at Reception and recorded on the Incident Report Form (see Appendix D), which must be signed by the Campus Manager. Any action taken must be recorded. The next day, follow-up will be completed to ensure the student’s wellbeing.

First Aid

In the event of a student requiring First Aid, a qualified staff member will administer First Aid and an Incident Form will be completed. Staff may not issue any medication under any circumstances. Students will be referred to the local Medical Centre and if necessary will be accompanied by a staff member. In the case of an emergency, staff will call an ambulance and stay with the student until it arrives.

Emergency procedures

You will be shown emergency evacuation procedures at orientation. Each building/area has a designated ‘safe assembly area’ and it is your responsibility to make sure you know these areas and to participate in any evacuation drill. You will also be asked to provide emergency contact details at the start of your course.

Dress Code

Dress requirements are neat casual. As a general guide, students are expected to meet the standards of dress required by their industry. If in any doubt about what to wear, please discuss with your trainer.

ACCESS AND EQUITY POLICY

ACC Management and staff are committed to the Access and Equity Policy. This policy is to offer students the opportunity to successfully gain skills, knowledge and experience through education and training.

Purpose of our Access and Equity policy: -

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within Australian vocational education and training for all people, without discrimination.
- Access for all people to appropriate, quality vocational education and training programs and services.
- Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system.

ACC’S fair access and equity policy strives to meet the needs of all employers and students including but not limited to the following: -

- Women / Men
- Aborigines and Torres Straight Islanders
- People from non-English speaking backgrounds
- People with a disability
- Rural and regionally isolated communities
- People in transition and other special groups
- People re-entering the workforce
- Sole parents
- People with literacy issues
- The long term unemployed
- Those who have been institutionalised

Our programs, systems and policies are continuously evaluated throughout the year through the use of Feedback Forms issued to clients.

- Is the training accessible to everyone?
- Is it inclusive?
- Is it meeting learner needs?
- Is there support for learners with different and diverse needs?
- Does the education and training acknowledge and celebrate diversity?
- Does the student population reflect the diversity of backgrounds and experiences found within the broader community?
- Is education and training attracting and supporting people who, in the past, have been excluded – or unsuccessful – in their studies?

**LEGISLATION REFERENCES**

**Legislation**

ACC provides its staff and students with access to all the relevant Acts and Regulations that govern the actions of persons engaged in the hospitality and business sectors. In particular, all training staff will be required to be familiar with all the provisions of the following Legislation as it affects ACC as a Registered Training Organisation.

Copies of the following legislation will be available in either print form or by electronic media:

- Vocational Education, Training and Employment Act 2000
- Vocational Education, Training and Employment (Skills Queensland) and Another Act Amendment Bill 2013
- Public Health (Infection Control for Personal Appearance services) Act 2003
- Qld Workplace Health & Safety Act 2011
- Extracts from the GST and Related Matters Act 2010
- Anti-Discrimination Act including equal opportunity, racial vilification, and disability discrimination 1991
- Workers Compensation and Rehabilitation Act 2003 and Regulations 2014
- Commissioner for Children & Young Peoples& Child Guardian Regulation 2011
- Privacy Legislation
- Health Regulation Act 1996
- ESOS Act 2000
ACC has identified and will comply with relevant State or Territory Laws including Commonwealth or State/Territory legislation on:

- Occupational Health and Safety;
- Workplace Harassment, victimization and bullying;
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination;
- Vocational education and training;
- ACC ensures that its policies and procedures meet the requirements of the legislation, which are relevant to its operations and that:
  - Staff are provided with information about legislation that significantly affects their duties;
  - Clients are provided with information about legislation that significantly affects their participation in vocational education and training.
- ACC ensures that it has all the insurance cover necessary to carry out its business including:
  - Workers Compensation Insurance;
  - Public Liability Insurance;
  - Professional Indemnity Insurance;
  - Building and Contents Insurance where applicable.

Legislation Summary
ESOS Act, Regulations, National Code and Legislative Instruments


The Vocational Education, Training and Employment Act 2000 can be read and printed from the Queensland Government Web site at:


This act provides an overview of legal definitions, basic concepts, apprenticeships and traineeships and vocational placements. It also provides the overarching legal framework for the operation of RTO’s, procedures for amending, suspending and cancelling registration, audit powers, other powers, accredited courses, apprenticeship contracts, employer obligations, the training ombudsman, the Training and Employment board and council, and the operation of TAFE Colleges.

The Industrial Relations Act 1996 Individual Organisations Bill 1996

This act concerns arrangement s relating to Employer/employee individual organisations. It ensures individual organizations are made more accountable through strengthening of financial and other reporting. The bill 1996 contains legislation reforms to support a cooperative relationship between employer & employee.

The Workplace Health and Safety Act 2011 can be read and printed from the Queensland Government Web Site at:


This Act covers who and what the act applies to, definitions, explanation of public liability as it relates to bodily injury and property damage, obligations of employers and others, obligations of workers and others, WHS board and committee roles, conduct of enquiries claims in relation to civil liability arising from the conduct of the Insured Professional Business Practice.

Information about Work Cover Queensland can be read and printed from the web site: https://www.worksafe.qld.gov.au/

About Work Cover

WorkCover insurance policy insures employers against the cost of statutory claims and possible common law claims. This insurance coverage ensures that an employee who is injured at work receives financial support and rehabilitation following an injury. Workers Compensation and Rehabilitation Act 2003 https://www.worksafe.qld.gov.au. The Workers Compensation and Rehabilitation Act 2003, establishes a workers compensation scheme for Queensland – Providing benefits for workers who sustain injury in their employment, for dependents if a worker’s injury results in the worker’s death, for persons other than workers, and for others benefits: and Encouraging improved health and safety performance by employers GST and Related Matters Act 2000 The Act covers all matters related to the implementation of GST. https://www.worksafe.qld.gov.au
See also: Workers’ Compensation and Rehabilitation and Other Legislation Amendment Act 2015

The Anti-Discrimination Act 1991 can be accessed and printed from the web site:
One of the purposes of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation and from sexual harassment and certain associated objectionable conduct.

The object of the Act is to establish the commission for children and young people and child guardian to promote and protect the rights, interests and well being of children in Queensland. The Act designates requirements for screening for regulated employment and regulated businesses, including the utilization of volunteers, includes criminal history checks of all new staff. http://www.legislation.qld.gov.au

Commonwealth Legislation and information links

Details about the following Commonwealth Legislation may be found on the Internet at the web sites listed.

Australian Consumer Law (2011)
Legislation regarding rights of consumers and the safety of products. For more information visit: http://www.consumerlaw.gov.au

The Workplace Gender Equality Act 2012 can be accessed and printed from the web site:


Copyright information:


Workplace Relations Information:


Department of Education and Training


Vocational Education and Training:


The ESOS Framework providing Quality Education and protecting your rights

Appendix A
International Student
Change of Personal Details Form

Please complete ONLY changes to original information. Print neatly in block letters.

<table>
<thead>
<tr>
<th>Personal Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Name</td>
</tr>
<tr>
<td>Mobile Phone</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>Passport Number</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian</td>
</tr>
<tr>
<td>Unit/street number</td>
</tr>
<tr>
<td>Street Name</td>
</tr>
<tr>
<td>Suburb</td>
</tr>
<tr>
<td>Post Code</td>
</tr>
<tr>
<td>Home Country</td>
</tr>
<tr>
<td>Unit/street number</td>
</tr>
<tr>
<td>Street Name</td>
</tr>
<tr>
<td>Suburb</td>
</tr>
<tr>
<td>Post Code</td>
</tr>
<tr>
<td>Country</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact 1.</td>
</tr>
<tr>
<td>Full Name</td>
</tr>
</tbody>
</table>
## Appendix B

### Leave of Absence Application Form

<table>
<thead>
<tr>
<th>Student Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Residential Address</td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
<td>Email</td>
</tr>
<tr>
<td>Leave Request</td>
<td></td>
</tr>
<tr>
<td>Leave Start Date</td>
<td></td>
</tr>
<tr>
<td>Date of Return to Class</td>
<td></td>
</tr>
<tr>
<td>Provide Detailed Reason for Leave and attach evidence</td>
<td></td>
</tr>
<tr>
<td>Conditions of Leave</td>
<td></td>
</tr>
<tr>
<td>1. Do not make any plans prior to leave being approved.</td>
<td></td>
</tr>
<tr>
<td>2. Leave will only be considered if ALL fees owing to ACC are paid up to date. Please attach evidence.</td>
<td></td>
</tr>
<tr>
<td>3. Evidence supporting the leave application must be attached to this form.</td>
<td></td>
</tr>
</tbody>
</table>
4. Any documentation supporting the leave application must be in English.

5. Form is to be submitted with the International Student Coordinator by email at admissions@accollege.edu.au or submit at the office.

<table>
<thead>
<tr>
<th>Acknowledgement</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Signature</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

**Office Use ONLY**

<table>
<thead>
<tr>
<th>Officer Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Leave approved</td>
<td>Yes ☐ No ☐</td>
</tr>
</tbody>
</table>

**Reason if Not Approved**


# Appendix C

**International Cancellation/Refund Form**

| Name: |  
| DOB: |  
| Student ID: |  
| Course: |  
| Email: |  
| Phone: | Mobile  
| Trainer: |  

Please Indicate Reason - tick as appropriate

| Non Activity Personal | Medical Reasons | Career Change  
| Change of RTO | Other (please specify)  

Are you applying for a refund?

Are you enrolling with another college?

Do you have a Letter of Offer from the other college? (applicable only if you have been studying less than 6 months)

Student Signature:  
Date

---

**ACC Office Use Only**

Evidence Provided:

Refund Approved:  
Refund NOT Approved:
### Appendix D

**Incident Report Form**

#### Section 1 – Details of Injured Person

<table>
<thead>
<tr>
<th>Full Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Tel:</td>
<td>Mobile:</td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
</tbody>
</table>

#### Section 2 – Details of Incident

<table>
<thead>
<tr>
<th>Date of Incident:</th>
<th>Time: ___ : ___ am/pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location of Incident:</td>
<td></td>
</tr>
<tr>
<td>Reported to:</td>
<td>Position Title:</td>
</tr>
<tr>
<td>Description of incident: (What and how the incident occurred)</td>
<td></td>
</tr>
</tbody>
</table>
# Incident Report Form

## Section 3 – Details of Injury and Treatment

### Description of injury:

### Treatment Provided:

- [ ] None Required
- [ ] First Aid (please describe)
  - .................................................................
  - .................................................................
  - .................................................................
  - .................................................................

- [ ] Taken to Doctors Surgery (provide detail)
  - .................................................................

- [ ] Taken to Hospital (provide detail)
  - .................................................................

Treated by:

- .................................................................

- [ ] Ambulance called and attended

### Further Treatment Recommended:

- [ ] None
- [ ] Other (please describe)

## Section 4 – Witnesses to Incident

The following persons witnessed the incident:

<table>
<thead>
<tr>
<th>Name 1:</th>
<th>Contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
<th></th>
</tr>
</thead>
</table>
## Incident Report Form

<table>
<thead>
<tr>
<th>Signature 1:</th>
<th>Date:</th>
<th>/ /</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name 2:</td>
<td>Contact:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signature 2:</td>
<td>Date:</td>
<td>/ /</td>
</tr>
</tbody>
</table>

### Section 5 – Signatures

<table>
<thead>
<tr>
<th>Supervisor:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signed:</td>
</tr>
<tr>
<td>Print Name:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>First Aider:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signed:</td>
</tr>
<tr>
<td>Print Name:</td>
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</table>

<table>
<thead>
<tr>
<th>Director:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signed:</td>
</tr>
<tr>
<td>Print Name:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Admin Use Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported to Insurer:</td>
</tr>
<tr>
<td>Reported By:</td>
</tr>
<tr>
<td>Reported to Worksafe:</td>
</tr>
<tr>
<td>Reported By:</td>
</tr>
</tbody>
</table>

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### Appendix E

**Complaints Lodgment Form**

**SECTION 1 – Personal Details**
## Complaints Lodgment Form

### SECTION 1 – Personal Details

<table>
<thead>
<tr>
<th>Name:</th>
<th>Title:</th>
<th>Mr</th>
<th>Mrs</th>
<th>Ms</th>
<th>Miss</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
<th>Post Code:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email:</th>
<th>Tel/ Mobile:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### SECTION 2 – Course / Unit / Module Details

<table>
<thead>
<tr>
<th>Code/Title:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### SECTION 3 – Complainant Declaration

I have read and understood the Australian Careers College Complaints Policy and I declare that the other party to the complaint may be contacted in an attempt to resolve the issue. I agree that Australian Careers College may conduct independent evaluation checks and that I may be requested to submit further information upon request or attend a meeting to discuss this matter further.

<table>
<thead>
<tr>
<th>Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

### SECTION 4 – Complaint Details

Please tick the following areas to which your complaint relates:

- [ ] Training Materials
- [ ] Assessment Materials
- [ ] Services provided
- [ ] Training Facilities
- [ ] Assessment Facilities
- [ ] Personal conflict/Behaviour
- [ ] Training Content/information
- [ ] Assessment Environment
- [ ] Discrimination
- [ ] Training Environment
- [ ] Assessment Location
- [ ] Victimisation
- [ ] Training – Other
- [ ] Assessment - Other
- [ ] Privacy Breach
- [ ] Other:

Does your complaint involve another person (e.g. Trainer/Assessor/other student)?

- [ ] YES
- [ ] NO

If yes, please provide their name:

Does your complaint involve witnesses?

- [ ] YES
- [ ] NO
### Complaints Lodgment Form

If yes, please provide the name/s and contact details of witnesses who are willing to support your claim:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Name:</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>Address:</td>
<td>Address:</td>
</tr>
<tr>
<td>Tel/Mobile:</td>
<td>Tel/Mobile:</td>
<td>Tel/Mobile:</td>
</tr>
</tbody>
</table>

Please outline the nature/circumstances of your complaint:

What actions have you taken, in an attempt to resolve this matter:

What action/resolution would you like to see occur/implemented:
## Complaints Lodgment Form

### Admin Use Only

<table>
<thead>
<tr>
<th>Event</th>
<th>Initial</th>
<th>Date:</th>
<th>/</th>
<th>/</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint Form Received (Admin)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaint Lodgment recorded (Register)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Letter of Acknowledgement sent</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaint Forwarded to Director</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

*Note: Use “Complaints Progress Form” to record further actions regarding this Complaint.*
ACCEPTANCE OF TERMS AND CONDITIONS

I have read the ACC International Student Handbook.

I understand and accept that I must abide by all the policies and procedures.

Student Name:______________________________________Signed:______________________

Date :______________________________________________

ACC Representative Name:____________________________Signed:_______________________

Date :______________________________________________