



# **Student Handbook**

**2021**

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## **WELCOME**

ACPC(Australian College of Professional Careers) is a Registered Training Organisation (RTO) offering nationally recognised vocational courses in Business, Leadership and Management field. Our Head Office is located in Rhodes, Sydney.

This student handbook is desgined to provided you with information about the services provided by the ACPC. It sets out the student's rights, obligation and responsibilites you need to know while you are studying at ACPC.

## CONTACT DETAILS



Shop1, 15-17 Blaxland Road Rhodes NSW 2138



+612 9054 9080

+61 421 000 321 (Please contact this number if outside of campus opening hours)



[info@acpc.edu.au](mailto:info@acpc.edu.au)



[www.acpc.edu.au](http://www.acpc.edu.au)



Mon – Fri : 08:00am – 09:30pm

Sat – Sun : 09:00am – 06:00pm

## NEAREST MEDICAL CENTRE INFORMATION

- ▶ Myhealth Medical Center Rhodes

(02) 8754 3000

- ▶ Harbourside Medical Centre

(02) 9166 9940

- ▶ Waterfront Medical Centre

(02) 9023 3200

- ▶ Myhealth Medical Centre Wentworth Point

(02) 9051 2880

## **BANKS**

- ▶ Commonwealth Bank Rhodes

Shopping Centre, Tenancy1/1 Rider Blvd, Rhodes NSW

- ▶ ANZ Rhodes

Rhodes Shopping Centre, shop 55/1 Rider Blvd, Rhodes NSW

- ▶ Westpac Rhodes

Shop 15/16/1 Rider Blvd, Rhodes NSW

- ▶ NAB Rhodes

Waterside, Shop 35 Rhodes, 1 Rider Blvd, Rhodes NSW

The opening hours is 9am to 4pm Monday to Friday.

## LIVING, WORKING AND STUDYING IN AUSTRALIA

### *Living Cost in Australia*

You can find lots of useful information about living and studying in Australia at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

#### Accommodation

Hostels and Guesthouses – \$90 to \$150 per week

Shared Rental – \$85 to \$215 per week

On campus – \$90 to \$280 per week

Homestay – \$235 to \$325 per week

Rental – \$165 to \$440 per week

Boarding schools – \$11,000 to \$22,000 a year

#### Other Living Expenses

Groceries and eating out – \$80 to \$280 per week

Gas, electricity – \$35 to \$140 per week

Phone and Internet – \$20 to \$55 per week

Public transport – \$15 to \$55 per week

Car (after purchase) – \$150 to \$260 per week

Entertainment – \$80 to \$150 per week

For more information on living in Australia, please visit the following link:

Australian Government – Study in Australia website

<https://www.studyinaustralia.gov.au/english/live-in-australia>

The website also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

### *Working in Australia*

To work while you are studying in Australia you need to apply for a tax file number

<https://www.ato.gov.au/> which will also have other useful information to get ready before

applying to work. It is important also that you get familiar with your work rights and obligations to prevent anyone of misleading you or missing out on any entitlements. You can find essential information at <https://www.fairwork.gov.au/>

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. To find out more, you can contact the Department of Home Affairs. Visit the following website to find out more about working in Australia, including how to find a job.

- <http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>
- <http://www.seek.com.au>
- <http://www.indeed.com.au>

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying. On orientation day of your course, you will be provided with an induction to your course. The induction will provide you with specific details about your course study requirements, important dates and will be an opportunity to meet your trainer and the other students in your course. The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student. The induction also provides an opportunity for you to ask questions.

### ***Accomodation***

When choosing accommodation, the most important thing is to feel secure and happy, so you can focus on your studies and enjoy life. It is a good idea to research all your options before making a decision. There are some useful websites.

- Visit Tenants NSW for tips and advice on renting in NSW

[www.tenants.org.au](http://www.tenants.org.au)

- Visit below websites to find local share houses and apartments.

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

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

[www.furnishedproperty.com.au/accommodation-types](http://www.furnishedproperty.com.au/accommodation-types)

## **Bringing your Family with You**

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://immi.homeaffairs.gov.au/visas/bringing-someone/bringing-partner-or-family>

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in your relocation area is available at

<http://ifp.mychild.gov.au/mvc/Search/Advanced>

For school children, current costs vary depending on the school year.

## **Health**

### **Emergencies**

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### **Fire**

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

#### Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

#### Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

### ***Critical Incidents***

In the event of a critical incident, ACPC recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

#### On-campus Incidents

If the incident is on campus, the first action will be to contact the emergency services - fire, ambulance or police – as would be the case with other WH&S matters.

The CEO, or their delegate must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

#### Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the CEO, or their delegate who will communicate other staff as appropriate.

### Key Details to be Reported

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).

The staff member receiving the news contacts the PEO, or their delegate / Head of the Critical Incident Team.

The PEO, or their delegate urgently deals with an emergency situation then calls a meeting with the staff involved to make decisions as to how to proceed.

## **ADMISSION AND ENROLMENT**

### ***Enrolment Process***

This policy is in place to ensure that ACPC formally enters into written agreements with each student. This will be by way of letter of offer. ACPC will enter into a written agreement with each student prior to accepting any money from the student.

Each agreement must be written in plain English and will have as a minimum the following points:

- outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements.
- outline any prerequisites necessary to enter the course or courses, including English language requirements.
- list any conditions imposed on the student's enrolment.

- list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
- provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
- set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988.
- outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals).
- state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees.
- only use links to provide supplementary material.

ACPC will include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:

- amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider).

#### Processes for claiming a refund

- the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.

- a statement that “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies”.

ACPC will also include in the written agreement a requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify the RTO of his or her contact details including:

the student’s current residential address, mobile number (if any) and email address (if any).

- who to contact in emergency situations
- any changes to those details, within 7 days of the change.

## **Procedure**

ACPC will formally enter into a written agreements with each student covering all the points mentioned above.

ACPC will not accept any course money from any student until the student has signed or otherwise accepted the agreement. ACPC may accept course money received at the same time as the verification of acceptance (for example, if a student sends a signed acceptance with an accompanying payment or brings the payment along with the accepted agreement into the provider’s office).

If ACPC receives course money sent by mail (for example, by cheque or money order) before receiving the accepted written agreement, ACPC will not use the money. ACPC will immediately contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until the provider receives the accepted written agreement from the student.

ACPC will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

### ***Overseas Student Health Cover***

#### Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia <http://oshc.bupa.com.au/>
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

OSHC may not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

### ***Applying for a student visa***

You can find information related to your student visa application under this website link.

<https://www.studyinaustralia.gov.au/english/how-to-apply>

### ***Arranging Travel and documents to bring***

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

Include details of nearest International Airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (eCoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and
- educational qualifications as advised by ACPC at the time of confirmation of enrolment.

### ***Fees in Advance***

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, ACPC may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

ACPC has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

## ***Refunds***

Any student wanting to request a refund for whatever reason must do in writing and within 14 days of the incident taking place, or whatever the reason may be.

Application for a refund must be made in writing and addressed to the CEO, clearly stating the reason for the cancellation.

Registration fees, student kit fees, administration fees and fees paid to education agents are non refundable.

A full refund of the course fees will be given by ACPC only up to twenty eight (28) days prior to the nominated course commencement date. If less than twenty eight (28) days notice is given of the intention to withdraw from the course then a 50% refund will be given. If you fail to commence with or without notifying ACPC, no refund will be available except in special circumstances.

“Special circumstances” under which a refund will be considered and which are beyond the students control:

- In the case of serious illness – varified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a students Visa has not been granted

If required / or ACPC agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

ACPC agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

ACPC will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with ACPC (the Student) unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

**Note:** This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia’s consumer protection laws. The ACPC’s dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

### ***Course Credit***

In case if the student is applying for course credits for some unit of competencies already completed with other education providers, following process will be applicable:

For a student to apply for course credit the following needs to be followed.

- A Course Credit Application form is available to students.
- Applicant is to fill in Form 1 and submit back to the RTO.
- The RTO will provide applicants with Form 2, which contains the evidence requirements for each unit.
- The applicant is to fill in Form 2 and submit the form to the RTO with the associated evidence clearly marked.

In case, if a student has completed some units as part of his/her studies at ACPC, following process will be applicable:

- ACPC will conduct the credit checks on the student's previous completed units
- ACPC to complete the required checks on the status of unit outcome and fees paid.
- If approved, ACPC will notify the Student for the Credit transfer approval with the customised timetable/ special training plan with information on approved unit of competencies for course credits.
- ACPC will process the Credit transfer into the Student management system.

The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Subject outlines specifying subject content and duration.

### ***Recognition of Prior learning***

ACPC provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or

current training, work experience and / or life experience. Please contact one of our admission team to know further about the RPL process.

## **POLICIES AND PROCEDURES**

### ***Student Code of Conduct***

#### **Rights and Responsibility**

The adult learning environment within ACPC encourages and supports the participation of people from diverse backgrounds. ACPC 's aim is for each student to have an equal opportunity to learn in a supportive environment.

#### **Students' Rights**

ACPC recognise that students have the right to:

- Expect ACPC to provide training of a high quality that recognises and appreciates their individual learning styles and needs;
- Have access to all ACPC 's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;

- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect ACPC to be ethical and open in their dealings, their communications and their advertising;
- Expect ACPC to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc;
- Privacy and confidentiality, and secure storage of student records in accordance with ACPC's policies, to the extent permitted by law.

### **Students' Responsibilities**

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise of any personal information changes, including to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course;
- Signing in and out when attending training;
- Abiding by any dress code stipulated by ACPC ;
- Not cheating or plagiarising in course work / assessments submitted for assessment;
- 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 in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the CEO;

- Respecting ACPC 's property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed.

### ***Access and Equity***

Access and Equity policies are incorporated into operational procedures. ACPC prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

ACPC encourages Students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

### ***USI Policy and Procedure***

Your USI (Unique Student Identifier) is your individual education number for life. It also creates an online record of your Australian training achievements.

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). A USI is made up of ten numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. It will look something like this:  
3AW88YH9U5.

Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. This includes records and results from training attended in 2014 where the assessment component has extended into 2015. Your results from 2015 will be available in your USI account in 2016.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/students/individual-exemptions>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:

<https://www.usi.gov.au/students/get-a-usi>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

During orientation, ACPC student support officer/admissions officer will assist you to apply for your

USI and collect details of the USI from you. Administration staff sends email alerts to students who have not provided their USI.

### ***Student Support Policy and Procedure***

ACPC will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

ACPC will induct each student prior to the commencement of course work to ensure they can settle into their new environment.

ACPC will provide and inform the students of their available support and welfare services, staff availability and point of contact if they have any issue.

ACPC will ensure it has sufficient student support personnel to meet the needs of the all enrolled students.

ACPC will ensure that all staff that interact directly with students are aware of both the RTO's and their obligations under the ESOS framework as well as the potential implications to students.

Procedure

### **Orientation Program**

ACPC will at the commencement of each course undertake and complete an orientation / induction program that will be held for all overseas students.

The orientation / induction program covers the majority of what students will need to know about their course and adjusting to life in Australia. As a minimum the information will cover:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the registered provider's facilities and resources
- complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- requirements for course attendance and progress, as appropriate

- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

The Principal is to run the Induction using both the International Student Handbook and the International Student Induction Checklist.

Students **MUST** go through, tick, sign and return their International Student Induction Checklist to the principal.

The PEO **MUST** collect all the completed forms, checking them to ensure they are filled correctly.

All forms **MUST** be filed in the students file.

### **Dealing with late arrivals / starters**

In the event a student commences their course late / has been granted credit or simply missed the Induction, the principal or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

### **Student Support Services and Support Personnel**

ACPC will have available one of two staff members to act as the Student Support Point-of-contact.

Currently the following staff will be the International Student Point of Contact:

- Mr Andrew Scott – +61 2 9054 9080

Both have a responsibility to care for students needs on a daily and ongoing basis.

Should any student require the services of the above persons, they should simply approach the reception area and ask for an appointment to be scheduled.

Should any student require professional counselling facilities, again they should simply approach the reception area where they will be directed to the appropriate counselling services for their needs.

Any support services provided by ACPC will always be free of charge.

Any referrals provided to students by ACPC to support services will be free of charge.

ACPC does not have a qualified counsellor on the premises and as such any associated costs for services provided by a third party who is not related to ACPC, will need to be covered by the individual student. Students should always be reminded to check with their insurance provider to check if they are eligible for cover.

### **Welfare & Guidance Services**

If, at any time, a student needs counselling or advice and RTO staff are not able to help or are unqualified, the student will be given a referral to a qualified counsellor. The following numbers are a guide to some of the help services available.

Reverse charge	12 555
Interpreting Services	131 450
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Lifeline	13 11 14
Drug-Arm	1300 656 800
Men's Telephone Counselling Service	1800 600 636
Women's Health	07 3839 9988
Family Law Hotline	1800 050 321
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	13 2861

In the event that a student requires the services of a qualified counsellor or crisis accommodation fees may apply which the student will be responsible for.

This information is located in the International Student handbook that the students will receive.

## Consular Contacts

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.

To find your closest Embassy and / or Consulate visit:

<http://www.dfat.gov.au/geo/>

## Language, Literacy and Numeracy (LL&N) Support

- The Student Enrolment Form requests students to provide information regarding their LL&N requirements or any other special learning needs.
- In the event of LL&N becoming an issue, the academic support staff contacts the student to discuss their requirements.
- Students must ensure that they have discussed with their Trainer or Assessor any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.
- All new students who have not completed Certificate IV or above AQF qualifications must complete ACPC LLN (Language, Literacy or Numeracy) test prior to the commencement. This is to ensure that candidates enrolled in the program have adequate LLN skills to complete the requirements of the training and assessment of the course. ACPC can offer to any student, on request at enrolment, a reading and comprehension exercise to ascertain suitability for enrolment into a course.
- ACPC will make every effort to ensure that students are adequately selected, enrolled and supported to enable them to complete their training. Some examples of the type of support that ACPC can offer include:
  - Literacy
    - providing students only essential writing tasks
    - the use of group exercises so that the responsibility for writing rests with more than one person.
    - ensuring that documents and forms are written and formatted in plain English; use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used.
    - arranging tutorials to help students with study related problems.

- Language
  - presenting information in small chunks.
  - speaking clearly, concisely and not too quickly.
  - giving clear instructions in a logical sequence.
  - giving lots of practical examples.
  - encouraging students to ask questions; and
  - asking questions to ensure student understanding.
- Numeracy
  - asking students to identify in words, what the exact problem is and how they might solve it.
  - showing students how to do the calculations through step-by-step instructions and through examples of completed calculations.
  - helping students to work out what math's/calculations/measurements are required to complete the task; and
  - encouraging the use of tools and techniques and demonstrating how to use them.

### **English Language Support**

We understand that for many of you English is not your first language. So in addition to learning new knowledge and skills in your trade, you are also wanting to improve your English language skills. To gain entry into your chosen program you would have had to meet minimum English Language requirements. If however you are experiencing issues with talking, writing or reading, please let our Student Services Team know as soon as possible. We can provide you with free additional internal English Language support to help improve your English language skills, which will be extremely beneficial towards completing your course and your general time here in Australia. We can also refer you to external English training centers however these will incur additional costs.

### ***Student Transfer Policy and Procedure***

This policy is to ensure that ACPC does not enrol:

- any transferring international student prior to completion of 6 months of their principal course unless:

- the original provider has ceased to be registered or the course in which the student is enrolled in ceases to be registered.
- that student has a valid letter of release agreeing to such a transfer.
- the original provider has had a sanction imposed on its registration by the Australian and / or State Governments that prevents the student from continuing their principal course.
- Any government sponsor of the student considers the change to the student to be in the student's best interest and has provided written support for that change.
- an overseas student who has already been enrolled in the same course unless the student has not complete the relevant course and the registered provider has given a letter of release to the student for the relevant course.

This policy details the procedures for assessing applications to transfer within this period.

Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

ACPC will ensure this policy is available to both staff and students by including it in the Staff and Student Handbook.

### **Enrolling a Transferring Student**

Under this policy, ACPC will **not** enrol any transferring international student prior to completion of 6 months of their principal course unless:

- the original provider has ceased to be registered or the course in which the student is enrolled in ceases to be registered.
- that student has a valid letter of release agreeing to such a transfer.
- the original provider has had a sanction imposed on its registration by the Australian and / or State Governments that prevents the student from continuing their principal course.
- Any government sponsor of the student considers the change to the student to be in the students best interest and has provided written support for that change.

Further, ACPC will not enrol an overseas student who has already been enrolled in the same course unless:

- a) the student has not complete the relevant course and the registered provider has given a letter of release to the student for the relevant course.

ACPC may enrol a student if they have documentation that approximates the letter of release (e.g. the student has evidence their CoE was conditional on meeting certain entry requirements and they did not meet the requirements). ACPC will note this in PRISMS and keep the documentation on the student's file.

*Note: A student wanting a CoE for the purposes of applying for a new visa is not considered to be a circumstance that would constitute an approximation of a letter of release.*

### **Transferring away from ACPC**

If a student wishes to transfer away from ACPC, it will provide a letter of release unless the student has failed to provide a letter from another registered provider confirming that a valid enrolment offer has been made.

In situations where students are eligible for a Letter of Release, ACPC will provide such a letter within 10 working days of receiving a written request.

### **Circumstances in determining release**

The policy will ensure students' individual circumstances are considered in order to determine if the transfer will be to the detriment of the student.

Circumstances for which transfer may be considered include:

- if the course the student wishes to transfer to:
  - better meets the study capabilities of the student
  - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations
  
- if the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network)
  
- if the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors, such as those outlined above, include:

- if the transfer may jeopardise the student's progression through a package of courses
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to DoHA for failure to meet the provider's attendance or academic progress requirements.

### **Refusing to provide a letter of release**

ACPC will not give a student a letter of release unless the student shows them a valid letter of offer of enrolment from another provider.

When a request for release is refused, the student will be provided with written response stating the reason for the refusal.

The student will be given advice in writing that it is possible to appeal the decision if the student so chooses.

### **Students withdrawing from a course**

If a student withdraws from a course the ESOS Act requires that the provider advise the Department of Education and Training (DET) through PRISMS within 14 days. This information is transmitted to the Department of Home Affairs (DoHA) and has implications for the student's visa.

### **Refund of Fees**

If a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

## ***Deferral, Suspension and cancellation Policy and Procedure***

ACPC may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.

ACPC may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

If the registered provider initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation the registered provider must:

- inform the overseas student of that intention and the reasons for doing so, in writing
- advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

When there is any deferral, suspension or cancellation action taken under this standard, the registered provider must:

- inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa
- report the change to the overseas student's enrolment under section 19 of the ESOS Act.

Students have the right to appeal a decision by the ACPC to defer, suspend or cancel their studies and ACPC will not notify DET of a change to the enrolment status until the internal complaints and appeals process is completed.

The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

### **Deferring a semester**

Students who would like to defer their studies must first speak to the PEO. An application to defer form must be completed which will need to be approved by the PEO. Prior to applying to defer their program students must ensure that they have paid any outstanding fees.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason such as misbehaviour by the student.

Students will be required to provide evidence of the compassionate or compelling circumstances.

### **Failure to Start Course**

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date will have to apply to ACPC to defer their studies.

### **Suspension due to Academic misconduct**

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

### **Student's responsibility**

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study

- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

## Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from ACPC.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from ACPC.

## General misconduct

Students are expected to respect other students, staff and property so that learning, and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals ACPC's property or the property of others; alters/defaces ACPC's documents or records; prejudices the good name of ACPC, or otherwise acts in an improper manner.

ACPC will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;

- b) prejudices the good name or reputation of ACPC;
- c) prejudices the good order and governance of ACPC or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of ACPC;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of ACPC;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of ACPC, or on premises or other premises to which the student has access as a student of ACPC;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to ACPC;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of ACPC or breaches any of the rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of ACPC;
- o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from ACPC premises while acting as a student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of ACPC or for which ACPC is responsible; or
- q) is guilty of any improper conduct.
- r) fails to attend and participate in classes regularly.

### **Penalties for general misconduct**

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from ACPC.

If the student admits to the alleged misconduct, the PEO may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from ACPC.

The PEO may then impose the penalty of permanent exclusion from ACPC in the case of physical or verbal abuse of students or staff, repeated or severe misconduct, or in the case of criminal acts.

### **Notification and appeal**

1. Students must be notified in writing of penalties as a consequence of academic misconduct.
2. The grounds for appeal are:
  - a) procedural irregularities, and/or
  - b) factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the PEO within 20 days of the date of the student being notified of the consequence.

### ***Complaints and Appeals Policy and Procedure***

ACPC aims to resolve all complaints received in an informal manner to avoid unnecessary stress and disruption to the student and ACPC.

However, if a complaint is unable to be resolved on an informal level the student is required to present to ACPC a written complaint within 5 business days of the incident. The written complaint will then be acknowledged by ACPC within 5 business days with an outline of the process to be followed and an estimated timeframe for resolving the complaint. Complaints and appeals will be finalised within 60 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the Complainants will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.

Review of the complaint will begin within 10 business days of ACPC receiving the formal written lodgement of the complaint.

Complainants can represent themselves, and there are no fees for accessing the grievances and complaints procedures. Complainants may be assisted and supported by another person at any meetings.

A written statement of the outcome, including details and reasons for the decision will be provided to the student. ACPC will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

ACPC will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing.

This policy advises that students are able to access the RTO's Appeals process within 20 working days of the outcome of the complaint. If after the internal appeals process has been conducted and the student is still unsatisfied with the result, they may access an Independent mediation service.

Telephone or video conference and free interpreter services can also be arranged.

For more information, visit:

[https://www.lawaccess.nsw.gov.au/Pages/representing/lawassist\\_mediation/lawassist\\_arrangement\\_mediation\\_wysk.aspx](https://www.lawaccess.nsw.gov.au/Pages/representing/lawassist_mediation/lawassist_arrangement_mediation_wysk.aspx)

At present there is no fee for use of this service, but this may change.

### **Informal Complaint Procedure**

1. Student has a complaint
2. Approaches Trainer/CEO with complaint

3. Trainer/CEO resolves complaint internally on an informal basis

### **Formal Complaint Procedure**

1. Student has a complaint
2. Student lodges the complaint in writing to the CEO within 5 business days of the incident occurring
3. The written complaint will be acknowledged by ACPC in writing, along with an outline of the processes to be followed and an estimated time frame.
4. Review of the complaint to begin within 10 working days of the written complaint being received
5. The students enrolment will be maintained during the review process.
6. A written statement detailing the outcome of the complaint review will be given to the student
7. In the event of a favourable outcome for the student, ACPC will immediately advise and implement any decision
8. In the event of an unfavourable outcome for the student, student will be advised about the outcome and their right to lodge external appeal within 10 working days.

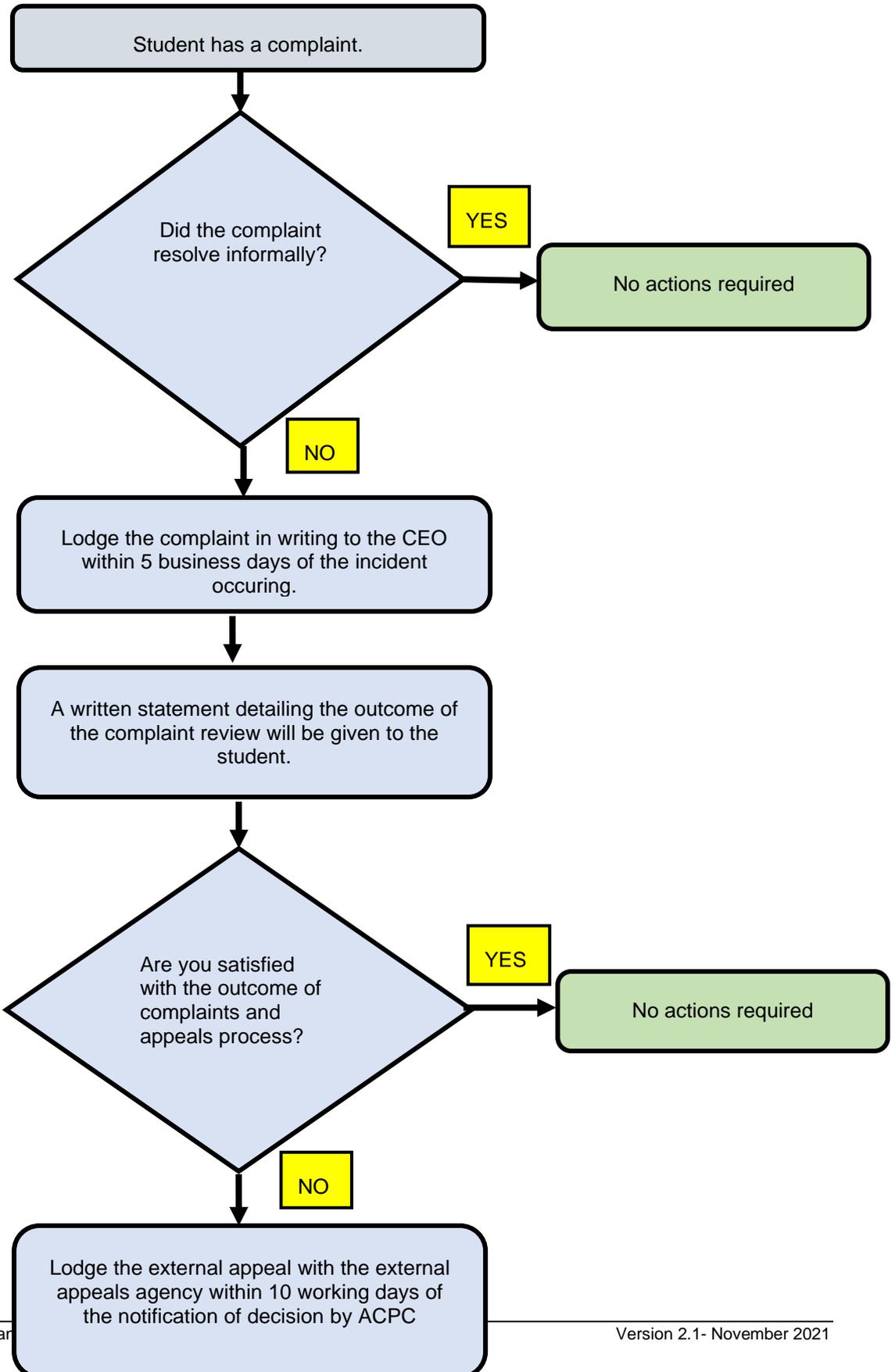
### **External Appeal Procedure**

1. If the student indicates that they wish to appeal ACPC's decision, they must lodge the external appeal with the external appeals agency within 10 working days of the notification of decision by ACPC. The student must notify ACPC of the lodgement of an external appeal.
2. International students are advised to contact Overseas Students Ombudsman on 1300 362 072 (Postal Address: GPO Box 442, Canberra ACT 2601 Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) web: [www.ombudsman.gov.au](http://www.ombudsman.gov.au))
3. If the external appeals process results in a decision that supports the student, ACPC will immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.

This policy procedure does not limit the rights of students to take action under Australia's consumer protection laws.



### Complaints and Appeals Flow Chart



## ***Assessment Results***

Students enrolled into nationally recognised qualifications and units of competency are required to demonstrate competence in the units they are enrolled in. If possible, assessment activities will be undertaken within a reasonable time frame and as negotiated between the assessor and the student.

Upon enrolment the student will receive a recommended personal training plan and training record with assessment due dates. Assessments for full qualifications must be completed by due dates on the training plan and training record, or re-negotiated between trainer and student. Requests for extension beyond the final completion date must be made to, and approved by, the CEO, or their delegate.

For each unit of competency, students must satisfactorily complete each assessment task to be eligible for an overall result of competent.

Written assessment tasks will be marked and feedback returned to the student within a reasonable timeframe. Workplace assessments can be undertaken at a time negotiated between student and assessor.

Trainers will provide feedback to the students on their performance. This feedback may include one or more of the following:

- A Satisfactory / Not Yet Satisfactory on their assessment;
- Comments on their assessment;
- A written evaluation sheet;
- Oral feedback on their overall performance.

If the student is not satisfied with the feedback given on their work, they can discuss their work with the trainer / assessor directly.

Students receive two attempts at achieving competence. Re-assessment must be undertaken within four weeks of feedback.

## ***Appeals on Assessment Grade***

Any student who believes that the outcome awarded for an assessment or subject does not fairly reflect their achievement has the right to an appeal. Please refer to the Complaints and Appeals Policy.

### **Flexible Forms of Assessment**

ACPC has facilities to provide flexible forms of assessment as required for Students in proven extenuating circumstances. The student must apply in writing to the CEO with details of the circumstances. The CEO will assess the application, and the student notified in writing.

### ***Course Progress Monitoring Policy and Procedure***

ACPC will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

ACPC will assess each student's progress at the end of each compulsory study period. Each study period will equal to one term which equates to 10 weeks of study.

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

Attendance is 20 scheduled course contact hours per week.

ACPC defines in the timetable the course requirements for each study period and can 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.

ACPC has and will implement an intervention strategy for any student who is not making satisfactory course progress.

It will be made available to staff and students and will specify:

- 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.

The intervention strategy will include 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 and cancellation of his or her visa, depending on the outcome of any appeals process.

Overseas students on student visa must study full time (20 scheduled course contact hours per week) and must participate in all scheduled classes in accordance with the course timetable and complete all required assessments to make satisfactory course progress. Student administration will monitor the student's attendance record on a fortnightly basis. Where a student's attendance is unsatisfactory, an email will be sent to remind the student of their requirement to meet the 20 scheduled course contact hours per week.

At the end of each compulsory study period, students will 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 above and in the "Intervention Strategy Document" is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

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

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

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. provider's failure to record or calculate a student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

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), the provider 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 the provider does not report the student.

Where:

- i. the student has chosen not to access the complaints and appeals processes within the 20 working day period; or
- ii. the student withdraws from the process; or
- iii. the process is completed and results in a decision supporting the registered provider (ie. the student's appeal was unsuccessful);

## Procedures

### **Procedure for assessing satisfactory course progress and determining the point at which the student has failed to meet satisfactory course progress**

To ensure fairness, equity and maintain an open process, ACPC will use the following process for determining the point at which the student has failed to meet satisfactory course progress

1. The CEO or their delegates will assess and monitor the course progress of students by:
  - reviewing attendance records
  - reviewing class participation
  - evaluating any mid-course assessments

- reviewing final assessment
  - checking overall competency
2. All Trainers and the CEO or their delegates are required to record and access the progress of each student at the end of each semester to identify students at risk of progressing.
  3. If the CEO or their delegates identifies a learner at risk of not meeting their course progress requirements they will implement the appropriate Early Intervention Strategy.

### **Procedure for implementing intervention strategy for students at risk of failing to achieve satisfactory course progress**

If a student is identified as being at risk of not completing the course in time or failing to meet the required 50% completion rate in a study period the following process should be followed.

1. The administrative officer will contact the student by way of letter or email requesting a meeting with the CEO or their delegates to develop strategies to ensure the student maintains satisfactory course progress.

(Staff to use the following document to contact student and place similar wording into an email - *Letter to Student - Early Intervention.doc*)

2. All staff to follow “Early Intervention Strategy”

### **Procedure for notifying students of unsatisfactory progress in two consecutive study periods**

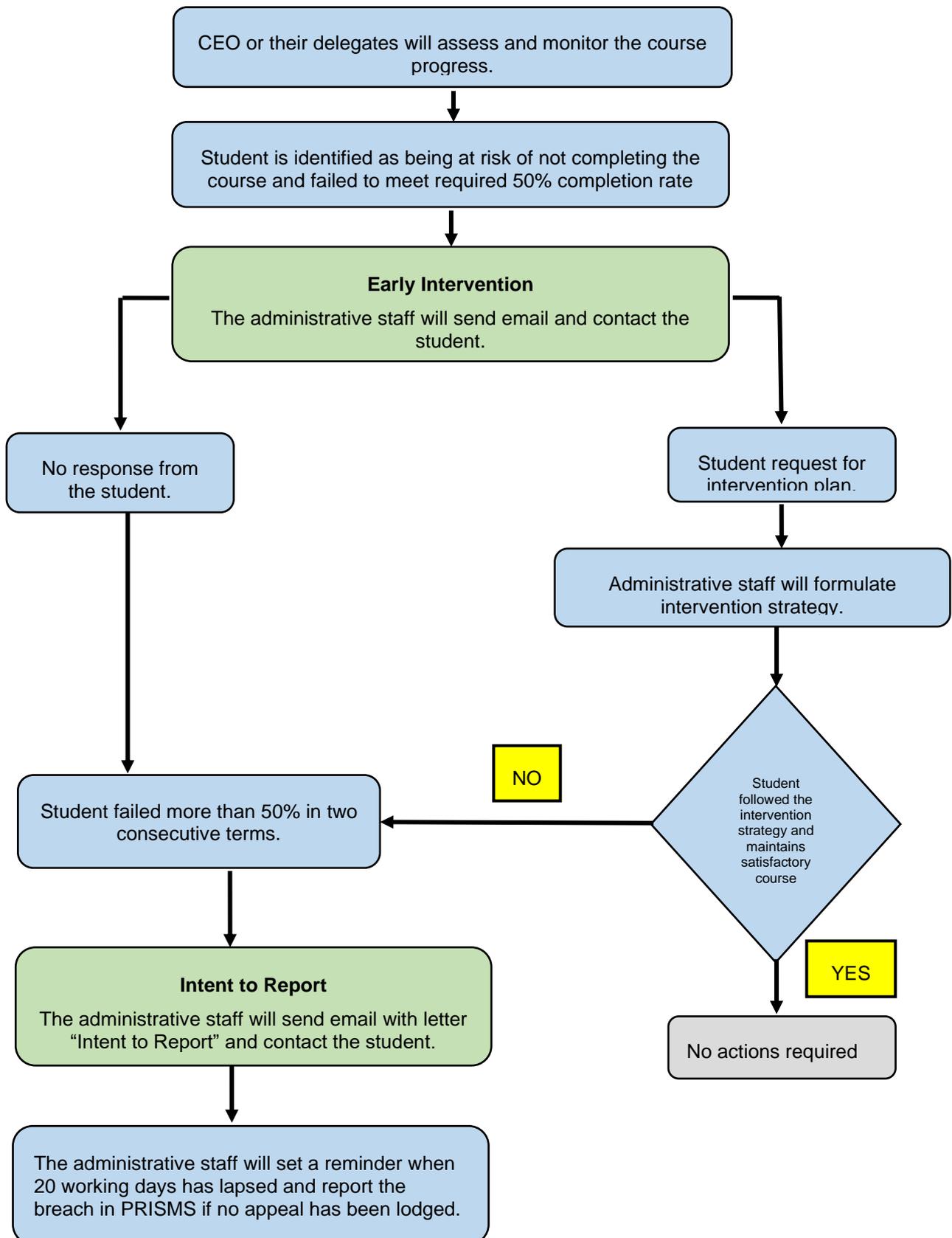
If a student is identified as failing to meet the required 50% completion rate in two consecutive study periods the following process should be followed.

1. The Administrative Officer Drafts a letter using the template (Letter to Student - Intent to Report.doc)
2. The CEO will review the letter before authorising it to be send to the student.
3. The Administrative Officer will send the letter to the current address on file.

*Copy of all correspondence must be put on student file for future reference*

4. The Administrative Officer will contact the Student within 4 working days of sending the letter, either by phone and / or email, to ensure they have received the letter.
5. The Administrative Office will note and set a reminder in a calendar when 20 working days has lapsed and check if an Appeal has been lodged.
6. If no appeal has been lodged, they will proceed to report the breach on PRISMS.
7. If an appeal has been lodged, the appeals process will begin.

### Monitoring course progress flowchart



## ***Academic Misconduct Policy and Procedure***

Academic misconduct or plagiarism occurs when a student reproduce someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

## **Process**

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the student's file.

Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from the CEO advising that a second breach will result in the student being asked to leave to course with no refund.

## ***Disciplinary Policy and Procedure***

### **Procedure**

ACPC seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.
  - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
  - b. The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.
3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
4. Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by the CEO, or their delegate.

**NOTE:** The RTO reserves the right to expel students immediately depending upon the seriousness of the misconduct.

### ***Qualification Issuance Policy and Procedure***

Once the student has met the program requirements and paid the relevant tuition fees, they are able to apply for certificate and Statement of Results (SOR) by completing the Certificate Request Form. On completion of the form, the ACPC will check that the student has met all course requirements and has paid all tuition fees.

For students who enrol into part of a course or do not complete the whole course, a Statement of Attainment may be issued stating only the units that have been completed and assessed as competent.

AQF certification documentation will be issued to a student within 30 calendar days of the student being assessed as competent and meeting all the requirements of the course the student is enrolled in and providing all agreed fees the student owes to the RTO have been paid.

If a student requests for a replacement of certificates issued, student will be required to complete a Student Request Form. ACPC will issue a certified copy of the original testamur or statement of attainment.

### ***Work Health and Safety Procedures***

The Work Health and Safety Act 2011 and Regulations 2012 prescribes the employers duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. ACPC is committed to ensure the health & safety of its employees, students, contractors and visitors by removing, reducing or minimising the risks to health and safety, so far as is reasonably practicable as per the Work Health and Safety Act 2011 and Work Health and Safety Regulation 2012.

ACPC is also committed to injury management aimed at the early, safe and sustained return to work of injured employees.

This includes the provision of:

- workplace that is safe to work in, with working procedures that are safe to use;
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers; and
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

### **WHS procedures**

The following procedures and standards must be observed to achieve a safe working and learning environment:

- maintain a safe, clean and efficient, working environment;
- implement procedures and practices, in a variety of situation, in accordance with state and local government health regulations;
- store and dispose of waste according to health regulations;
- store, clean and disinfect linen in line with local health regulations;
- clean walls, floor and working surfaces to meet health and safety standards without causing damage;
- check all equipment for maintenance requirements;
- refer equipment for repair as required;
- store equipment safely;
- identify fire hazards and take precautions to prevent fire;
- safe lifting and carrying techniques maintained;
- ensure student safety at all times;
- ensure procedures for operator safety are followed at all times;
- all unsafe situations recognised and reported;
- implement regular fire drills and provide first aid to all staff and students if needed;
- display first aid and safety procedures for all staff and students to see; and

- report any identified occupational health and safety hazard to the appropriate staff member as required.
- All workers, contractors, students & visitors must comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment

### **Risk Assessment and Hazard Identification**

ACPC will ensure that it will undertake ongoing comprehensive hazard identification and risk assessments of all its operations including its premises. Hazard identification, risk assessment and elimination and control implementation will be undertaken at the beginning of each term by RTO Manager to ensure that:

- Any foreseeable hazards that may arise in the workplace can be identified;
- The risk of harm arising from identified hazards can be assessed;
- Hazards can be eliminated where possible, or if this is not reasonably practicable, safety controls can be implemented to reduce the risk to as low as reasonably practicable;
- ACPC will conduct workplace health and safety inspections on a quarterly basis.

### ***Legislation in relation to your study***

As a student at ACPC you are required to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

A Legislative Summary document is available from the CEO should you wish to read it. This is called the Legislative Summary NSW V1.0.

There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):

#### **Commonwealth Legislation:**

- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / *Privacy Amendment (Private Sector) Act 2000*
- Commonwealth Sex Discrimination Act 1984

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the internet at  
[www.austlii.edu.au](http://www.austlii.edu.au)

### **VET Quality Framework**

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

### **Standards for Registered Training Organisations 2015**

The Standards for Registered Training Organisations 2015 are the standards ASQA uses to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the standards is a requirement for all ASQA registered training organisations.

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the Standards for Registered Training Organisations 2015, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements and the Data Provision Requirements.

Paragraph 191A(1)(a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

- Australian Qualifications Framework, as published on <http://www.aqf.edu.au>
- Training Packages, as published on <http://training.gov.au>
- Nationally Recognised Training (NRT) Logo Specifications, as published on <http://www.asqa.gov.au>

Compliance with the Standards is a condition for all ASQA Registered Training Organisations and for applicants seeking registration under the Act.

In accordance with subsections 15(b) and 15(c) of the Legislative Instruments Act 2003 the repeal of the Standards for NVR Registered Training Organisations 2011 (F2011L01356) does not effect the previous operation of the former instrument or provision or anything duly done or suffered under the former instrument or provision or any right, privilege, obligation or liability acquired, accrued or incurred under the instrument or provision.

## EXTERNAL SUPPORT SERVICES

The Student Welfare Officer/Student support officer is available for confidential assistance in any of the following areas.

- Counselling – general or personal, emergency assistance, support and referrals
- Cultural Adjustment
- Student Accommodation
- Study Assistance

The Student welfare officer/ Student support officer could offer initial personal/welfare advice. For students needing professional counselling, the CEO will refer students to ACPC External Student Welfare Counsellor.

If student needs any welfare or guidance services, they can contact the Student Welfare Officer/Student support officer between Monday to Friday 09.00 AM to 5.00 PM.

For after hour emergencies, student can contact:

**Emergency Contact 24hrs +61 421 000 321**

If, at any time, a student needs counselling or advice and RTO staff are not able to help or are unqualified, the student will be given a referral to a qualified counsellor. The following numbers are a guide to some of the help services available.

Reverse charge	12 555
Interpreting Services	131 450
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Lifeline	13 11 14
Drug-Arm	1300 656 800
Men's Telephone Counselling Service	1800 600 636
Women's Health	07 3839 9988
<u>Family Law Hotline</u>	1800 050 321
<u>Privacy Enquiries Line</u>	1300 363 992
<u>Taxation - Personal Tax Info Line</u>	13 2861

## **COUNSELLING SERVICES**

The student counselling service is designed to assist overseas students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional

issues, improving motivation, enhancing study skills, organising study time and any other issue that may be upsetting the student.

There are several organisations that offer 24/7 mental health support over the phone or through an online chat service. Lifeline delivers crisis support, suicide prevention and mental health support services across Australia. Phone 13 11 14, text 0477 13 11 14 (12pm to midnight AEST) or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue is for people with depression, anxiety and other emotional issues.

Mental Health Line is available to everyone in NSW offering professional help and advice, and referrals to local mental health services. Ph. 1800 011 511

### **In an emergency, call triple Zero (000)**

Student may be referred to:

- New South Wales Domestic Violence Line: [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au) Phone: 1800 656 463
- NSW Rape Crisis Centre: [www.nswrapecrisis.com.au](http://www.nswrapecrisis.com.au) Phone: 1800 424 017
- Sexual Assault Crisis Line: Phone: 9819 6565

Australia wide

- Lifeline 13 11 14
- Beyond Blue – [www.beyondblue.org](http://www.beyondblue.org) Phone:1300 22 4636
- Reachout – [www.reachout.com.au](http://www.reachout.com.au)
- Salvation Army Family Welfare Centres
- CatholicCare, Family Support Service

### **USEFUL LINKS**

- **Department of Immigration:** Website: <https://immi.homeaffairs.gov.au/>
- **Australian Diplomatic Missions Overseas:** Website: [www.dfat.gov.au/missions](http://www.dfat.gov.au/missions)
- **Tourism** - Australian Tourist Commission Website: [www.australia.com](http://www.australia.com)
- **Tourism NSW Web:** [www.tourism.nsw.gov.au](http://www.tourism.nsw.gov.au)
- **City of Sydney Web:** [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)
- **Sydney Transport Info Web:** <https://transportnsw.info/>
- **CRICOS Website:** <http://cricos.education.gov.au/>

- **Newspapers:** Sydney: [www.newspapers.com.au/sydney.html](http://www.newspapers.com.au/sydney.html)
- **Health Insurers:** A list of health providers of OSHC can be found at:  
[www.studyinaustralia.gov.au/en/StudyCosts/OSHC](http://www.studyinaustralia.gov.au/en/StudyCosts/OSHC)

### English Language Websites

International English Language Testing System (IELTS): [www.ielts.org](http://www.ielts.org)

Test of English as a Foreign Language (TOEFL): [www.toefl.org](http://www.toefl.org)

### Key Contacts

Contact name	When to use this service	Contact details
AUSTRALIAN CONSUMER LAW	Understand your legal rights in regard to shopping or purchasing goods and services.	consumerlaw.gov.au
AUSTRALIAN HUMAN RIGHTS COMMISSION	If you feel you are being treated unfairly because of your race, descent, colour or ethnic/national origin then make a complaint to the Australian Human Rights Commission.	humanrights.gov.au
AUSTRALIAN TAXATION OFFICE	Contact them to arrange a Tax File Number or learn more about payments made to you while you're here.	ato.gov.au
BEYOND BLUE	A free counselling service that you can contact if you are feeling depressed or anxious.	1300 224 636 beyondblue.org.au
CITY OF SYDNEY	See the website for information on all the services, facilities and events happening in the city centre and surrounding suburbs.	cityofsydney.nsw.gov.au
CITY OF SYDNEY COMMUNITY CENTRES	Community facilities that assist with the learning and recreation needs of the local communities in which they're based	cityofsydney.nsw.gov.au/community

CITY OF SYDNEY YOUTH SERVICES	The City delivers six youth programs within the City of Sydney local government area which offer recreational, education and vocational programs.	facebook.com/ cityofsydneyyouth
OVERSEAS STUDENT OMBUDSMAN	This resource investigates complaints about problems that overseas students have with private education in Australia.	1300 362 072 oso.gov.au
CONSUMER AND BUSINESS SERVICES (AND TENANCY ADVICE)	If you require detailed information about obligations and entitlements when buying products and services.	13 32 20 fairtrading.nsw. gov.au
COUNCIL OF INTERNATIONAL STUDENTS AUSTRALIA	The peak body for the interests and needs of international students, they always require volunteers.	cisa.edu.au
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (FOR EMBASSIES)	If you require help from your country's embassy within Australia.	dfat.gov.au
DEPARTMENT OF HOME AFFAIRS	This government department handles visa enquiries and issues.	homeaffairs.gov.au
FAIR WORK OMBUDSMAN	If you require assistance understanding your workplace rights and responsibilities.	13 13 94 fairwork.gov.au
HEALTHDIRECT AUSTRALIA	Outside of GP consultation hours their trained staff can help you treat non-urgent illnesses.	1800 022 222
LEGAL AID	If you need to know what your legal rights are then contact this free legal service.	1300 888 529 legalaid.nsw.gov.au
LIFELINE	If you need someone to talk to about your state of mind, this resource is a crisis support hotline.	lifeline.org.au  13 11 14

NSW OMBUDSMAN	An independent agency to watch over the NSW Government and improve their delivery of services to the public.	9286 1000 ombo.nsw.gov.au
SERVICE NSW	NSW Government services including driving and transport.	13 77 88 service.nsw.gov.a
TRANSPORT INFOLINE (PUBLIC TRANSPORT SERVICES)	To find out about trains, buses and ferries, including ticketing information, timetables and more.	131 500
ICLC inner city legal centre	Advice on same sex parenting, surrogacy, de facto relationships, discrimination, homophobic violence and vilification, neighbourhood disputes, domestic violence and employment.	0466724979
Alcohol and Other Drugs Information Service (ADIS) telephone services	Alcohol and other drug information, support and treatment is available through publicly funded and private services across New South Wales.  These services are not emergency services. If you require urgent medical attention, contact or attend your local hospital or general practitioner, or call 000 for ambulance.	1800 793 466 <a href="https://www.health.nsw.gov.au/aod/Pages/contact-service.aspx">https://www.health.nsw.gov.au/aod/Pages/contact-service.aspx</a>

In the event that a student requires the services of a qualified counsellor or crisis accommodation fees may apply which the student will be responsible for.

## YOUR FEEDBACK

All students at ACPC are encouraged to provide continual input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. ACPC will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Staff, Trainer and student surveys will be collected online or offline and complaints & appeal form is available at reception. There is also a provision of suggestion box at ACPC where you can give your suggestions at your convenience. Furthermore, You are welcome to make appointments with staff members to discuss issues personally.

Feedback questionnaires are distributed once every second term, all students have the opportunity to complete this questionnaire and have their say. All information in this document is private and confidential.

Feedback can also be emailed on [info@acpc.edu.au](mailto:info@acpc.edu.au)