



**AUSTRALIAN CAREERS**  
Business College

*"Empowerment Through Education and Training"*

## **International Student Handbook**

**2019**

## Contents

Introduction .....	5
About ACBC.....	5
Our Services .....	5
Our mission .....	5
Our expectation of you .....	6
Our Campus .....	6
Liverpool Campus.....	7
Introduction to Australian Vocational Education and Training.....	7
What is VET?.....	7
National recognition.....	7
What is competency based training?.....	7
Training Packages.....	8
Delivery of Training .....	8
Results and certificates .....	9
Unique Student Identifier .....	8
Legislative and Regulatory Responsibilities .....	9
Work Health and Safety (WHS) Act 2011.....	9
Privacy Act 1988.....	10
Anti-Discrimination Act 1991 .....	10
Disability Discrimination Act 1992 .....	11
Sex Discrimination Act 1984.....	11
Copyright Act 1968.....	11
Industrial Relations Act 1999 .....	12
Fair Work Act 2009.....	12
National Code 2007.....	12
The ESOS Framework .....	13
CRICOS .....	13
PRISMS .....	14
Protection for Overseas Students.....	14
Conditions of your visa .....	15
Working in Australia.....	16
Living in Australia Costs .....	16

Notifying change of address .....	17
Satisfactory Academic Performance.....	17
Schooling for dependants .....	17
Overseas Student Health Cover .....	18
Course entry requirements.....	19
International English Language Testing System (IELTS).....	19
Enrolment procedure.....	19
Electronic Confirmation of Enrolment.....	21
Student Orientation .....	21
Student support services .....	21
Critical Incident Support .....	22
Monitoring student attendance and progress .....	23
Student Transfers.....	23
Student deferral or suspension .....	24
Student amenities.....	25
Accommodation.....	25
Student resources .....	26
Student counselling.....	26
Continuous improvement.....	26
Your language, literacy and numeracy skills.....	26
Your safety .....	27
Fairness and equity .....	29
Access to your student file and record .....	29
Your privacy .....	30
Course Fees.....	31
BSB50415 Diploma of Business Administration.....	31
BSB51915 Diploma of Leadership and Management .....	31
BSB52215 Diploma of Legal Services .....	31
BSB42415 Certificate IV in Marketing and Communication .....	31
BSB52415 Diploma of Marketing and Communication .....	32
FNS50215 Diploma of Accounting .....	32
CHC50113 Diploma of Early Childhood Education and Care .....	32
ICT50115 Diploma of Information Technology.....	32
SIS50612 Diploma of Sport Development.....	32

Refunds .....	33
Tuition Fee Protection .....	34
Student cancellation .....	35
Replacement of text and learning resources.....	35
Course Cancellation .....	35
Statutory cooling off period.....	35
Changes to terms and conditions .....	36
Making a complaint or appeal .....	36
Assessment arrangements.....	40
Assessment Appeal Process.....	42
Training arrangements.....	43
Recognition of your existing skills and knowledge .....	44
National recognition for your current competence .....	45
Issuing Qualifications and Statements of Attainment.....	46
Academic Misconduct.....	47

## Introduction

This Student Handbook is designed to provide you with information about the services provided by the Australian Careers Business College Pty Ltd (ACBC). It sets out students' rights, obligations and responsibilities. The booklet also explains our approach to providing you a safe, fair and supported environment to participate in our international training program.

For specific information about the qualification you are interested in please refer to the relevant Course Brochure supplied separately with this handbook.

## About ACBC

ACBC is a Registered Training Organisation (RTO No: 90271) approved by the Australian Skills Quality Authority (ASQA). You can view our registration record on the National Training Register – [Click Here](#). We operate in accordance with the Australian VET Quality Framework and the National Vocational Education and Training Regulator Act 2011. ACBC has its head office located in Sydney, Australia at:

28 Memorial Avenue LIVERPOOL NSW 2170

Ph: +612 9824 0000

Fax: +612 9824 1730

Email: [info@acbc.nsw.edu.au](mailto:info@acbc.nsw.edu.au)

ACBC specialises in business and management training and maintain close professional links to industry within Australia to ensure our training is at the leading edge of industry developments.

## Our Services

ACBC provides training and assessment services in support of the following nationally endorsed training products:

- BSB50415 Diploma of Business Administration
- BSB51915 Diploma of Leadership and Management
- BSB52215 Diploma of Legal Services
- BSB42415 Certificate IV in Marketing and Communication
- BSB52415 Diploma of Marketing and Communication
- FNS50215 Diploma of Accounting
- CHC50113 Diploma of Early Childhood Education and Care
- ICT501115 Diploma of Information Technology
- SIS50612 Diploma of Sport Development
- SIT50116 Diploma of Travel and Tourism Management

## Our mission

At the Australian Careers Business College, we believe that the key to success is to

- Empower our students through education and training

- Provide progressive and innovative qualifications to enable our students to strive for excellence
- Help our students achieve their personal best in gaining a Business Education
- Ensure small class numbers so as to give students individual attention
- Provide students with qualified, experienced and committed trainers who have the knowledge and expertise in their field
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and ACBC publications with respect.
- To respect other students and ACBC staff members and their right to privacy and confidentiality.
- To follow your trainer's instructions and attend all classes and be punctual.
- To complete all of the assigned workbooks and assignments.

## **Our expectation of you**

ACBC expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of ACBC.
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- Work safely and promote a safe training environment.
- To be familiar and comply with Australian laws
- To be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the institute
- To not trespass or knowingly entering any place within the premises of the institute that is out of bounds to students.

## **Our Campus**

Our campus is located in Liverpool, which is a suburb of Sydney Australia. The campus is a hub of learning, diversity and community spirit. Our campus location places our students at the heart of a bustling commerce precinct.

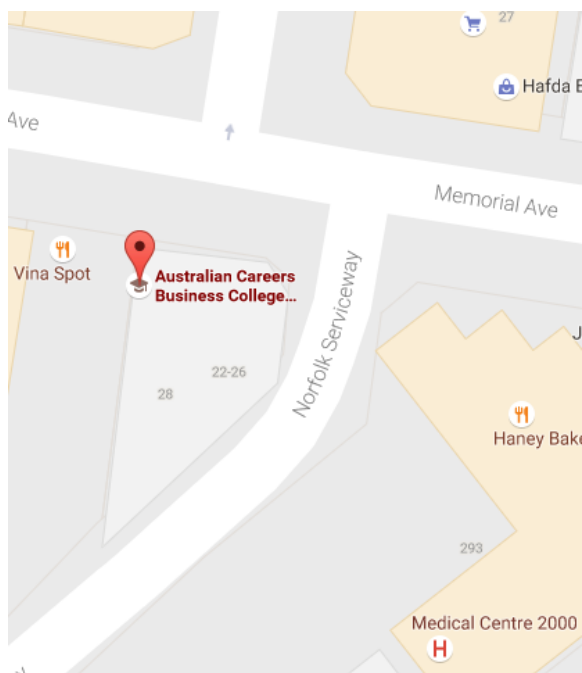
Our campus location supports not only our students' studies but also their lives off-campus. Public transport lies nearby as do easy parking, convenient retail centres and community amenities.

### **Liverpool Campus**

Situated at the heart of Liverpool, stands our new landmark educational facility. Our state-of-the-art Liverpool campus features 14 modern classrooms, private meeting rooms and central administrative offices.

The inviting student lunchroom is a popular gathering spot. The campus is a 7-minute walk from Liverpool Train Station and is situated in the heart of the Liverpool central business district.

### **28 Memorial Avenue LIVERPOOL NSW 2170**



Ph: +612 9824 0000

Fax: (02) 9824 1730

Email: [info@acbc.nsw.edu.au](mailto:info@acbc.nsw.edu.au)

## **Introduction to Australian Vocational Education and Training**

### **What is VET?**

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### **National recognition**

The qualifications and Statements of Attainment issued by ACBC must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, ACBC recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers and being confident that their qualification will be equally recognised.

### **What is competency based training?**

Competency based training is training that develops the required knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a

judgment of your competency after reviewing all the different types of assessment evidence you provide.

### **Training Packages**

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units and be included in a course and the elective units which are available.

### **Delivery of Training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

ACBC takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF certificates.

### **Results and certificates**

On completing the training program with ACBC, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by ACBC will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

### **Unique Student Identifier**

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI will link to an online account that will contain your training records and results (transcript) that you have completed.



When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your student visa number.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

## **Legislative and Regulatory Responsibilities**

ACBC is required to operate in accordance with the laws of Australia. This means we

comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that ACBC has recognised it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While ACBC has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at [www.legislation.nsw.gov.au/](http://www.legislation.nsw.gov.au/) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

### **Work Health and Safety (WHS) Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work

experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **Privacy Act 1988**

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- (a) both of the following apply:
  - (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
  - (ii) the individual would reasonably expect the organisation to use or

disclose the information for the secondary purpose; or

- (b) the individual has consented to the use or disclosure.

The information collected during a student's enrolment is required to facilitate the enrolment and will be handled and stored in line with the Australian Careers Business College's Privacy and Personal Information Procedures. Australian Careers Business College reserves the right to verify any of the details provided during enrolment in order to assess a student's application.

Some information requested during a student's enrolment is collected to comply with compulsory reporting requirements of the Higher Education Support Act 2003 and will be disclosed to the Commonwealth Department of Education as well as other information regarding your studies with the College. If a student access's Commonwealth Assistance while enrolled with the College, information about the student and the study being undertaken will be provided to the Australian Taxation Office.

### **Anti-Discrimination Act 1991**

Sect 6 -Act's anti-discrimination purpose and how it is to be achieved.

The main purpose 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. Anti-Discrimination applies to a person's race,

religion, colour, sex, physical and/or mental capacity.

### **Disability Discrimination Act 1992**

#### Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

### **Sex Discrimination Act 1984**

Sect 3 – Objects The objects of this Act are:

(a) to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and

(b) to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal

of land, the activities of clubs and the administration of Commonwealth laws and programs; and

(c) to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and

(d) to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

(e) to promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of

that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **Industrial Relations Act 1999**

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;

Ensuring equal remuneration for men and women employees for work of equal or comparable value;

Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;

Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic

prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following link: [Click Here](#)

### **National Code 2007**

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only

CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

(a.) support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments

(b.) establish and safeguard Australia's international reputation as a provider of high quality education and training by:

- ensuring that education and training for overseas students meets nationally consistent standards, and
- ensuring the integrity of registered providers

(c.) protect the interests of overseas students by:

- ensuring that appropriate consumer protection mechanisms exist
- ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
- providing nationally consistent standards for dealing with student complaints and appeals

(d.) support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

### **The ESOS Framework**

The ACBC is committed to providing quality education and protecting your rights.

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

### **CRICOS**

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS.

Education institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website at: <http://cricos.deewr.gov.au/>

## **PRISMS**

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Immigration and Citizenship (DIAC) data.

Through PRISMS education institutions notify DIAC of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DIAC to issue a student visa.

Education providers also use PRISMS to notify DIAC of students who may have breached the terms of their student visa - for example when the student has not been attending classes.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

## **Protection for Overseas Students**

Overseas students on a student visa, must study with an education provider and in a course that can be found on the Commonwealth register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
  - How to use the provider's student support services.

- Who the contact officer is for overseas students.
  - How to apply for course credit.
  - How to apply for enrolment deferment, enrolment suspension or cancellation.
  - The provider's requirements for satisfactory progress in the courses of study.
  - How attendance will be monitored.
  - How to use the provider's complaints and appeals process.
- Be over the age of 18
  - Demonstrate good command of written and spoken English
  - Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
  - Meet the following Student Visa 500 requirements – [Click Here](#):
    - Be a genuine temporary entrant – [Click Here](#)
    - Meet English language test score requirements – [Click Here](#)
    - Demonstrate financial capacity – [Click Here](#)
    - Hold Overseas Student Health Cover (OSHC) – [Click Here](#)
    - Meet the personal health requirements – [Click Here](#)
    - Be of good character – [Click Here](#)

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.
- Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at the following link: [Click Here](#)

### **Conditions of your visa**

All international students applying to enter a training program being offered by ACBC must:

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application. This is determined by taking into account the risk rating allocated to the country from where the student originates combined with the

risk rating allocated to ACBC as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa 500 requirements page [Click Here](#).

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

## **Working in Australia**

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 20 hours per week during recognised vacation periods offered by ACBC and scheduled during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs:

<http://www.homeaffairs.gov.au/trav/stud>

## **Tax file number**

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office <https://www.ato.gov.au/Individuals/Tax-file-number/>.

## **Living in Australia Costs**

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses. Applicants may have to demonstrate sufficient funds to cover these expenses for the first one, two or three years in Australia, depending on their Assessment Level (AL).

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not to rely on such work to meet all their expenses.

From 1 February 2018, Student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- \$20,290 per year for student/guardian
- \$7,100 per year for the student's partner / spouse
- \$3,040.00 per year for each of the student's children



Applicant must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

For further information, go to the following sites:

<https://www.homeaffairs.gov.au/trav/stud/more/student-visa-living-costs-and-evidence-of-funds>

and

<http://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds>

## **Notifying change of address**

You must tell ACBC:

- the address where you live in Australia within seven days of arriving in Australia.
- if you change the address where you live within seven days of the change.
- if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.

## **Satisfactory Academic Performance**

Enrolled international students at ACBC must maintain satisfactory attendance in your course and course progress for each study period as required by ACBC.

You are usually only allowed to repeat the subject once, if you failed any subject.

You will not be able to move to the next stage of the course, if you failed a pre-requisite subject. It is a student visa condition that you must not be involved in activities that are disruptive to other students or ACBC staff.

## **Schooling for dependants**

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment

- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options:

Public Schools:

<https://online.det.nsw.edu.au/schoolfind/locator/>

International Student Program:

<http://www.decinternational.nsw.edu.au/study/schools>

Further information about living in Australia is available at the Department of Immigration and Border Protection:

<https://www.homeaffairs.gov.au/Trav/Life>

The Department also published *The Beginning a Life in Australia* booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at:

[https://www.homeaffairs.gov.au/LifeinAustralia/Documents/lia\\_english\\_full.pdf](https://www.homeaffairs.gov.au/LifeinAustralia/Documents/lia_english_full.pdf)

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

## **Overseas Student Health Cover**

It is a condition of your Student visa that you maintain adequate health insurance arrangements for the duration of your visa.

All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia

If you are currently studying in Australia, then you must provide a copy of your health cover membership records showing your name, membership number and date of expiry.

It is the student's responsibility to check the conditions of this health cover. Please refer to the following sample provider websites:

<http://www.medibank.com.au/oshc>

<https://www.nib.com.au/oshc>

<http://oshc.bupa.com.au/oshc>

### [Google - Overseas Student Health Cover](#)

The current 2016 OSHC charges is approximately AUD52.00 per month for a single student. Medical treatment in Australia is expensive and many of the

unforeseen accident or sickness, your insurance will cover many of the expenses.

To cover you for the duration of your training you will need cover for a minimum of one year. OSHC can assist you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

You can obtain OSHC online by visiting the OSHC providers' websites. You have the right to choose your own OSHC provider even where ACBC makes a specific recommendation. It your choice!

Visit the Department of Health to view their valuable OSHC Frequently Asked Questions:

<http://www.health.gov.au>

### **Course entry requirements**

All international students applying to enter a course with ACBC must:

- Be over the age of 18
- Demonstrate good command of written and spoken English - Verified evidence of IELTS Level 5.5
- Have completed an equivalent secondary schooling level of a School Certificate or can demonstrate suitable work or life experience.
- Meet the following Student Visa 500 subclass requirements [Click Here](#).

### **International English Language Testing System (IELTS)**

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. ACBC course entry requirement is a minimum IELTS General Score of 5.5. A general score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

ACBC may require you to submit evidence of your IELTS proficiency (General Score of 5.5) with your enrolment form. This will depend on the results of the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

Applications for enrolment that are not accompanied with this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information:

[IELTS Testing Centre online search](#)

### **Enrolment procedure**

ACBC undertakes to make training available to all persons who:

- Meet course entry requirements;

- Complete the ACBC enrolment form (available on request);
- Agree to abide by ACBC's expectation of students; and
- Make suitable payment of fees before the commencement of training.

To enrol into a course as an overseas student at ACBC, applicants must complete an International Student Course Acceptance and Enrolment Agreement Form.

The form should be completed in full and submitted by mail or fax with full payment to:

28 Memorial Avenue  
 Liverpool NSW 2170, AUSTRALIA  
 Fax: +612 9824 0000

The application for enrolment must be accompanied by:

- Evidence that verifies your identity and current age (date of birth)
- evidence of IELTS proficiency (General Score of 5.5)
- evidence of a School Certificate or equivalent secondary schooling outcome

When we receive your application, our Student Services will review it for completeness.

If you are already in Australia and have not yet been assessed for English language proficiency, you should locate testing

centre which are available throughout Australia.

[IELTS Testing Centre online search](#)

If you require support to prepare yourself for an IELTS assessment, you may consider attending a specialist course offered by NSW TAFE. For further information about this course, please visit NSW TAFE online at:

<http://www.studyintafe.edu.au/study/tafe/study-options/english-courses>

### Verification of IELTS and Education Level

ACBC reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification will be undertaken by:

- **IELTS proficiency.** ACBC will utilise the [IELTS Results Verification Service](#) to assess the validity of all evidence submitted of IELTS proficiency.
- **School Certificate equivalence.** Where evidence submitted by an applicant does not clearly demonstrate the equivalence to the Australian School Certificate, the applicant will be required to obtain a confirmation from the Board of Studies, Teaching & educational Standards NSW.

<http://www.boardofstudies.nsw.edu.au/hs/c/equivalent-qualifications.html>

## **Electronic Confirmation of Enrolment**

Upon approval of your application, an electronic confirmation of enrolment (eCoe) will be generated and forwarded to Department of Immigration and Border Protection and yourself at the address provided on your application with an official receipt for the fees paid (refer payment methods below). It is the applicant's responsibility to apply for a student visa. If your application is not complete, our Registrar will contact you.

When you receive your eCoe, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where you can make application for a student visa. (For information, go to [www.dfat.gov.au/missions](http://www.dfat.gov.au/missions)). You will be unable to apply for a student visa without the eCoe.

### **Successful Student Visa**

If your student visa application is approved, you should contact ACBC and provide evidence of approval. ACBC will contact you to confirm your timetable, start date and all other arrangements for your study with ACBC.

### **Unsuccessful Student Visa**

If your student visa application is NOT approved, you must contact ACBC and advise us and apply in writing for a refund of student fees in accordance with our Fee Refund Policy.

## **Student Orientation**

An orientation session is arranged for all students. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at orientation, however always feel free to ask about anything you are unsure about.

At the orientation, you will be provided with details of how to access the current version of the ACBC International Student Handbook (ACBC Website). You will also be provided with information on your timetable, textbooks, and college facilities.

All students are required to complete a declaration of understanding. This will happen as part of your orientation. This declaration is a statement that:

- You have understood and accept student requirements while at the ACBC.
- You understand and accept all the details provided in this handbook.
- You have been offered the opportunity to request learning support.

### **Student support services**

During your enrolment, ACBC will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may

need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

### **What support is available?**

ACBC will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- English as Second Language Tuition
- Alternative Payment Plan
- Counselling Support
- Disability Access
- Medical Services Referral
- Legal Services Referral
- Housing / Accommodation Services Referral
- Employment Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the General Manager. It is our absolute priority to provide you the support needed to

enable you to progress in your study and complete your chosen course. ACBC is committed to our student’s welfare both during and after hours of study.

### **Critical Incident Support**

In the event of a critical incident, ACBC as established policy and procedure for managing critical incidents that occur at its campus or which impact on staff or students engaged with ACBC. A critical incident may involve events which resulted in serious injury or death, a building emergency, serious damage to essential facilities or may include death or serious illness of a student’s family or friends overseas. If you are attending the ACBC campus when a critical incident occurs, you must follow the direction of the senior representative of ACBC. This may involve facilitating a building evacuation or requesting the assistance of emergency service operators.

In the event of a student being informed of a critical incident occurring involving their family or friends overseas, the student is requested to inform the designated officer at the ACBC campus to initiate critical incident support. The contact details for these designated offices is below:

#### **Liverpool Campus**

##### **Lynda Shalalo**

28 Memorial Avenue LIVERPOOL NSW 2170

Ph: +612 9824 0000

Fax: (02) 9824 1730

Email: [lynda.s@acbc.nsw.edu.au](mailto:lynda.s@acbc.nsw.edu.au)

## **Monitoring student attendance and progress**

Under the National Code 2007 of the ESOS Act 2000, international students are required to make satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in certain circumstances and advise them of potential impacts on their student visa.

- Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. At ACBC each study period is a Term (10 weeks).

ACBC monitors and records the course progress and attendance of students on a regular basis. We do this by monitoring successful completion of assessment tasks and class attendance via an attendance record that requires the student's signature at the start and end of a training day. A student who is identified as falling behind in successful assignment completion or having unacceptable attendance to scheduled sessions will be managed via a range of intervention strategies.

An intervention strategy is an individual student plan developed by the relevant faculty head aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support,

counselling, training to develop study habits or adjustment to study program. ACBC will do everything we can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, ACBC will notify the student in writing of its intent to make a report to the Department of Education and Training of their right to access the complaints and appeals processes. This report may result in the cancellation of the student visa by the Department of Immigration and Border Protection. The written notification will be issued 20 working days' notice to allow them to appeal the decision before the notification is made.

Where the student has chosen not to access the complaints and appeals processes within 20 working days, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, has the registered provider notified, through PRISMS, that the student is not achieving satisfactory attendance as soon as practicable.

## **Student Transfers**

Under the National Code 2017 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a letter of release or can demonstrate exceptional circumstances. ACBC will only consider issuing a letter of release to a student who

has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form and refer to the Fee Refunds Policy. If granted, a letter of release will be issued at no cost to the student. Where a letter of release is not granted, the student will be provided with written reasons for refusing the request, and be informed of their right to lodge an appeal.

ACBC will respond in writing to an Application to Transfer between Registered Providers within 48 hours.

Australian Careers Business College will not release a current student from their principal course before they have completed 6 months of that course where it can be demonstrated that the student:

- has not made satisfactory academic progress and is seeking a transfer to avoid being reported to DIBP
- has not attended the course as required and is seeking a transfer to avoid being reported to the Dept. Immigration and Border Protection (DIBP)
- has not paid all tuition fees

Australian Careers Business College will release a current student from their principal course before they have completed 6 months of that course where it can be demonstrated that the student:

- has not commenced their principal program
- has a realistic and accurate understanding of what the transfer represents to their study options
- can no longer be provided with the training delivery and assessment services in the principal course by Australian Careers Business College

### **Student deferral or suspension**

Students, unable to attend for a period of time, may lodge an Application to Defer Studies for approval by the Chief Executive Officer. Deferment is granted once only and for a period no longer than six (6) months. The return date will be at the discretion of the institute. A re-entry fee will be charged. Students will be advised of such requirements at the deferment interview. An Application to recommence studies must be completed and approved by the Chief Executive Officer.

A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist.

ACBC appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. Student visa holders are entitled to request a temporary deferment or suspension from their education provider where they have compassionate or compelling reasons to do so.



Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. It may also include when a student does not receive their visa in time, major political upheaval or a natural disaster in the student's home country.

In these situations, the student is generally allowed to remain on a student visa, provided they are still enrolled in their course of study and intend to resume their studies.

ACBC may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

### **Student amenities**

ACBC has extensive amenities available for students' including:

- close public transport
- toilet facilities
- tea and coffee area
- disabled access
- photocopying facilities
- telephones
- quiet study areas

- computer room
- counselling and referral facilities

### **Accommodation**

ACBC can help and provide assistance to overseas students in arranging suitable accommodation. Sydney has many options for students including home stay, shared accommodation, serviced apartments and private leasing. Many of these accommodation options are close to ACBC.

Some accommodation options include:

- Shared Accommodation. This involves sharing the apartment with one or more adults, you'll have your own bedroom but will share household responsibilities (like cleaning and laundry). You provide your own linen and food and usually pay extra for services such as electricity and telephone.
- Rental Accommodation. By signing a legal contract with a landlord or real estate agency, you can rent an apartment or house - choosing from furnished or unfurnished (although unfurnished is more usual). You will be solely responsible for the cost of electricity, gas, water, telephone and groceries. Most real estate agencies require a bond equivalent to 4 weeks rent in addition to 2 weeks rent paid in advance and a letting fee which usually equates to 1 weeks rent.
- Homestay. Homestay is where students choose to live with an Australian family. You are provided with a bedroom and

can use the family's home at leisure. However, there are a number of rules that you will need to familiarise yourself with and more information about this can be provided upon request.

## **Student resources**

ACBC provides students with access to a comprehensive range of written, video, and online resources. These materials may be accessed for study use. There is also a wide range of textbooks for student to access on request. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources.

## **Student counselling**

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer for referral to our Careers Counsellor.

The Careers Counsellor can suggest access to specialised support for those who may need further external help. All discussions regarding this are in the strictest of confidence.

## **Continuous improvement**

ACBC is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous

improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Recommendation template is available at reception. You are encouraged to provide feedback to ACBC so we can improve our services in the future.

## **Your language, literacy and numeracy skills**

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach ACBC will:

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language,

literacy and numeracy assistance available;

- Refer students to external language, literacy and numeracy support services that are beyond the support available within ACBC and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## **Your safety**

ACBC has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

### **Unsafe locations**

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar of which areas to be careful of you can check with a trainer or Senior Trainer.

### **Drugs and alcohol**

In Australia, alcohol is readily available and legal for those over 18 years of age. Other

substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

If you have any questions or concerns about these things, please check with your Senior Trainer.

ACBC is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student orientation.
- No smoking within ACBC buildings.
- Report all potential hazards, accidents and near misses to the ACBC staff;
- No consumption of alcohol on ACBC premises or during contact hours;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Report safety concerns to an ACBC staff member immediately.

## **Electrical equipment**

Within the training automotive environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:

- Electrical equipment that is not working should be reported to ACBC staff immediately.
- Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
- All personal equipment used at college must have a valid 'testing tag' to confirm that the equipment has been assessed for safety.
- The college can arrange tagging and testing for students. A fee may apply

## **Fire safety**

ACBC will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation.

Students are to be familiar with the location of all EXITS and fire extinguishers.

It is the user's responsibility to understand fire drill procedures displayed around the premises.

Students are to attend and participate in annual fire safety sessions on fire safety

procedures and the use of fire safety devices.

## **First aid**

Provision for first aid facilities is available, on the first floor of each campus located at reception. All accidents must be reported to ACBC staff. The accident and any first aid provided must be recorded by staff involved.

## **Lifting**

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by ACBC unless they do so voluntarily and taking all responsibility for any injury caused.

Never attempt to lift anything that is beyond your capacity

When lifting, always bend the knees and keep the back straight when picking up items.

If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## **Work and study areas**

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.

Place all rubbish in the bins provided.

Ensure that tearoom bench spaces are left clean and tidy and that all dishes are washed.

Do not sit or climb on any desks or tables.

## **Fairness and equity**

ACBC is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- ensure non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the school.
- report any discriminatory behaviour or harassment to your trainer.

All ACBC staff members (including contractors) will be informed that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from ACBC staff members and

we apply complaint handling procedures that adopt the principles of natural justice and procedural fairness at every stage of the process.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of ACBC that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. A student may also make an enquiry directly with the Anti-Discrimination Board of NSW [Click Here](#).

## **Access to your student file and record**

You have the right to access your student file at any time. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

You can access your student file just by making a request to the ACBC reception area. You will be asked to complete a register of access. You will be provided with the record to view. ACBC can arrange to provide a copy of your records if required. You will not be permitted to take the original student file away as this is our record of your training and assessment which we are required to retain. ACBC can also provide you with a record of results which details the units of competency you have completed at that time and the units of competency you are yet to complete. A record of results can be requested at the ACBC reception area.

## Your privacy

ACBC takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- ACBC will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- ACBC is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases ACBC will seek the written permission of the student for such disclosure. ACBC will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that ACBC is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how ACBC is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also

have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

## Course Fees

Fees are payable when the student has signed the Student Course Acceptance and Enrolment Agreement to signify their acceptance of enrolment offer made by ACBC. Fees must be paid in full within 10 days of receiving an invoice from ACBC. ACBC may discontinue training if fees are not paid as required.

Students are required to pay a registration fee of AUD300\* on application and a minimum 25% of total course fees on successful admission to a program. The balance of fees payable for the course must be paid at least 14 days prior to the commencement of each term/semester (four terms per year) unless prior arrangements have been made and confirmed in writing.

*\* The registration fee is non-refundable*

The following table outlines the fees schedule:

### **BSB50415 Diploma of Business**

#### **Administration**

- Application Fee (not refundable) AUD300
- Tuition Fee AUD 10,600.00

- Administration fee AUD 500.00
- Learning Resources AUD 400.00
- Training Consumables AUD 200.00

**Total AUD 12,000.00**

Minimum of First Term fees (AU 2,925.00)

### **BSB51915 Diploma of Leadership and Management**

- Application Fee (not refundable) AUD300
- Tuition Fee AUD 10,600.00
- Administration fee AUD 500.00
- Learning Resources AUD 400.00
- Training Consumables AUD 200.00

**Total AUD 12,000.00**

Minimum of First Term fees (AU 2,925.00)

### **BSB52215 Diploma of Legal Services**

- Application Fee (not refundable) AUD300
- Tuition Fee AUD 10,600.00
- Administration fee AUD 500.00
- Learning Resources AUD 400.00
- Training Consumables AUD 200.00

**Total AUD 12,000.00**

Minimum of First Term fees (AU 2,925.00)

### **BSB42415 Certificate IV in Marketing and Communication**

- Application Fee (not refundable) AUD300

**Total AUD 12,000.00**

Minimum of First Term fees (AU 2,925.00)

- Tuition Fee AUD 6,000.00
- Administration fee AUD 500.00
- Learning Resources AUD 500.00
- Training Consumables AUD 200.00

**Total AUD 7,500.00**

Minimum of First Term fees (AU 2,400.00)

### **BSB52415 Diploma of Marketing and Communication**

- Application Fee (not refundable) AUD300
- Tuition Fee AUD 10,600.00
- Administration fee AUD 500.00
- Learning Resources AUD 400.00
- Training Consumables AUD 200.00

**Total AUD 12,000.00**

Minimum of First Term fees (AU 2,925.00)

### **FNS50215 Diploma of Accounting**

- Application Fee (not refundable) AUD300
- Tuition Fee AUD 10,200.00
- Administration fee AUD 500.00
- Learning Resources AUD 800.00
- Training Consumables AUD 200.00

### **CHC50113 Diploma of Early Childhood Education and Care**

- Application Fee (not refundable) AUD300
- Tuition Fee AUD 10,200.00
- Administration fee AUD 500.00
- Learning Resources AUD 800.00
- Training Consumables AUD 200.00

**Total AUD 12,000.00**

Minimum of First Term fees (AU 2,925.00)

### **ICT50115 Diploma of Information Technology**

- Application Fee (not refundable) AUD300
- Tuition Fee AUD 10,600.00
- Administration fee AUD 500.00
- Learning Resources AUD 400.00
- Training Consumables AUD 200.00

**Total AUD 12,000.00**

Minimum of First Term fees (AU 2,925.00)

### **SIS50612 Diploma of Sport Development**

- Application Fee (not refundable) AUD300
- Tuition Fee AUD 10,100.00



- Administration fee AUD 500.00
- Learning Resources AUD 700.00
- Training Consumables AUD 400.00

**Total AUD 12,000.00**

Minimum of First Term fees (AUD 3,900.00)

### **SIT50116 Diploma of Travel and Tourism Management**

- Application Fee (not refundable) AUD300
- Tuition Fee AUD 10,400.00
- Administration fee AUD 500.00
- Learning Resources AUD 600.00
- Training Consumables AUD 200.00

**Total AUD 12,000.00**

Minimum of First Term fees (AU 2,925.00)

First Term fees must be paid before a Confirmation of Enrolment can be issued. Each subsequent term fee must be paid in full, in advance in order to maintain a valid enrolment.

A 1% administration fee applies to all fees paid by credit card.

These fees are subject to variation from time to time in regard to CPI changes within Australia. Once enrolment has commenced there will be no change in fees payable by each individual student.

## **Refunds**

Students who cancel their enrolment before the commencement of a training program will be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

Where a student cancels, ACBC will not refund monies for the text unless a written request for a refund is received and ACBC is satisfied that the text is in as-new condition.

Course fee refunds are calculated from the date a written refund application is received, on the following basis only:

- ACBC will refund 100 percent of the course fee paid if your application for a visa to study in Australia is rejected.
- ACBC will refund 100 percent of the course fee paid for any services that have not yet been provided, if the course you have enrolled in is cancelled by ACBC.
- ACBC will refund 70 percent of the course fee paid if you withdraw from the course on or before the commencement date of course of study. The application fee is not refundable.
- There will be no course fee refund on or after the commencement date of course of study.

No refund will be paid to a third party unless the student indicates the name and

address of the person to whom the refund should be paid. If no name and address is provided, the refund will be sent to the student's home address.

All applications for refunds must be made using an application for refund of course fees. These are available from the Registrar.

All refunds will be made in Australian Dollars without any accrued interest.

If a student's visa is cancelled due to poor attendance or any other form of misconduct, then no fee will be refunded.

Refunds approved in accordance with this policy will be paid within four weeks of the Registrar receiving a written claim from a student.

This policy, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Students seeking to make an external complaint about any administrative decision should do so after following the organisation's appeals processes.

There may be grounds for refunds under "Exceptional Circumstances" and which may affect either a full or partial refund of a student's tuition fee, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event

Where this policy does not adequately cover a particular circumstance, ACBC may consider an individual's case. The final decision rests with the Chief Executive Officer of ACBC or nominee.

### **Payment method**

ACBC accepts payment for fees using:

- Credit Card.
- Electronic Funds Transfer (account details available on request).
- Cheque (made payable to ACBC).
- International Money Transfer – must include funds to pay for the receipt of the money transfer.
- Payment in cash is not accepted.

### **Tuition Fee Protection**

ACBC are required to apply the Student Tuition Protection Scheme (TPS) through the commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

<http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

## **Student cancellation**

Students who cancel their enrolment part way through a training program must notify ACBC in writing at the soonest opportunity if consideration of fee reimbursement is required. Once ACBC is notified a refund will be issued for the component of training not commenced. ACBC is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

## **Replacement of text and learning resources**

Students who require replacement of issued text or learning resources will be liable for additional charges to cover the cost of replacement. ACBC purchases its text books via the various book sellers. With postage and handling the cost of a replacement text is approximately AUD130.00, although this cost will vary for each course. Students are advised to refer to their letter of offer for specified cost.

## **Course Cancellation**

In the unlikely event that Australian Careers Business College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 28 days of the day on

which the course ceased being provided. If Australian Careers Business College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course or if there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid to Australian Careers Business College. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received. In the case of provider default there is no requirement for a student to lodge a refund application form.

## **Statutory cooling off period**

The Standards for Registered Training Organisations require ACBC to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that ACBC do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the above refund policy.

### **Changes to terms and conditions**

ACBC reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed 7 days prior to changes taking effect. No changes will apply retrospectively.

### **Making a complaint or appeal**

ACBC is committed to providing a fair complaints and appeals process that includes access to an independent external body if necessary.

#### **What is a complaint?**

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by ACBC in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

#### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of informing the student of the decision or finding.

### **Natural Justice and Procedural Fairness**

Complaints and Appeals are managed at ACBC in accordance with the principles of 'procedural fairness', also known as 'natural justice'. Both terms are used interchangeably. The opportunity to be heard by an impartial decision maker is at the heart of the rules of procedural fairness/natural justice. It requires a procedurally fair hearing and an unbiased decision being made. All parties to a complaint (complainant and respondent) must be afforded natural justice.

These rules of Natural Justice apply whenever the rights or legitimate expectations of an individual are affected by a decision. Satisfying the rules of natural justice and procedural fairness will vary according to the specific circumstances. There are however important basic principles that apply to every situation.

Natural Justice requires:

- the right to be heard;
- the right to be treated without bias;
- a decision being based on relevant evidence.

It is also important that in making decisions, decision makers take into account relevant considerations; do not take into account irrelevant considerations; and act for a proper purpose.

When you register a complaint or appeal at ACBC, you can be assured that your matter will be heard in accordance with the guidelines set out in this document.

ACBC undertakes to apply the following principles to its complaints and appeals handling:

### **Early resolution of complaints and appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

### **Procedure**

This procedure can be utilised by students, including potential students, enrolled, or seeking to enrol, in a qualification with ACBC to submit a complaint of an academic or non-academic nature. Complaints of an academic nature include matters related to student progress, assessment, curriculum and awards in a VET course of study. Complaints of a non-academic nature cover all other matters including complaints in

relation to personal information that ACBC holds in relation to the student.

During all stages of this procedure, ACBC will take all steps to ensure that:

- the complainant and the respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to the complaint may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided to the complainant or the respondent;
- where the internal or external complaint handling or appeal process results in a decision that supports the complainant, ACBC will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome.
- A written record of all complaints and appeals is to be kept by ACBC including all details of lodgment, response and resolution.
- There is no cost to the complainant for utilising this complaint and appeals process.

### **Before an issue becomes a formal complaint**

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. The administration support staff are available to assist students to resolve their issues at this level.

### **Stage One – Formal Complaint**

Formal complaints must be submitted in writing to the Campus Manager using a *Student Complaint/Appeal Form* available from Administration. Receipt of the complaint will be acknowledged within 5 working days and the complaints process will commence within ten days of the receipt of the written complaint and all reasonable measures will be taken to finalise the process as soon as practicable.

The Campus Manager, or their nominee, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

The Campus Manager, or their nominee, will then endeavour to resolve the complaint and provide a written report to the complainant on the steps taken to address the complaint, including the reasons for the decision, within 10 working days. The report will further advise the complainant of their

right to access the internal appeals process if they are not satisfied with the outcome of their formal complaint.

### **Stage Two – Internal Appeal**

If a complainant is dissatisfied with the outcome of their complaint, they may lodge an appeal by writing to the CEO (who is senior to the original decision maker). An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within ten working days.

Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the CEO, or their nominee, will provide a written report to the complainant advising the further steps taken to address the complaint, including the reasons for the decision, within 10 working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

### **Stage Three – External Appeal**

If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to ACBC that they wish the matter be dealt with through an external dispute resolution process facilitated by an

independent third party mediator acceptable to both parties.

An independent mediator will be accessed within 14 working days. It is then up to the mediator, the complainant and ACBC to resolve the complaint. ACBC will bear any costs related to mediation. The complainant or the respondent may ask another person to accompany them to meetings with the mediator.

The mediator will report to the CEO, or their nominee, the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the CEO or their nominee receives the report of the outcomes from the discussion or mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the complaint. ACBC agrees to be bound by the independent mediator's recommendations and the CEO, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report.

### **Further action**

This agreement and the availability of the complaints and appeals processes do not remove your right to take action under Australia's Consumer Law (effective 1 January 2011). Students seeking to make an external complaint about any administrative decision should do so after following the Colleges appeals processes by contacting:

### **NSW Fair Trading**

Telephone 13 32 20

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

For complaints relating to an alleged breach of the colleges' APP Privacy Policy, students should use the college's prescribed internal processes for managing complaints as described in this student handbook. If unsatisfied with the handling of a complaint related to privacy, the individual should contact the Office of the Australian Information Commissioner to commence external complaint proceedings. Details of how to make a complain externally can be found on the website of the Office of the Australian Information Commissioner <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.

If a complaint remains unresolved after the external appeal through Fair Trading, the complainant shall be referred to the National Training Complaints hotline:

Consumers can register a complaint with the National Training Complaints Hotline by: Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

The procedures set out in this document do not replace or modify procedures or any other responsibilities, which may arise under other policies or under statute of any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. In addition, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

### **Enrolment status**

Where a student chooses to access this policy and procedure, ACBC will maintain the student's enrolment while the complaint handling process is ongoing.

### **Record keeping & confidentiality**

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least 2 years to allow all parties to the complaint appropriate access to these records, upon written request to the Director of Studies. These records will be maintained at 149-151 George Street, Liverpool, NSW 2170.

All records relating to complaints will be treated as confidential and will be covered by ACBC's APP Privacy Policy.

### **Assessment arrangements**

#### ***'Competent' or 'not yet competent'?***

There are two possible assessment outcomes of competency based assessment either '*Competent*' that is you have demonstrated sufficient skills and knowledge or '*Not Yet Competent*'. If you

receive a not yet competent result – it is not something to get worried about. Sometimes there are simple but important things that you may have overlooked but need to be covered. You will be given specific feedback on which aspects of your performance and what needs to improve and additional training to support you to become competent.

### **Assessment attempts**

You will be allowed to resubmit each task for each assessment three times, subject to course completion timeframes. If after three submissions (and additional training) you are unable to demonstrate that you are competent in the unit or units of competency, ACBC may apply further charges for additional assessment.

### **The assessment environment**

At ACBC, there is a strong focus in undertaking assessment as though you are working in a real automotive workshop. This approach is supported by our simulated work environment and local policy and procedure. At times the environment will be busy and specific items of equipment will be in high demand. This reflects the actual workplace environment. This requires that you plan your activities and work cooperatively with other student to complete your work.

### **Completion dates**

These can vary and you will find a timetable provided to you which specifies assessment submission dates. You should work



diligently to complete all assessment tasks on the due date.

### **Submitting authentic work**

All work submitted must be your own work. ACBC verifies this in the following ways:

- student confirmation and declaration
- additional verbal questions given to students on a random basis
- comparison of work style and quality for all work undertaken.

### **Graded assessment**

ACBC do not apply graded assessments.

### **Assessment methods**

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. Depending on your course, the following assessment methods are used:

- **Observation of practical skills.** Practical demonstration allows the observation of skills integrated with knowledge during its practical application.
- **Project / Written Report / Case Study.** Students will be required to complete practical projects that simulate the workplace. Students are required to produce a range of written records or reports. Detailed instructions for these assessment tasks are issued to the

student at the commencement of the unit.

- **Knowledge assessment.** Students are required to prepare responses to knowledge questions and activities. Knowledge questioning assessments will be provided to students by the assessor at an arranged time and the student will be required to individually complete the assessment. The student may research their answers from the course training materials and notes as well as other sources.
- **Role Play.** Students are required to demonstrate a range of tasks in whilst being observed by the assessor. This type of assessment may require the student to prepare and submit documents for use in the demonstration.

### **Submitting Assessments**

Completed written assessments are due to be submitted either (a) electronically via CloudAssess or (b) in some cases handed in to your Trainer (e.g. hard copy assignment, projects, portfolios etc.) by 9.00 a.m. on the date advised by your Trainer.

You are entitled to THREE (3) attempts for each assessment, but only if each assessment is submitted by the due date and is complete. This means that when you submit your assessment (with all sections and questions complete) on time, but it is Not Yet Satisfactory (NYS), you will have another TWO (2) attempts to demonstrate a Satisfactory (S) result.

If your first attempt is not submitted by its due date, or it is submitted but is incomplete, you will forfeit the first two attempts and only have ONE (1) final attempt to gain a Satisfactory result.

If you are NYS on the first attempt, but fail to resubmit your assessment on the second attempt (resubmission) due date, you will forfeit your final attempt and will receive a Final Result of NYS for the assessment and a Final Result of Not Yet Competent (NYC) for the unit.

If your second attempt (the resubmission) is submitted on the due date, and a genuine attempt is made to rectify the gaps outlined by your trainer in Marking Guide feedback, but you are still NYS, you will have a final attempt to rectify the assessment. You have THREE days from the day you receive assessment feedback from your trainer.

If you resubmit the assessment in its original state and no changes have been made, the assessment will receive a Final Result of NYS and no further attempts will be granted.

In order to gain your full qualification, you must demonstrate competency in each Unit of Competency in your course. If you fail to do so, you will be provided with only a Statement of Attainment for the units you have successfully completed.

### **Very Important**

Please note: Students must submit **COMPLETE** work for all sections of the

assessment, in order for the first attempt of the assessment to be accepted. Incomplete assessments will not be accepted, and the student will be advised that this is a Non Submission.

### **Assessment Appeal Process**

#### **What is an assessment appeal?**

An assessment appeal is an application by a student for reconsideration of an unfavorable assessment decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the assessment decision and why they believe the assessment was not fair. Appeals must be submitted to ACBC within 14 days of the student being informed of the assessment decision or finding.

Students are provided with a copy of the unit of competency requirements prior to being assessed.

The steps are:

1. Assessment requirements are explained in detail to students.
2. Assessment events are arranged by trainers and assessments are conducted using standard assessment tools (workplace projects, written assignments, tests, practical exercises, role-play) which have been developed to meet the requirements of the qualification.
3. Assessors provide feedback to students on performance and discuss areas

where further learning/practice may be required. Where a student is assessed as competent, he/she is advised of the results and results are posted in their student records.

4. Where a student assessment is assessed as not yet satisfactory, the student is allowed the opportunity to resubmit the assessment. This is on condition that the student submits the assessment on its due date and with all sections and questions complete.
5. Students may appeal assessment decisions. This involves the student completing an Application for Assessment Appeal form and submitting it to the Campus Manager.
6. The appeal will be reviewed by the Education Manager or Director of Studies.
7. Students will be notified in writing of the outcome of their appeal by the Campus Manager.
8. Where the appeal is not resolved through this process, students may request an independent assessment or choose to redo the unit. A fee may be payable.

### **Training arrangements**

The courses are delivered in a classroom environment and conducted face-to-face in Training sessions are trainer led in group sizes of no more than 22 students.

The training program is undertaken using a planned schedule. Training sessions will

include the demonstration, explanation and practice

In addition to face-to-face learning, students will also complete self-paced study to assist them in building their professional knowledge and undertake work toward their assignments.

Students will typically attend formal training sessions three to four days per week depending on the course. Each day has scheduled training over 5 to 6 hours, depending on the course of study.

The courses will be delivered in four terms  
The term dates are:

### **BSB50415 Diploma of Business Administration**

Term One 11/02/2019 – 12/04/2019

Term Two 29/04/2019 – 05/07/2019

Term Three 22/07/2019 – 27/09/2019

Term Four 14/10/2019 – 01/11/2019

### **BSB51915 Diploma of Leadership**

Term One 11/02/2019 – 12/04/2019

Term Two 29/04/2019 – 05/07/2019

Term Three 22/07/2019 – 27/09/2019

Term Four 14/10/2019 – 22/11/2019

### **BSB52215 Diploma of Legal Services**

Term One 11/02/2019 – 12/04/2019

Term Two 29/04/2019 – 05/07/2019

Term Three 22/07/2019 – 27/09/2019

Term Four 14/10/2019 – 15/11/2019

**BSB51915 Diploma of Leadership**

Term One 11/02/2019 – 12/04/2019

Term Two 29/04/2019 – 05/07/2019

Term Three 22/07/2019 – 27/09/2019

Term Four 14/10/2019 – 22/11/2019

**BSB42415 Certificate IV in Marketing and Communication**

Term One 28/01/2019 – 12/04/2019

Term Two 29/04/2019 – 05/07/2019

Term Three 22/07/2019 – 16/08/2019

**BSB52415 Diploma of Marketing and Communication**

Term One 29/04/2019 – 05/07/2019

Term Two 22/07/2019 – 27/09/2019

Term Three 14/10/2019 – 06/12/2019

**CHC50113 Diploma of Early Childhood Education and Care**

Term One 28/01/2019 – 12/04/2019

Term Two 29/04/2019 – 05/07/2019

Term Three 15/07/2019 – 27/09/2019

Term Four 07/10/2019 – 06/12/2019

**FNS50215 Diploma of Accounting**

Term One 11/02/2019 – 12/04/2019

Term Two 29/04/2019 – 05/07/2019

Term Three 22/07/2019 – 27/09/2019

Term Four 14/10/2019 – 01/11/2019

**ICT50115 Diploma of Information Technology**

Term One 11/02/2019 – 12/04/2019

Term Two 29/04/2019 – 05/07/2019

Term Three 22/07/2019 – 27/09/2019

Term Four 07/10/2019 – 06/12/2019

**SIS50612 Diploma of Sport Management**

Term One 11/02/2019 – 12/04/2019

Term Two 29/04/2019 – 05/07/2019

Term Three 22/07/2019 – 04/10/2019

**SIT50116 Diploma of Travel and Tourism Management**

Term One 28/01/2019 – 12/04/2019

Term Two 29/04/2019 – 05/07/2019

Term Three 22/07/2019 – 27/09/2019

Term Four 14/10/2019 – 06/12/2019

**Recognition of your existing skills and knowledge**

In accordance with the requirements of the VET Quality Framework, ACBC provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### **What is recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### **Recognition guidelines**

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in ACBC's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and

guide the student down a more efficient path to competence.

- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.
- There is no RPL for international students with international qualifications.

If you consider that you have existing skills that may be recognised please inform ACBC when you submit your application.

### **National recognition for your current competence**

ACBC acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

### **What is national recognition?**

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be

accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

### **Evidence requirements for national recognition**

An applicant will be required to present his or her statement of attainment or qualification for examination by ACBC. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copies of the original by a Justice of the Peace (or equivalent).

### **National recognition guidelines**

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in ACBC's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training

and guide the student down a more efficient path to competence.

- The student does not incur any fees for national recognition and ACBC does not receive any funding when credit transfer is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

### **Issuing Qualifications and Statements of Attainment**

ACBC will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that ACBC is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to ACBC have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.

### **Academic Misconduct**

Students are expected to conduct themselves in a quiet, courteous and orderly manner at all times during College hours. It is expected that all ACBC teachers and staff will be treated with courtesy and respect at all times.

### **Plagiarism**

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of

another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement
- Constant non submission of assessments by their due dates

### **Referencing and plagiarism**

Where you are making significant reference to the work of others you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institutions plagiarism is unacceptable.

### **Cheating**

Cheating includes the following:

- Providing or receiving information from other students.
- Copying from another student
- Bringing in unauthorised material to the examination
- Using unauthorised material in the examination
- Failing to follow Trainers' instructions on conduct during examinations.
- Plagiarism or cheating may result in a NOT Competent result for the unit and/or suspension or cancellation of enrolment.

### **Non-Academic Misconduct**

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the College's reputation and name
- Steal College or other students' property
- Damage College or other students' property
- Engage in unlawful activities on College premises
- Misuse College equipment
- Threaten, bully, harass, abuse, discriminate or vilify College staff members or students
- Disrupt classes and fail to follow Trainers' and other College staffs' reasonable directions
- Falsify Medical Certificates and other documents

- Physical fighting on College grounds, in class and anywhere else on College premises
- Provide College with false documents e.g. Qualifications, Statements of Attainment, References

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.

### **Unlawful activity**

ACBC reserves the right to instantly terminate any student who participates in unlawful activity and will report any such behavior to the legal authorities.

### **Classroom Behaviour**

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

Students are requested not to speak in languages other than English in the classroom.

The use of inappropriate language/swearing is not permitted anywhere in the college and most specifically will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food or drinks are permitted in lecture room. Chewing gum is not permitted on College premises.

Students are not to enter in the staff room or staff kitchen. Students who wish to leave their lunch or morning tea in the fridge or use heating facilities, should ask their trainers or a College representative for assistance.