AUSTRALIAN CAREERS Business College

'Empowerment Through Education and Training'

STUDENT HANDBOOK

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About ACBC

ACBC is a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA). Our national provider code is #90271. ACBC is authorised to issue a range of nationally recognised qualifications as detailed on the college's scope of registration at www.training.gov.au. ACBC complies with the Standards for Registered Training Organisations (RTOs) 2015.

About this handbook

This handbook sets out students' rights, obligations & responsibilities. Students enrolling at the Australian Careers Business College (ACBC) are joining one of Australia's leading private providers of Education and Training. The Australian Careers Business College conducts vocational education and training qualifications. The training provided is directly relevant to immediate job opportunities and towards the acquisition of skills, which are recognised by the labor market. We pride ourselves on producing graduates who are highly skilled in their area of employment, and professional in their attitude and presentation.

1. Mission Statement

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.
- Guarantee job placement assistance.
- Provide students with qualified, experienced and committed trainers who have the knowledge and expertise in their field.

2. Code of Practice

The College operates within a clear Code of Conduct, and we ask all students attending the College to co-operate in adhering to the guidelines so we can all work and study in a harmonious and productive environment.

Australian Careers Business College (ACBC) is committed to providing high standards of vocational education and training and other client services. The following Code of Practice describes the standards of our vocational education and training and other client services. The Code of Practice addresses the requirements of the RTO Standards for NVR RTOs 2025.

The policies set out in the Code of Practice underpin the operations of the organisation.

2.1 Delivery of Training and Assessment

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.

2.2 Steps for Student Recruitment, Selection and Enrolment

Recruitment

The College advertises its courses on-line, in various newspapers, directories, on radio and on television and promotes courses at careers expos and school visits. Interested applicants are requested to telephone the College to enquire about the qualification content.

A Careers Advisor explains the various qualifications offered to applicants including details of qualification duration, qualification outcome and other requirements.

As part of this process, applicants are invited to inspect the College facilities and participate in an interview. Applicants are requested to bring copies of documents related to previous school or tertiary education and/or work history to the interview.

Students are recruited responsibly and ethically at all times and recruitment is consistent with the requirements of qualifications and curriculum, RTO Standards and VET Student Loans Scheme guidelines.

The recruitment process and all operational procedures incorporate access and equity policies. The organisation prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background.
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)
- Physical, intellectual or psychiatric disability or individuals who have any organism capable of causing disease.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery. It is our goal to maximise the opportunity for access and participation by disadvantaged students.

Selection/Academic Suitability

Australian Careers Business College (ACBC) ensures that all applicants seeking to enrol are treated fairly and equitably. ACBC has open, fair, clear and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students. Entry criteria and application procedures are published in ACBC's marketing materials and on ACBC's website for the information of students and those seeking to enrol with ACBC.

Students are selected provided they have the following:

- For Diploma and Advanced Diploma Level qualifications: Year 11 or mature age entry
- For Certificate Level qualifications: Year 10
- Students who wish to access VSL must have a copy of a Year 12 of the NSW Higher School Certificate, or a Certificate awarded at Level 4 or above of the Australian Qualifications Framework.
- Students who do not possess a Year 12 of the NSW Higher School Certificate or a Level 4 Certificate or above, must complete the mandatory online CSPA LLN test and achieve competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy or provide a copy of a Certificate IV qualification that was delivered in English.
- Students must also complete a digital literacy test before enrolment.

In addition, students must meet qualification entry requirements as prescribed in the relevant Training Package. ACBC is committed to non-discrimination when recruiting and selecting students and at all times complies with equal opportunity and anti-discrimination legislation.

Enrolment

Successful applicants are provided with all relevant information to enable the applicant to make an informed decision about the course they wish to enroll in. A position in their preferred course once the College has confirmed that they meet entry requirements.

Unique Student Identifier (USI)

As part of the enrolment process, ACBC staff shall collect details of students USI and/or facilitate the creation and recording of the USI. This process addresses in general the requirements of RTO Standard 3.6

Orientation

An orientation session is arranged for all students either face to face or via TEAMS. At the orientation, students are provided with details of how to access the current version of the ACBC student handbook (ACBC Website). They are also provided with information on their timetable, resources, facilities and how to access portals for study and assessments The orientation session also provides students with an opportunity to ask questions and meet College personnel.

2.3 Safety

ACBC is committed to providing 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.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices
- Report all potential hazards, accidents and near misses to the RTO staff.
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment
- 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.
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any tasks 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 undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

Computer facilities

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current workplace health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute

rest every hour. This rest should include a change of position and stretching exercises as appropriate.

- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximate 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

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 take all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- 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.
- Use a trolley where appropriate. A trolley is available at each campus.

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.

First aid

- Provision for first aid is available where training is delivered.
- All accidents must be reported to ACBC staff.
- The accident and any aid administered must be recorded by staff involved.

2.4 Equity and Privacy

Your equity

ACBC is committed to ensuring that the training and assessment environment is free from discrimination and harassment, and that decisions related to assessment are equitable and fair. All ACBC staff members (including contractors) are aware 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 advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against, bullied 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. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to ACBC, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy and information

Australian Careers Business College takes the privacy of students very seriously and complies with all legislative requirements and obligations related to privacy. ACBC has in place a Privacy Policy which meets the requirements of the privacy requirements of the Higher Education Support Act 200*3* and the information privacy principles set out in the privacy Act 1988 (as amended). This includes the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) and subsequent Privacy Regulation 2013, made under the Privacy Act, which commenced in March 2014.

The ACBC APP Privacy Policy (March 2015) can be found on the ACBC website. The policy sets out how ACBC collects, manages and uses information. Students should access and review the APP Privacy Policy and seek clarification or further information regarding privacy from an ACBC Careers Advisor as required.

Personal information about students studying with ACBC may be shared with the Australian Government and designated authorities, including the Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

Access to your records

Students are entitled to have timely access to current and accurate records of their participation and progress on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Australian Careers Business College, you are welcome to have access anytime and request a copy. If you require access to your records, please make a request to the Campus Manager and it will be organised. If you consider your personal information to be incorrect, incomplete, out of date or misleading, you can request that the information be amended. If a record is found to be inaccurate, it will be corrected.

2.5 Continuous Improvement

Our continuous improvement of services

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.

Learner Satisfaction Surveys

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool, which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to ACBC for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated. You will also be provided with a VET Student Loans (VSL) Satisfaction Survey to ascertain your satisfaction. In addition, you may also be provided with periodical surveys during your study seeking feedback.

2.6 Marketing and Advertising

ACBC is committed to integrity and accuracy in its marketing activities. The information provided to clients avoids vague or ambiguous statements and false or misleading comparisons with other providers or qualifications.

2.7 Assessment

Assessment is competency based. This means that training is delivered based on units of competency developed by industry to national standards. Students' knowledge and skills are assessed against these units of competency based on what they 'can do' and know.

When students can demonstrate competency or show that they can demonstrate their understanding or skill, they can be assessed as competent. If a student is not successful on the first attempt, he/she is provided with feedback and given further opportunities to demonstrate competency (See Failure to Submit Policy).

Assessment at the College incorporates the requirements of the Standards for NVR RTOs 2025, and in particular, Standard 1. All assessments meet the assessment criteria of a training package on which the qualification is based.

It is important to note that to be eligible for assessment, students must complete all Units of Competency requirements.

Trainers/Assessors employed by ACBC are required to have:

Vocational competencies at least to the level being delivered;

b) Current industry skills directly relevant to the training and assessment being provided;

c) Current knowledge and skills in vocational training and learning that informs their training and assessment; and

d) Must meet the requirements of the Credential Policy as part of the Standards for NVR RTOs 2025.

2.7.1 Monitoring Course Progress Policy

Australian Careers Business College (ACBC) monitors, records and assesses the progress of each student for each unit and cumulatively at the end of each unit of study for VSL Online students and at the end of each term for Face-to-Face students. This will ensure that the student is at all times in a position to complete the course within the expected duration as specified by the course end date.

Satisfactory progress is achieved when a student successfully completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/ information.

ACBC courses are delivered over four terms for face-to-face students. Online courses are delivered over a period of either 12 months or 18 months, comprising 4 Units of Study.

Where a student is identified at risk of not making satisfactory course progress, ACBC will contact the student and arrange counselling with an ACBC Careers Advisor, to implement ACBC's intervention strategies as outlined below.

Monitoring Procedure
Student work is assessed by the trainer who then forwards a summary of the outcomes to the Director of Studies or their delegate.

The outcome for each unit is entered into the aXcelerate student management system. The student management system provides a cumulative student record for each unit.

A progress report can be run at any time, but will be run at the end of each Term or Unit of Study. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. This report is provided to the E Director of Studies or their delegate, who will speak with the trainer and the student in the first instance to identify whether the student is in danger of not achieving satisfactory progress.

Any student identified through this process of being at risk of not achieving satisfactory progress will be contacted in writing and called to attend a counselling session, either in person or via zoom. At the counselling session the Careers Advisor will, in consultation with the student, establish a support/intervention program to help the student achieve satisfactory progress. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

Strategies may include any of the following:

- One-to-one assistance from the trainer;
- An individual assessment submission plan designed specifically for the student;
- Assistance with academic skills such as report writing;
- Additional session/s to hone student skills

The implementation of the support/ intervention strategies may be requested by the trainer or the student at any time throughout the course if concerns are held about progress. The Director of Studies or their delegate will consider and generally approve any such request.

A summary of the support/intervention action to be implemented will be recorded on the in the Student Management System, aXcelerate in the student's file portfolio. Notes on any meetings that occur will also be noted in aXcelerate and kept in the student's file portfolio.

Unsatisfactory Course progress

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.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy, ACBC will determine that the student is making unsatisfactory progress in the course and may cancel the student's enrolment. The student will have to justify why their enrolment should not be cancelled.

Students whose enrolment has been cancelled will be issued with a Statement of Attainment for any unit/s in which they have achieved competency

Reporting unsatisfactory progress

Before cancelling the student's enrolment ACBC will notify the student in writing of the intention to cancel their enrolment due to unsatisfactory course progress and advise the student they have 28 days to access ACBC's appeals process prior to having their enrolment cancelled. During any such period the student's enrolment is kept current.

A student's enrolment will not be cancelled until the outcome of all the appeal steps has been finalised and the appeal has been unsuccessful or if the student does not access the appeals process during the 28-day period.

Definitions

Unit of Study:

A Unit of Study is a unit that a student enrolled in a VET Student Loans approved course may undertake as part of a VET course of study. A unit of study includes one or more units of competency. ACBC has 3 or 4 units of study, depending on the course. For the purpose of this policy, Units of Study will be used as the benchmark for online students' progress.

Term

A Term is a unit that a student may undertake as part of a VET course of study. A term includes one or more units of competency. ACBC has 4 terms per calendar year. For the purpose of this policy, Terms will be used as the benchmark for face-to-face students' progress.

2.7.2 Retention of Students' Work

ACBC is required by the VET regulator to retain and securely store completed student assessments for verification and review purposes for a minimum of 2 years after the date of assessment. Students may request the return of their work by writing to the Campus Manager after this period has passed. ACBC reserves the right to dispose of materials not claimed after the retention period has elapsed. ACBC may retain documents for a longer period depending on the requirements of other agencies such as DEWR (VSL) and the NSW Smart & Skilled Program (Traineeships).

2.8 Assessment Appeal Process Steps

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 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.
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 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.

2.9 Certification of Completion

The College issues students who are assessed as competent a VET qualification for full completion of the qualification or a VET Statement of Attainment for partial completion,

within the Standards for NVR RTOs 2025, that meet the Australian Qualifications Framework AQF.

These are:

a. FULL QUALIFICATION: The Qualification levels are Certificate II, Certificate III, Certificate IV, Diploma or Advance Diploma. The qualification is only issued when the student demonstrates all the required competencies for the qualification.
b. PARTIAL QUALIFICATION: A Nationally recognised Statement of Attainment is issued for partial completion of a qualification for the units in which competency is achieved.

In accordance with RTO Standard 3.3 AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.

2.10 Recognition Policy

In accordance with the requirements of the RTO Standards 2015, 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.

Recognition generally takes two forms: recognition of prior learning and credit transfer.

Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL 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 and requires the same application of policy and procedures outlined in the Assessment section of this manual.

RPL is a formal acknowledgment of skills/knowledge/competencies already obtained through:

- Formal education
- Work experience
- Life experience

If a student's prior learning through formal training or at work is relevant to the qualification, then the student may be exempt from some components of the qualification. The advantage of a successful application is that students will not have to repeat a subject in which they have already achieved competency.

All students are eligible to apply for RPL. An assessment fee of $750 per unit of competency applies.

The granting of RPL will result in a reduction in student tuition fees. The amount of fees reduction is dependent on the number of units for which RPL has been granted and the qualification which the student is enrolling in.

Steps to apply for RPL

1) Students wishing to apply for RPL should complete the following steps:
2) Students will be required to complete an Application for RPL form and attach supporting documentary evidence.
3) Applications for RPL skills recognition will be processed by the Director of Studies promptly and applicants will be informed in writing of the application outcome within 15 working days. Where RPL has been granted, students will be informed of the amount of reduction in tuition fees and the commencement date of their qualification. The letter will also inform applicants of their ability to appeal the decision if not satisfied, by writing to the Director of Studies within 14 days.
4) Appeals to the Director of Studies shall be accepted in cases where RPL skills recognition is not granted. Appeals must be made within 14 days of the original decision.

Credit Transfer (CT)

As a condition of registration, the College is required to recognise and grant Credit Transfer for Nationally Recognised qualifications from other RTOs. This is called national recognition.

Steps to apply for CT

1) Students to review the unit descriptions in the qualification outline and make an initial self-assessment of the units for which they wish to apply for Credit Transfer.
2) Complete an *Application for Credit Transfer* form which is available from Student Administration at the College and lodge the application along with evidence to support the application. Qualifications and Statements of Attainment issued by other RTOs must be originals or appropriately certified copies.
3) The Director of Studies will review the CT application form and note on the form whether the units applied for are approved or not.
4) The granting of CT will result in a reduction in student tuition fees for fee-paying students. The amount of fee reduction is dependent on the number of units for which CT has been granted and the qualification which the student is enrolling in.
5) Applicants are advised of the decision in a CT letter within 5 working days. Where Credit has been approved, students will be informed of the amount of reduction in tuition fees and the commencement date of their qualification the letter will also inform applicants of their ability to appeal the decision if not satisfied, by writing to the Director of Studies.

6) Appeals to the Director of Studies shall be accepted in cases where the applicant is not satisfied with the decision.
7) Appeals must be made within 14 days of the original decision.
8) A copy of the Credit Transfer Application and the Letter are placed in the Credit Transfer folder and stored in Student Administration.

2.11 Student Complaints 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 you 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 advises 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.

VET Student Loans Ombudsman

The VET Student Loans Ombudsman will act as the external dispute resolution body to conduct investigations and make recommendations in relation to VET Student Loans and VET FEE-HELP and compliance by VET providers with the Act, the HESA and any legislative instruments under either of those Acts. The Ombudsman will report on its investigations and recommend that providers and others take action, or stop certain behaviour, to address identified problems and provide redress to affected students.

For more information go to: www.ombudsman.gov.au/How-we-can-help/vslo/tools-and-resources

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

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

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 28 Memorial Avenue, Liverpool, NSW 2170.

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

2.12 Fees, Charges, Payments

Course fees are stated on the Student Course Acceptance and Enrolment Agreement and must be accepted by the student in writing at the time of enrolment. For a full list of current course fees and fees payment schedules please refer to section 19 of this handbook '2021 Course Fees & Payments.'

For fee paying students who are not on a VET Student Loan, fees can be paid:

- in instalments spread over the duration of the course via Direct Debit.

Students who access a VET Student Loan may also be required to make a gap payment. This can be paid in instalments by Direct Debit. ACBC may discontinue training if the fee is not paid as required. Fees will vary for different courses.

Students having difficulties with payments should approach Student Administration to discuss the issue before the payment's due date.

Protecting pre-paid fees by students

Under the Standards for NVR RTOs 2025, ACBC applies Option three of the acceptable fee protection options for student fees collected in advance.

Option three—ACBC may accept payment of no more than $1000 from each individual student prior to the commencement of the course. Following course commencement, ACBC

may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student, does not exceed $1500.

2.13 2025 Term Commencement Dates and Unit of Study Information

Term Commencement Dates

Commencement dates vary depending on the course.

Term One 10 February
Term Two 28 April, depending on the course
Term Three 25 July
Term Four 6 and 13 October, depending on the course

VSL Units of Study Information of 2025 Courses

BSB50120 Diploma of Business				
Unit of Study Name	**Unit of Study Code**	**Commencement Date**	**Completion Date**	**Census Date**
Business1US1-25	Bus1US1-25	12/02/2025	20/03/2025	20/02/2025
Business1US2-25	Bus1US2-25	25/03/2025	15/05/2025	05/04/2025
Business1US3-25	Bus1US3-25	20/05/2025	26/06/2025	28/05/2025
Business1US4-25	Bus1US4-25	01/07/2025	21/08/2025	12/07/2025
Business1US5-25	Bus1US5-25	26/08/2025	16/10/2025	06/09/2025
Business1US6-25	Bus1US6-25	21/10/2025	27/11/2025	29/10/2025

BSB50720 Diploma of Paralegal Services				
Unit of Study Name	**Unit of Study Code**	**Commencement Date**	**Completion Date**	**Census Date**
Paralegal1US1-25	Plgl1US1-25	28/04/2025	17/06/2025	06/05/2025
Paralegal1US2-25	Plgl1US2-25	20/06/2025	05/08/2025	01/07/2025
Paralegal1US3-25	Plgl1US3-25	08/08/2025	10/10/2025	21/08/2025
Paralegal1US4-25	Plgl1US4-25	14/10/2025	12/12/2025	28/10/2025

2.14 Withdrawal Procedure including VSL Approved Courses

If a student wishes to withdraw from a course or a unit of study, they must inform their Campus Manager in writing by email to campusmanager@acbc.nsw.edu.au or by regular mail to 28 Memorial Avenue Liverpool, NSW 2170

- Student name;
- The reason for withdrawing from the course; and
- Date of withdrawal.

Definitions relevant to this policy

Census Day	The day the student incurs financial liability for the unit of study. Students may cancel their enrolment by the census day without incurring tuition fees (or a HELP or VET Student Loans debt) for the course or the part of the course. For VET Student Loans (VSL) approved courses this census day is 20% of the way through the Unit of Study *census dates for courses can be found on the ACBC website
Administrative Date	For Fee Paying students: This is the same as the Unit of Study Census Date For VET Student Loan (VSL) Courses: This is the same as the Unit of Study Census Date For Entry Requirement Programs: 20% of the way through the program
Start Date	The first day of the Unit of Study as listed in the Student Handbook
Tuition Fees	Includes tuition, assessment material and re-assessment fees. (No fees are charged for textbooks)
Unit of Study	A unit of study is a subject or unit that a student may undertake as part of a VET course of study. A unit of study includes one or more units of competency. ACBC has 3 or 4 units of study, depending on the course

Australian citizens, eligible NZ citizens or Australian resident permanent humanitarian visa holders who are enrolled in a VET Student Loan enabled course:

In the event of a student withdrawing from a Unit of Study on or before the Census Date for that Unit of Study:

- 100% of Tuition Fees paid for that unit will be refunded to the student; and
- The student will not incur a VET Student Loan debt.

Under the VSL eligibility rules, in addition to Australian citizens, holders of a Pacific Engagement Visa who are *"usually resident in Australia"* may be eligible for a VSL. Specifically, providers must consider whether the PEV holder will be living in Australia for the duration of the course.

In the event of a student withdrawing from a Unit of Study after the Census Date for that Unit of Study:

- No refund is applicable; and/or
- The student will incur a VET Student Loan debt.

A student who withdraws after the Census Date from a Unit of Study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance (VSL-enrolments)*

Once the student has withdrawn, ACBC shall confirm the withdrawal by entering the student's withdrawal details into the aXcelerate Student Management System and removing them as an enrolled student.

A confirmation letter of Withdrawal from a Course will be sent to the student. The letter will confirm their withdrawal, the date of withdrawal, the unit/s of study from which the student has withdrawn, unit/s of study census date/s, VSL debt incurred by the student for the relevant unit/s of study, the amount of the 20% loan fee applicable to the unit/s of study. If the student has withdrawn prior to census day, no debt will be incurred.

If a student withdraws from a course, or a unit of study, ACBC will not, after the withdrawal, enrol the student in a course or a unit of study without the written permission of the student. Permission must be given after the withdrawal.

All other students:

The amount of the refund will be determined as follows:

a) If the student notifies ACBC of their withdrawal before the course Start Date, 100% of the Tuition Fees that have been paid will be refunded.

b) If the student notifies ACBC of their withdrawal on or before the Administrative Date, 100% of Tuition Fees paid for that Unit of Study will be refunded.

c) If the student notifies ACBC of their withdrawal after the Administrative Date, no refund is applicable.

Refunds will be paid within 2 weeks after receiving the student's written application. All refunds will be paid to the person who originally paid the course fees (Fee for Service).

Requests for a refund based on extenuating or compassionate circumstances will be considered on a case-by-case basis.

If a student's enrolment is terminated by ACBC for misconduct or breach of College regulations after the census date for a unit of study, no refund of tuition fees will be given.

If for any reason ACBC is unable to provide your course, we will repay you 100% of the tuition fees you have already paid for the course (Fee for Service). In this case, you will receive a

refund within 2 weeks after the day on which the course ceased to be provided. ACBC will provide students with a written statement of the refund.

If a student withdraws from a course, or a unit of study, ACBC will not, after the withdrawal, enrol the student in a course or a unit of study without the written permission of the student (which must be given after the withdrawal).

Process and procedure for cancelling a VSL student's enrolment

ACBC has a process and procedure to cancel a student's enrolment in an approved course, or a unit of study, after the census day for the course.

1. ACBC shall inform the student concerned of a proposed cancellation of enrolment;
2. ACBC will allow the student at least 28 days to initiate grievance procedures before the Cancellation takes final effect;
3. Cancellation will take final effect, only after any grievance procedures initiated by the student have been completed;
4. ACBC will set out the circumstances in which fees for the course, or unit of study, concerned will, or will not be, refunded.

In the event of ACBC cancelling a student's enrolment in a course a unit of study after the Census Date for that unit of study:

- No refund is applicable; and/or
- The student will incur a VET Student Loan debt.

ACBC will refund any monies paid in advance that relate to future parts of the course.

Refunds will be paid within 2 weeks after the cancellation takes final effect.

If for any reason ACBC is unable to provide the course, ACBC will repay all tuition fees already paid within 2 weeks after the day on which the course ceased to be provided.

All refunds will be paid to the person who originally paid the course or unit of study fees.

This agreement, 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 college's appeals processes by contacting:

NSW Fair Trading
Telephone 13 32 20
www.fairtrading.nsw.gov.au

This Cancellation and Refund policy will be also made available to students and prospective students by publication on ACBC Website.

Procedure for re-enrolment in part of a VSL course previously withdrawn from

A student may apply to re-enrol in a course or unit of study they had previously withdrawn from.

1. Student must complete a new 'Application to Enrol Form' and attend an interview with a Careers Advisor who will assess the circumstances behind the student's previous withdrawal.
2. The Careers Advisor will confirm the maximum amount of VSL the student can access, taking into account the amount already accessed in the course they previously withdrew from.
3. The Careers Advisor must then seek approval from the Director of Studies, who will make the decision based on the circumstances outlined by the Careers Advisor.
4. No student may re-enrol unless they have completed and signed the application form and following from this, the 'Course Acceptance and Enrolment Agreement'.
5. If the student is under 18 years old, they must:
   have a parental consent form signed by a responsible parent and provide the signed parental consent form prior to submitting enrolment information into the eCAF system. or

- student must have evidence they have received youth allowance on the basis that they are independent within the meaning of Part 2.11 of the Social Security Act 1991. *The* evidence must be in the form of the student's Centrelink Income Statement noting this assessment.

Fees payable

1. For fee-paying students who are **NOT ACCESSING** a VET Student Loan, fees may be paid in ten instalments spread over the duration of the course (Not exceeding $1500 for each instalment).
2. Students who **ACCESS** a VET Student Loan, but have to pay the fees gap themselves, may pay the gap in ten instalments spread over the duration of the course (Not exceeding $1500 for each instalment).

See www.acbc.nsw.edu.au/page/feescourses.html

2.15 Student Welfare and Support Services

Academic and Vocational Counselling

Academic or vocational counselling and support is available at no charge to enrolled students.

Support Services

ACBC has designated qualified Careers Advisors to deal with students. 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 (LLN)

- Health
- Legal matters
- Domestic violence
- Sexual assault
- Housing
- Counselling Support
- Employment Services Referral
- Alternative Payment Plans for fee paying students

Where specialist support services are recommended by ACBC (such as Counselling Support for example), students are advised that these services may incur additional cost by the service provider that is separate from the services provided by ACBC. Students should verify the cost of these services with the provider before proceeding with these specialist support services. Students are also welcome and encouraged to use a services provider of your choosing. Services recommended by ACBC are recommended only for your convenience and this recommendation by no means that we give any warranty of these services. You should make your own enquiries and satisfy yourself that the service is suitable for your needs.

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 student services, simply inform reception that you would like to meet with the Careers Advisor. 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. Your designated student support officer is

2.16 Post Program Support

Enrolled students are provided with assistance in job seeking, resume preparation, interview skills, vocational advice, mentoring, etc. Students are advised of the particular support available with each program.

3. Entry Requirements

Students must meet qualification entry requirements as prescribed in the relevant training package.

In addition, ACBC also has the following requirements:

- For Diploma Level qualifications: Year 11 or mature age entry. Year 10 who meet LLN, Work Experience requirements and provide a School report.
- For Certificate Level qualifications: Year 10
- Students who wish to access VSL must have a copy of a Year 12 of the NSW Higher School Certificate
- Students who do not possess Year 12 of the NSW Higher School Certificate, must

complete the mandatory online CSPA LLN test and achieve competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy or provide a copy of a Certificate IV qualification that was delivered in English.

- All students must complete a mandatory Digital Literacy test to ascertain the level of support that may be required.

Entry into some qualifications may require the completion of a Prohibited Person Declaration and consent to the Working with Children Check (Early Childhood Education).

ACBC qualifications are designed to assist students to enter the workforce as soon as possible after graduation and prepare them to be a productive employee from day one in their chosen career.

Our qualifications are designed so that people of all levels of ability are able to benefit from vocational skills training.

4. VET Student Loans

Australian Careers Business College (ACBC) is an approved provider under the VET Student Loan scheme. Under the VET Student Loan (VSL) scheme, students can obtain a loan from the Australian government to pay for all or part of their tuition fees when undertaking a VET accredited Diploma or an Advanced Diploma course at an approved VET provider. Only registered training organisations that have been approved by the Secretary of the Department of Employment can offer VET Student Loans to eligible students.

Students applying for a VET Student Loan are subject to a loan fee of 20% charged by the government. Loans increase via indexation over time

Students repay their loans through the Australian taxation system once they are working, and they reach the minimum repayment threshold for compulsory repayment. In 2025-26 the threshold is $67,000.

To be eligible for VET Student Loans (VSL), a student applying to study in a VSL approved course at Australian Careers Business College (ACBC) must meet the following requirement:

The applicant must be an Australian Citizen, an eligible NZ citizen or the holder of a permanent humanitarian visa and residing in Australia all through the course for which they are receiving VET Student Loan Assistance.

VET Student Loans – Important Information

VET Student Loans will not be approved for students who do not meet eligibility requirements. A VET Student Loan gives rise to a HELP debt

(i) it is a loan from the Commonwealth, and

(ii) the loan will remain a personal debt until it is repaid to the Commonwealth, and

(iii) the loan may, until the debt is repaid, reduce a student's take-home (after-tax) wage or salary and may reduce the student's borrowing capacity, and

(iv) a student may wish to seek independent financial advice before applying for a loan.

A student may be required during the course to communicate his or her agreement to the Secretary continue to use the VET Student Loan to pay tuition fees for the course (student progression and engagement requirements

Tuition fees will be apportioned across 3 or 4 units of study (study periods). Each unit of study will contain at least one census day.

Determining Citizenship and Residency Status

A current Australian Passport is acceptable evidence of Australian citizenship. If you do not have an Australian Passport, the evidence required to prove you are an Australian citizen may differ depending on your circumstances:

Students born in Australia before 20 August 1986

If you do not have an Australian Passport, you will need to provide your full birth certificate issued by an Australian Registry of Births, Deaths and Marriages (RBDM).

Students born in Australia on or after 20 August 1986 and one of their parents was an Australian citizen at the time of their birth

If you do not have an Australian Passport, and one or both of your parents was an Australian citizen at the time of your birth, you must provide your full birth certificate issued by an Australian RBDM. If your full birth certificate shows that at least one of your parents was born in Australia, and that parent was born before 20 August 1986, this is sufficient evidence to prove your Australian citizenship. If your parent was born in Australia on or after 20 August 1986, the parent's full birth certificate issued by an Australian RBDM is still required.

Students born overseas and has Australian citizenship

You will need to provide one of the following documents as evidence of their Australian citizenship: a current Australian passport or an Australian citizenship certificate or a Citizenship by Descent extract.

Eligible New Zealand citizens

If you are a New Zealand citizen, you are eligible if you hold a Special Category Visa and:

- have usually been resident in Australia for at least 10 years; and
- you were a dependent child aged under 18-years of age when you were first usually resident in Australia and
- have been in Australia for periods totaling 8 years during the previous 10 years and
- have been in Australian for periods totaling 18 months during the previous 2 years.

Further information about HELP eligibility criteria for New Zealand Special Category Visa Holders at www.education.gov.au/faqs-new-zealand-special-category-visa-holders.

Under the VSL eligibility rules, in addition to Australian citizens, holders of a Pacific Engagement Visa who are *"usually resident in Australia"* may be eligible for a VSL.

Permanent humanitarian visa holders

A permanent humanitarian visa holder, who is usually resident in Australia is also eligible for VSL. To confirm if your visa class is a permanent humanitarian visa, contact the Department of Home Affairs website at: www.homeaffairs.gov.au/vevo

Other permanent residents/permanent visa holders are NOT eligible for a VET student loan.

Applying for a VET Student Loan

To apply for a VET Student Loan you must complete the Request for a VSL electronic Commonwealth Assistance Form (eCAF) by the census day.

You will receive an email from the department allowing you to sign into the eCAF system. Once you sign-in, you must verify the pre-populated information and complete the mandatory fields. You must wait at least two full business days after you have enrolled in your course before submitting the eCAF.

The eCAF must be submitted on or before the first census day for which you would like the loan to apply. Once the eCAF is submitted, you will receive an email confirming loan approval and providing you with a copy of the completed form. This should be kept as a record.

If you do not complete the eCAF by the census date, you must wait until the next Unit of Study to request a VET Student Loan for future study. Retrospective access to VET Student Loans is not allowed under any circumstances.

Students Under 18 years Old

If you are under years 18 old, you must:

- have a parental consent form signed by a responsible parent and provide the signed parental consent form prior to submitting enrolment information into the eCAF system or
- you must have evidence you have received youth allowance on the basis that you are independent within the meaning of Part 2.11 of the Social Security Act 1991. *The* evidence must be in the form of your Centrelink Income Statement noting this assessment.

Tax File Number

ACBC is required to ask whether you have a Tax File Number (TFN), however, under the Commonwealth requirements we **must not collect, copy or retain your TFN**. Therefore, you must enter your TFN **directly into the Government's eCAF portal** when prompted.

For information on how to obtain a Tax File Number, visit:
https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/

5. Face to Face Courses Attendance Requirements

Courses offered at ACBC require students to attend all scheduled class activities and practicums. Many of the assessments required for courses involve group work and class-based activities.

If a student's attendance rate is determined to be unsatisfactory, a Campus Manager or Careers Advisor will meet with the student to discuss the matter and try to resolve the situation in the best way possible. If after consultation with the Campus Manager or Career Advisor, the student does not maintain the required attendance level, the student may be suspended from the College or have their enrolment cancelled.

Part-time employment and personal appointments including doctor's appointments should be arranged outside of College hours to avoid attendance levels being affected. Students must:

Notify the College before 9:00am if they are unable to attend class

- Provide a medical certificate if absent for more than one day
- Provide a medical certificate if is absent on an assessment date
- Catch up on any outstanding work in their own time if absent
- Arrange a meeting with their trainer if assistance is required, as a result of being absent.
- Arrive to class on time and not leave early to reduce disruption to the class.

6. Face to Face Course Dress Code

Students should remember that personal presentation is very important to their future success. We believe that this policy works well in developing a business-like attitude, and impressing future employers who visit the College.

We have found that the dress code the College has established is appropriate for the comfort of all students and staff. Students must also maintain this dress code while at work experience and remember that they represent the College at all times.

General Uniform Requirements

Female students

- Black or navy-blue suits (skirts or tailored pants), white or sky-blue collared shirts and low-heeled court shoes, with enclosed toes, suitable for business wear.
- Ballet flat/pumps and heels including wedges higher than 5 cm are not permitted for safety reasons.
- Overcoats and scarves may be worn over uniforms, but may not be worn in class or practicum.

Male students

- White or sky-blue collared business shirts with a tie, black or blue trousers and suit jacket and business footwear
- Overcoats and scarves may be worn over uniforms, but may not be worn in class or practicum.

Uniform Requirements for Childcare Students

Students enrolled in Childcare programs at ACBC are required to purchase and wear a specific uniform as follows:

- ACBC branded polo shirt (available from the college)
- Black or blue suits with tailored pants
- Black lace shoes (no ballet flats, boots, sports shoes, heels)
- Required shoes will be specified at Orientation.
- In cooler weather, a plain black skivvy may be worn under the polo shirt.
- Overcoats and scarves may be worn over uniforms but may not be worn in class or practicum.

7. Face to Face Conduct

Face to Face 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 Trainers and staff will be treated with courtesy and respect at all times.

7.1 Academic Misconduct

Academic misconduct includes:

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.

Cheating

Cheating includes the following:

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

Use of Artificial Intelligence (AI)

ACBC will employ a range of strategies to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control. The following are guidelines on the **unacceptable use of artificial intelligence** content:

- **Direct Generation of Assessment Responses** sing AI to generate complete or partial answers for assessments
- **Bypassing Skill Development**. Using AI in ways that prevent learning essential vocational skills
- **Professional Communication Tasks**. Using AI to complete communication tasks that demonstrate professional competency
- **Evidence Collection**. Using AI to fabricate or manipulate evidence of competency
- **Group Work and Collaboration**. Using AI to bypass genuine workplace collaboration

The unacceptable use of artificial intelligence content is considered a form of plagiarism and students found to be breaching this policy Action will be taken in accordance with the plagiarism policy outlined above. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task. Please see full Policy on Use of Artificial Intelligence.

7.2 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
- Alcohol intoxication
- Being in possession of illicit drugs
- Being under the influence of illicit drugs

Forging Documents

If a student forges any documents, e.g. work placement timesheets, logbooks, supervisor report signatures, dates, medical certificates etc. they will be subject to instant dismissal from the course.

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

7.3 Student Behaviour

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

7.4 Classroom Behaviour (Face to Face Courses)

- 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 may not enter the staffroom 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.

7.5 Mobile Phones (Face to Face Courses)

Mobile phones must be switched OFF at all times and not used in classrooms under any circumstances. Please understand that mobile phones interfere with the Colleges computer systems. They also disrupt trainers, lessons and students' concentration. Please be considerate to all.

If students continue to leave their mobile phones switched on, the College reserves the right to confiscate the phones until the end of the day and/or ask the student to leave the class. Confiscated phones may be collected from the Campus Manager or Careers Advisor. Please note, if students need to be contacted by their families as a matter of urgency, messages will be left on the student message board or in some cases brought into class by College staff.

7.6 Smoking (Face to Face Courses)

The College is a smoke free zone. Students wishing to smoke must do so outside and away from the College. Amendments to the Smoke-free Environment ACT 2000 and Smoke-free Environment Regulation 2007 make it an offence to smoke within four (4) metres of the doorway to any public building (Jan 2013). Local council officers are authorised to issue on the spot fines for breaches of these regulations.

7.7 Vandalism (Face to Face Courses)

Writing on or sticking chewing gum on walls, doors, computers and desks, is vandalism and will not be tolerated. Litter is to be placed in the appropriate bins provided.

Books and College materials are not to be removed from the College premises without permission.

7.8 Computer Ethics (Face to Face Courses)

All computers and printers are sensitive machines and students must take care of them when utilising the computer system. If any computer problems arise, please notify the trainer immediately. Do not delete, copy or move files from the computer system unless instructed by the trainer.

7.9 Use of Notebooks/Laptops/Tablets Devices in Class (Face to Face Courses)

Courses at ACBC have been designed so that students do not require access to a computer or the internet during class delivery. In some courses, where access to the internet is required, lessons will be delivered in computer labs or portable equipment loaded with relevant software (travel booking/accounting etc.) will be provided for student use during class.

A Wi-Fi service is available free for students at all campuses to assist students wishing to access the internet for pre or post-class study or personal use outside of class time. Content filters have been applied to this Wi-Fi service to prevent download of, or access to inappropriate materials.

Students may not use their own laptops, tablets or smart devices in class.

7.10 Updating personal information

Students are required to update their personal information within 7 days of any significant changes including:

- Change of name
- Change of home address
- Change of mailing address
- Change of personal email address
- Change of contact numbers
- Changes to visa or visa conditions

Changes should be advised by email to the Campus Manager. From time to time, the college will also survey students to check for changes to personal details.

8. Work Experience Program

ACBC Diploma qualifications offer an optional work experience opportunity. This program is one day a week and commences during term three until the end of the year. Students are advised of this at the course application interview or orientation. The Work Experience program is different to the Mandatory Work Placement component of selected courses.

Students who undertake the work experience program must take it seriously and treat it like a real job. They are required to be punctual at all times and maintain a very high attendance rate. Students who experience any problems with host employers should speak to their trainers, Campus Manager or Careers Advisor immediately. Students may be required to

participate in a preparatory training program before participating in work experience. Students are required to maintain a logbook during work experience.

Students whose attendance drops below 80%, are not punctual, disruptive and do not submit their assessments on time may be excluded from the Work Experience Program at the discretion of the Director of Studies or delegate.

9. Submission of Assessments (including failure to Submit Policy)

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.

Submitting Assessments

1) 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.
2) 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.
3) 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.
4) 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.
5) 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. The student will forfeit their first and second opportunity leading to one further submission being available to them.

In class Assessments and Tests

Students must undertake in-class assessments/tests on their due dates. If a student is absent from College on assessment day, the same procedure and outcomes applicable to Failure to Submit Written Assessments will come into force.

If you do not understand any part of this process, please discuss it with your Trainer or Campus Manager.

10. Assessments / Inappropriate Activities

Cheating

Cheating of all forms either during assessments or copying of assignments will not be tolerated. A person found cheating in a particular unit of competency will be excluded from that unit and will have to repeat that unit when next offered.

Plagiarism

All assessments must be the students own work. If quoting a passage from a book, appropriate referencing must be used. If a student is found to have plagiarised, they will receive a warning and have to submit their assessment using their own work. If a student plagiarises a second time in any other assessment, they will be deemed NYC
for the unit where the second plagiarism takes place. A third offence may be subject to instant dismissal from the course.

Forging Documents

If a student forges any documents, e.g. work placement timesheets, logbooks, supervisor report signatures, dates, medical certificates etc. they will be subject to instant dismissal from the course.

11. Timetables

Face to Face Courses

There are 3 or 4 terms in each academic year, depending on your course. Term lengths can be up to 11 weeks. Classes are conducted between 8:30am and 5:00pm, Monday to Friday.

Some courses may not require scheduled classes and therefore may start later than 8:30am or finish earlier than 5:00pm. Students are issued with a timetable related to their courses on Orientation day.

Online Courses

Every online student will be provided with an Individual Assessment Schedule that outlines unit dates and assessment submission date

12. Orientation (Face to Face Courses)

Students will be given a full orientation on an appointed day approximately on day one of the course. On this day students will be issued with a list of items needed for their first day at College. Students will also have the opportunity to meet their fellow students and trainers.

What is Orientation?

An Orientation session is arranged for all students. The Orientation program is designed to give you important information that will help familiarise you with your campus, support services provided and the course you are enrolled in. The Orientation session also provides students with an opportunity to ask questions and meet College personnel.

The Orientation session will:

- introduce you to ACBC staff and your trainers.
- show you class locations.
- provide you with a timetable.
- provide you with VSL information.
- provide information on 'in case of an emergency'
- provide fee-paying students with a payment plan.
- Familiarise you with Learning and Assessment portals

13. Austudy/Abstudy/Youth Allowance

Full-time qualifications that are VSL approved are Austudy/Abstudy/Youth Allowance approved and ACBC students are eligible to apply, provided they fulfil the normal conditions applicable to that allowance. Assistance in completing the necessary forms is available from Administration.

14. Student ID Cards

Students will be issued with a student ID Card. This card can also be used to load credit and use the student photocopier service located at each campus. Replacement cards will incur a $5 administration fee.

15. Student Travel Concession

All normal concessions apply to full-time students including rail and bus in NSW for face-to-face students. Application forms for concessions are available from College reception.

16. Termination of Enrolment

The Australian Careers Business College reserves the right to dismiss any student whose conduct or performance is not of a standard acceptable to the College.

17. Face to Face Courses Offered

ACBC offers courses in the following areas in 2025 for face-to-face student:

- Business
- Paralegal Services

See a Careers Advisor for detailed information on courses available.

18. Important Legislation, which affects a NSW RTO

Vocational Education and Training (VET) is a term used to describe education and training arrangements designed to prepare people for work or to improve the knowledge and skills of people already working in Australia. The National Vocational Education and Training Regulator Act 2011, governs the registration of RTOs in NSW.

Workplace Health and Safety

Workplace Health and Safety in NSW is governed by the Workplace Health and Safety Act 2011. This legislation describes the general requirements necessary to ensure a safe and healthy workplace and is designed to reduce the number of injuries in the workplace by imposing responsibilities on individuals and organisations.

Under this legislation, a duty of care is imposed to detect unsafe conditions and behaviours and to fix them, or when a person does not have the authority, reporting them to the appropriate authority together with suggestions for control. The objects of this legislation are:

- to secure and promote the health, safety and welfare of people at work;
- to protect people at a place of work against risks to health or safety arising out of the activities of persons at work;
- to promote a safe and healthy work environment for people at work that protects them from injury and illness that is adapted to their physiological and psychological needs;
- to provide for consultation and co-operation between employers and employees in achieving the objects of the legislation;
- to ensure that risks to health and safety at a place of work are identified, assessed and eliminated or controlled;
- to develop and promote community awareness of occupational health and safety issues;
- to provide a legislative framework that allows for progressively higher standards of Occupational Health and Safety to take account of changes in technology and work practices;
- to deal with the impact of particular classes or types of dangerous goods and beyond, place of work.

Compensation

The Workers Compensation Act 1987 and Workplace Injury Management and Workers Compensation Act 1998 deal with the process for compensating individuals who are injured in the workplace and facilitating their effective return to work.

Discrimination & Equal Employment Opportunity

The Anti-Discrimination Board was set up under the NSW Anti-Discrimination Act 1977. Its role is to promote anti-discrimination and equal opportunity principles and policies throughout NSW.

Discrimination means treating someone unfairly because they happen to belong to a particular group of people. For example, it is illegal to discriminate against someone because of their sex, race, age, marital status, sexual preference, disability, transgender or transsexuality, responsibility as a carer or because of their relationship or association with someone else.

Many people are often unsure of the difference between discrimination and equal employment opportunity (often called EEO). EEO is about making sure that workplaces are free from all forms of unlawful discrimination and harassment and providing programs to assist members of EEO groups to overcome past or present disadvantage. This means having workplace rules, policies, practices and behaviours that are fair and do not disadvantage people because they belong to particular groups.

In addition, organisations should aim to create an environment where all workers are valued and respected and have opportunities to develop their full potential and pursue a career path of their choice.

Educational institutions should be harassment free, and this applies equally to staff as well as students. Harassment may include:

- deliberate physical contact displaying sexually graphic or offensive materials;
- victimisation, bullying or destruction of personal belongings;
- intimidation, abuse or indecent exposure;
- persistent staring or rude gestures, obscene or threatening phone calls and letters.

Under the Racial Discrimination Act 1975 (Commonwealth) it is against the law to treat someone unfairly or harass them because of their race, colour, descent or national or ethnic background in relation to:

- access to public places and facilities;
- advertising;
- education;
- employment;
- land, housing and accommodation;
- provision of goods and services;
- membership of trade unions and professional bodies.

Educational institutions must ensure that training takes place in an environment free of discrimination, harassment, victimisation and bullying.

Disability Standards

The Disability Standards for Education (2005) ('the Standards') are formulated under the Disability Discrimination Act 1992 (Commonwealth). The Standards require education providers (including RTOs) to take reasonable steps to ensure that students with disabilities are provided with opportunities to realise their individual potential through their participation in education and training on the same basis as students without disabilities, and that they are not subject to discrimination. The standards set out a process whereby

educational institutions can meet their obligation, which includes a requirement to make reasonable adjustments where necessary.

The process includes:

- consultation with the student;
- consideration of whether an adjustment is necessary;
- if an adjustment is necessary, identification of a reasonable adjustment;
- making reasonable adjustment.

If an educational institution complies with this process, then they have complied with the standards, and they cannot be said to have discriminated. Even though educational institutions are required to make reasonable adjustments, they are exempted from making adjustments that would impose unjustifiable hardship on them.

Privacy

Educational institutions must acknowledge and respect the privacy of individuals as required by the Privacy Act 1988 (Commonwealth) and the Privacy Principles espoused under the Act. ACBC has in place a Privacy Policy, which meets the requirements of the Privacy Act 1988 (as amended). This includes the Privacy Amendment (Enhancing Privacy Protection) Act 2012

(Privacy Amendment Act) and subsequent Privacy Regulation 2013, made under the Privacy Act, which commenced in March 2015.

Educational institutions will usually collect information from students (or prospective students) to provide them with information about study opportunities, course administration, academic information and to maintain proper academic records. Provision of personal information is voluntary but if this information is not provided by a prospective student, an educational institution may be unable to enrol them in a qualification or supply them with appropriate support.

Information provided to an educational institution must not be disclosed to any third party unless the institution has informed consent to do so, or unless required or authorised by law.

An educational institution must take all reasonable security measures to protect personal information from unauthorised access, misuse or disclosure. Educational institutions must also take all reasonable steps to ensure that personal information, which is collected, used or disclosed is accurate, complete and up-to-date. Students have the right to access their personal information and can request that incorrect information is corrected or deleted. Access to this information is usually made available by applying to the institution in writing.

Young People

In relation to students under 18 years of age, educational institutions must comply with the Commission for Children and Young People Act 1998. Under this legislation, prohibited persons (people who have committed serious sex offences against children or adults, or serious physical assault, kidnap or murder offences against children) are prevented from

working in child-related employment. Educational institutions are required to undertake "Working With Children" background checks on all staff that are recruited to a position that works directly with children to determine whether they indicate any risk to children.

19. Course Fees and Payments (Face to Face)

Annual Course Fees

Course Code and Name	Course Fees	Maximum Amount of VSL available
BSB50120 Diploma of Business	$11,100	$11,100
BSB50720 Diploma of Paralegal Services	$11,100	$11,500

* The amount of the loan cannot be greater than the student's remaining FEE-HELP balance.

VET Student Loans (VSL) - No Fees Gap for eligible students

The Courses above are covered by VSL for eligible students. There is no fees gap for

Payment Schedules and dates for fee-paying Students
BSB50120 Diploma of Business and

Full Fee-Paying Students	Amount
12/02/2025	$1,110
11/03/2025	$1,110
10/04/2025	$1,110
10/05/2025	$1,110
10/06/2025	$1,110
10/07/2025	$1,110
10/08/2025	$1,110
10/09/2025	$1,110
10/10/2025	$1,110
10/11/2025	$1,110
Total	$11,100

BSB5070 Diploma of Paralegal Services

Full Fee-Paying Students	Amount
29/04/2025	$1,110
21/05/2025	$1,110
10/06/2025	$1,110
30/06/2025	$1,110
21/07/2025	$1,110
10/08/2025	$1,110
31/08/2025	$1,110
24/09/2025	$1,110
15/10/2025	$1,110
10/11/2025	$1,110
Total	$11,100

Miscellaneous Fees:

In the event of a student requiring the issue of a replacement Testamur, a $50 fee will apply.

19.1 Payment by Direct Debit

Students are required to pay tuition fees not covered by VET Student Loans or NSW Smart & Skilled by Direct Debit. As part of enrolment, students will be provided with a link to a Direct Debit authorization form, which must be completed, signed and returned to the Campus Manager prior to commencing classes. A payment schedule will be provided for payment plans using Direct Debit.

Please note that some fees apply for direct debit (per transaction). These service fees are charged by a company named 'Ezidebit (see below)'. This company manages direct debit arrangements on behalf of ACBC.

Product	Fees (Inc. GST)
Direct Debit - Visa/MasterCard	1.87% - ($1.20 min)
Direct Debit - Amex/Diners	4.00% - ($1.20 min)
Realtime - Visa/MasterCard	1.87% + $0.33
Realtime - Amex/Diners	4.00% + $0.33
Dishonour Fee	$14.80

Please ensure that sufficient funds are available in your account to service Direct Debit payments to avoid fees and disruption to your study.

20. Online Courses Fees Information for Online Students

20.1 Online Course Fees

Course Code and Name	Course Fee
BSB50120 Diploma of Business Administration	$7,900
BSB50420 Diploma of Leadership and Management	$7,900
BSB50620 Diploma of Marketing and Communication	$7,900
BSB50720 Diploma of Paralegal Services	$7,900
CHC50125 Diploma of Early Childhood Education and Care	$8,900
CHC51015 Diploma of Counselling	$8,900
CHC52025 Diploma of Community Services	$8,900
SIT50122 Diploma of Travel and Tourism Management	$9,900
10904NAT Diploma of Social Media Marketing	

Amount of fees covered by Vet Student Loans

All course fees are covered by VSL

20.2 ACBC Schedule of VET Tuition Fees and Census Dates – Online Courses

(Please note that if Census Day falls on the weekend or a Public Holiday, it will move to the next business /working day)

Name of Course: CHC51015 Diploma Counselling - Twelve (12) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
CounsellingOnline12MthsUS1-1	CNSO12US11	73	15 days after commencement	$1780.00	0.20
CounsellingOnline12MthsUS2-1	CNSO12US21	73	15 days after commencement	$1780.00	0.20
CounsellingOnline12MthsUS3-1	CNSO12US31	73	15 days after commencement	$1780.00	0.20
CounsellingOnline12MthsUS4-1	CNSO12US41	73	15 days after commencement	$1780.00	0.20
CounsellingOnline12MthsUS5-1	CNSO12US51	73	15 days after commencement	$1780.00	0.20

Name of Course: CHC51015 Diploma Counselling - Eighteen (18) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
CounsellingOnline18MthsUS1-1	CNSO18US11	110	22 days after commencement	$1780.00	0.20
CounsellingOnline18MthsUS2-1	CNSO18US21	109	22 days after commencement	$1780.00	0.20
CounsellingOnline18MthsUS3-1	CNSO18US31	109	22 days after commencement	$1780.00	0.20
CounsellingOnline18MthsUS4-1	CNSO18US41	109	22 days after commencement	$1780.00	0.20
CounsellingOnline18MthsUS5-1	CNSO18US51	109	22 days after commencement	$1780.00	0.20

Name of Course: CHC52025 Diploma of Community Services - Twelve (12) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
CommServicesOnline12MthsUS1-1	CmSvO12US11	92	19 days after commencement	$2225.00	0.25
CommServicesOnline12MthsUS2-1	CmSvO12US21	91	19 days after commencement	$2225.00	0.25
CommServicesOnline12MthsUS3-1	CmSvO12US31	91	19 days after commencement	$2225.00	0.25
CommServicesOnline12MthsUS4-1	CmSvO12US41	91	19 days after commencement	$2225.00	0.25

Name of Course CHC52025 Diploma of Community Services - Eighteen (18) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
CommServicesOnline12MthsUS1-1	CmSvO12US11	137	28 days after commencement	$2225.00	0.25
CommServicesOnline12MthsUS2-1	CmSvO12US21	137	28 days after commencement	$2225.00	0.25
CommServicesOnline12MthsUS3-1	CmSvO12US31	137	28 days after commencement	$2225.00	0.25
CommServicesOnline12MthsUS4-1	CmSvO12US41	137	28 days after commencement	$2225.00	0.25

Name of Course: CHC50125 Diploma of Early Childhood Education and Care - Twelve (12) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
ChildcareOnline12MthsUS1-1	CCO12US11	73	15 days after commencement	$1980.00	0.20
ChildcareOnline12MthsUS2-1	CCO12US21	73	15 days after commencement	$1980.00	0.20
ChildcareOnline12MthsUS3-1	CCO12US31	73	15 days after commencement	$1980.00	0.20
ChildcareOnline12MthsUS4-1	CCO12US41	73	15 days after commencement	$1980.00	0.20
ChildcareOnline12MthsUS5-1	CCO12US51	73	15 days after commencement	$1980.00	0.20

Name of Course: CHC50125 Diploma of Early Childhood Education and Care - Eighteen (18) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
ChildcareOnline18MthsUS1-1	CCO18US11	110	22 days after commencement	$1980.00	0.20
ChildcareOnline18MthsUS2-1	CCO18US21	109	22 days after commencement	$1980.00	0.20
ChildcareOnline18MthsUS3-1	CCO18US31	109	22 days after commencement	$1980.00	0.20
ChildcareOnline18MthsUS4-1	CCO18US41	109	22 days after commencement	$1980.00	0.20
ChildcareOnline18MthsUS5-1	CCO18US51	109	22 days after commencement	$1980.00	0.20

Name of Course: BSB50120 Diploma of Business – Twelve (12) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
BusinessOnline12MnthsUS1-1	BusO12US11	92	19 days after commencement	$1975.00	0.25
BusinessOnline12MnthsUS1-2	BusO12US11	91	19 days after commencement	$1975.00	0.25
BusinessOnline12MnthsUS1-3	BusO12US11	91	19 days after commencement	$1975.00	0.25
BusinessOnline12MnthsUS1-4	BusO12US11	91	19 days after commencement	$1975.00	0.25

Name of Course: BSB50120 Diploma of Business – Eighteen (18) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
BusinessOnline18MnthsUS1-1	BusO18US11	137	28 days after commencement	$1975.00	0.25
BusinessOnline18MnthsUS1-2	BusO18US11	137	28 days after commencement	$1975.00	0.25
BusinessOnline18MnthsUS1-3	BusO18US11	137	28 days after commencement	$1975.00	0.25
BusinessOnline18MnthsUS1-4	BusO18US11	137	28 days after commencement	$1975.00	0.25

Name of Course: BSB50420 Diploma of Leadership and Management - Twelve (12) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
LeadershipOnline12MthsUS1-1	LdrO12US11	92	19 days after commencement	$1975.00	0.25
LeadershipOnline12MthsUS2-1	LdrO12US21	91	19 days after commencement	$1975.00	0.25
LeadershipOnline12MthsUS3-1	LdrO12US31	91	19 days after commencement	$1975.00	0.25
LeadershipOnline12MthsUS4-1	LdrO12US41	91	19 days after commencement	$1975.00	0.25

Name of Course: BSB50420 Diploma of Leadership and Management - Eighteen (18) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
LeadershipOnline18MthsUS1-1	LdrO18US11	137	28 days after commencement	$1975.00	0.25
LeadershipOnline18MthsUS2-1	LdrO18US21	137	28 days after commencement	$1975.00	0.25
LeadershipOnline18MthsUS3-1	LdrO18US31	137	28 days after commencement	$1975.00	0.25
LeadershipOnline18MthsUS4-1	LdrO18US41	137	28 days after commencement	$1975.00	0.25

Name of Course: BSB50620 Diploma of Marketing and Communication - Twelve (12) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
MarketingOnline12MthsUS1-1	MktngO12US11	92	19 days after commencement	$1975.00	0.25
MarketingOnline12MthsUS2-1	MktngO12US21	91	19 days after commencement	$1975.00	0.25
MarketingOnline12MthsUS3-1	MktngO12US31	91	19 days after commencement	$1975.00	0.25
MarketingOnline12MthsUS4-1	MktngO12US41	91	19 days after commencement	$1975.00	0.25

Name of Course: BSB50620 Diploma of Marketing and Communication - Eighteen (18) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
MarketingOnline18MthsUS1-1	MktngO18US11	137	28 days after commencement	$1975.00	0.25
MarketinglOnline18MthsUS2-1	MktngO18US21	137	28 days after commencement	$1975.00	0.25
MarketingOnline18MthsUS3-1	MktngO18US31	137	28 days after commencement	$1975.00	0.25
MarketingOnline18MthsUS4-1	MktngO18US41	137	28 days after commencement	$1975.00	0.25

Name of Course: BSB50720 Diploma of Paralegal Services - Twelve (12) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
ParalegalOnline12MthsUS1-1	ParlglO12US11	92	19 days after commencement	$1975.00	0.25
ParalegalOnline12MthsUS2-1	ParlglO12US21	91	19 days after commencement	$1975.00	0.25
ParalegalOnline12MthsUS3-1	ParlglO12US31	91	19 days after commencement	$1975.00	0.25
ParalegalOnline12MthsUS4-1	ParlglO12US41	91	19 days after commencement	$1975.00	0.25

Name of Course: BSB50720 Diploma of Paralegal Services - Eighteen (18) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
ParalegalOnline18MthsUS1-1	ParlglO18US11	137	28 days after commencement	$1975.00	0.25
ParalegalOnline18MthsUS2-1	ParlglO18US21	137	28 days after commencement	$1975.00	0.25
ParalegalOnline18MthsUS3-1	ParlglO18US31	137	28 days after commencement	$1975.00	0.25
ParalegalOnline18MthsUS4-1	ParlglO18US41	137	28 days after commencement	$1975.00	0.25

Name of Course: SIT50122 Diploma of Travel and Tourism Management - Twelve (12) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
Travel Online12MthsUS1-1	TrvO12US11	92	19 days after commencement	$2475.00	0.25
Travel Online12MthsUS2-1	TrvO12US21	91	19 days after commencement	$2475.00	0.25
Travel Online12MthsUS2-1	TrvO12US31	91	19 days after commencement	$2475.00	0.25
Travel Online12MthsUS2-1	TrvO12US41	91	19 days after commencement	$2475.00	0.25

Name of Course: SIT50122 Diploma of Travel and Tourism Management - Twelve (18) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
Travel Online18MthsUS1-1	TrvO18US11	137	28 days after commencement	$2475.00	0.25
Travel Online18MthsUS2-1	TrvO18US21	137	28 days after commencement	$2475.00	0.25
Travel Online18MthsUS2-1	TrvO18US31	137	28 days after commencement	$2475.00	0.25
Travel Online18MthsUS2-1	TrvO18US41	137	28 days after commencement	$2475.00	0.25

Name of Course: NAT10904 Diploma of Social Media - Twelve (12) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
Social Media Online12MthsUS1-1	SocMedO12US11	92	19 days after commencement	$1975.00	0.25
Social Media Online12MthsUS1-2	SocMedO12US21	91	19 days after commencement	$1975.00	0.25
Social Media Online12MthsUS1-3	SocMedO12US31	91	19 days after commencement	$1975.00	0.25
Social Media Online12MthsUS1-4	SocMedO12US41	91	19 days after commencement	$1975.00	0.25

Name of Course: NAT10904 Diploma of Social Media – Eighteen (18) Months

Unit of Study Name	Unit of Study Code	Number of Days in Unit of study	Census Date	Tuition Fee	EFTSL
Social Media Online18MthsUS1-1	SocMedO18US11	137	28 days after commencement	$1975.00	0.25
Social Media Online18MthsUS2-1	SocMedO18US21	137	28 days after commencement	$1975.00	0.25
Social Media Online18MthsUS2-1	SocMedO18US31	137	28 days after commencement	$1975.00	0.25
Social Media Online18MthsUS2-1	SocMedO18US41	137	28 days after commencement	$1975.00	0.25

College Contacts

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www.acbc.nsw.edu.au

Liverpool Campus

28 Memorial Avenue, Liverpool NSW 2170
Ph.: (02) 9824 0000

Useful Links

Facebook
http://www.facebook.com/AustralianCareersBusinessCollege

VET Student Loans
VETStudentLoans@dese.gov.au

Austudy/Abstudy
http://www.humanservices.gov.au/customer/themes/students-and-trainees

Important Note

ACBC reserves the right to change policies, procedures, timetables, and rules associated with the delivery of programs. ACBC also reserves to the right to merge classes; change Trainers and change training locations as required. Where changes are made, students shall be notified by email. Any changes to the student handbook will be posted on the ACBC website.