

International Student Handbook

Version 8.0 (November 2020)

INCLUDE - Official or nominated point of contact for overseas students.

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EXTERNAL

- Education Services for Overseas Students (ESOS) framework
- Study Australia
- Study Melbourne
- Fair Work Australia – International Student Work Rights
- Fair Work Ombudsman
- Commonwealth Ombudsman
- Insider Guides
- City of Melbourne Libraries
- CAVAL Library Network

INTERNAL

- Critical Incident Process – Policy
- Fees – Tuition Protection Scheme (TPS)
- Refunds
- Revised Monitoring Course Progress Policy
- Academic Integrity – Referencing
- Complaints and Appeals
- Qualifications Issuance including Re-Issue
- OHS Policy and procedure including Evacuation Plan

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Welcome

Thank you for choosing the Atlantis College of Management (ACM) to assist you in achieving your learning goals.

At ACM we are proud of our facilities and the quality of the education that we provide to our students. We welcome you to our college and to our city. We want you to enjoy your time here and gain the most from your experience.

This information booklet is designed with you (the student) in mind. We hope that it will provide you with all the information you need to gain all that you can from your time at ACM.

This booklet provides you with information to help you settle into Australia and ACM. It sets out a range of processes and procedures that have been put in place to ensure that we provide you with a consistent and high-quality service.

We aim to provide you with the best of facilities, trainers and support services to ensure that you're learning experience at ACM meets and exceeds your expectations.

We wish you an enjoyable and rewarding experience with ACM.

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Important Information and Emergency Contacts

ACM Contact Details:

Australian College of Management
Level 14, 474 Flinders Street Melbourne VIC 3000
Telephone: (03) 9614 7857
Email: info@atlantis.edu.au
Website: www.atlantis.edu.au

Advice for international students

If you have any questions, you should contact the Student Services Manager. If you cannot make contact using the ACM business telephone number, you can call the 24-hour emergency contact number.

International Student 24 Hour Emergency Contact

The emergency contact number for students is 0433 277 164/0430 031 050. In an emergency, this number will be answered regardless of the time of the day.

Transport

Information about all public transport in Melbourne is available from Public Transport Victoria:

www.ptv.vic.gov.au

Railway Station

ACM is approximately .5 km from Flinders Street Station and Southern Cross Station.

Taxis

Melbourne’s major taxi companies are:

13 CABS (13 22 27)

Arrow (13 22 11)

Embassy Taxis (13 17 55)

Silver Top Taxis (13 10 08)

Homestay advice

For information about arrangements for homestay, you should contact the Student Services Manager.

Police Fire Ambulance 000

Department of Immigration and Border Protection (DOHA)

Website: www.immi.gov.au

Melbourne office

Ground Floor, Casselden Place,
2 Lonsdale Street
MELBOURNE VIC 3000

Counter hours

Mon-Fri 0900-1600 (Wed 0900-1330) Ph:131 881

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Atlantis College of Management (Location)

ACM is located at Level 14, 474 Flinders Street Melbourne VIC 3000



Travelling to ACM by Public Transport

Atlantis College of Management is approximately 500m from Flinders Street Railway Station, and 450m from the Southern Cross Railway Station.

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1. Mission Statement

The Australian College of Management (ACM) is committed to providing high quality education to enable its students to seek self-improvement, irrespective of nationality, gender or belief.

ACM is a quality provider of vocational education for both domestic and international students. By the dedicated pursuit of best practice teaching and assessment and the provision of a dynamic, student-centred learning environment, ACM endeavours to foster in its students' entrepreneurial thought, intellectual integrity and social responsibility.

2. About ACM

Atlantis College of Management values Collaboration, Diversity and Individual Achievement.

Our Diploma and Advanced Diploma career training programs are designed to provide you with the skills, knowledge and practical experience needed to excel in today's workplace. View our Programs page for a complete list of diploma and Advanced Diploma training programs.

3. About Melbourne

Melbourne is the capital city of Victoria and the second largest city in Australia. Melbourne is a large, and growing, city, with nearly four million residents.

Victoria is one of the most culturally diverse places in the world. Of the people living in Victoria, 44% were either born overseas or have at least one parent born overseas. More than 180 different languages are spoken in Victoria, and 20 per cent of the Victorian population speaks a language other than English at home.

The city of Melbourne has a thriving food culture, offering a wide range of dining choices and interesting laneway cafes. A variety of food markets offer the freshest of every ingredient for home cooking and eating. The range of shops from large department stores to smaller designer shops and markets mean whatever you need and want can be found in Melbourne. The streets are alive at night with theatres, bars, nightclubs, and restaurants that line the city streets and the Yarra River in Southbank.

Melbourne is home to many major cultural and sporting events each year. Melbourne is an attractive city boasting magnificent gardens, nearby beaches and easy access by car and bus to snowfields, national parks and inland lakes and rivers.

We think that you will find that living and working in Melbourne is a wonderful experience.

For more information about Melbourne, you should visit the city's official website: www.melbourne.vic.gov.au

Other websites with useful information about living in Melbourne and Victoria are:

www.visitvictoria.com

www.thatsmelbourne.com.au

www.visitmelbourne.com.au

www.melbourne.com.au

4. ACM RTO Number and CRICOS Provider Code

The following are ACM's registration details.

THINKGATE Pty Ltd trading as Atlantis College of Management

RTO No. 41458

CRICOS Provider Code: 03482G

<https://www.myskills.gov.au/>

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5. Staff Details

RTO Manager: Rajinder Pal Singh

CEO: Kapil Sharma

6. Accommodation

Homestay

Many students prefer to stay in homestay accommodation whilst studying. Homestay accommodation provides you with the opportunity to share the lifestyle of a local family and gain an understanding of life in Australia.

An average homestay accommodation costs about \$290 per week. Still we recommend you check online for cheaper price.

Satisfaction with student homestay arrangements is monitored by the ACM Student Welfare Officer. Accommodation and Welfare Questionnaires are to be completed by students within four weeks of beginning every new homestay placement and then at the end of every three months during the placement.

Lease and Shared Accommodation

It is important to consider the full range of costs and responsibilities with leased accommodation. The demand is usually high and ranges generally from AUD 100 – AUD 550 per week unfurnished or AUD100 – AUD600 per week furnished depending on the size, condition and location of the house/apartment. Shared accommodation also varies greatly in price.

Where to look for accommodation

The following is a list of places where you can go to find advertisements for accommodation:

Newspaper classifieds

The Melbourne Age has advertisements for flats (apartments) and share houses every week. The Domain section of the Age, published every Saturday, has a very extensive list of available rental properties in Melbourne.

Online information

The following websites are useful sources of information about shared and rental accommodation

www.2share.com.au

www.domain.com.au

www.realestate.com.au

Real Estate Agents

Real estate agents close to ACM's campus are:

- Vision Real Estate PTY Ltd
- Home Ground Real Estate
- Nelson Alexander Smyth
- Think Property & Co.

7. Cost of Living

The following table provides a list of approximate prices, in Australian dollars, of some typical foods, goods and services that you can compare with those in your home country:

Litre of Milk	\$1.29	Popular CD	\$30.00
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Cappuccino	\$4.00	Movie Ticket	\$18.00
Loaf of Bread	\$3.50	Rice (1kg)	\$3.50
McDonald's Big Mac	\$10.25	Phone call (Local)	\$ 0.50
Kilo of Apples	\$4.00	Toothpaste	\$ 3.00
Kilo of Potatoes	\$3.00	Shampoo	\$ 6.00
Can of soft drink	\$3.00	Petrol per Litre	\$ 1.50
Whole Chicken	\$10.00		

It is estimated that in addition to your accommodation costs, a single international student requires a minimum of AUD18, 000 per year (or AUD350 per week) for living expenses.

8. Medical and Health

Overseas Student Health Cover (OSHC)

You must be covered by approved health insurance while you are in Australia. You will be asked to pay for your annual membership of Medibank Private's Overseas Student Health Cover (OSHC) when you receive your ACM enrolment offer and acceptance agreement.

Medibank Private's Overseas Student Health Cover is approved by the Australian Commonwealth Department of Health and Aged Care. You should check the following website for information about Medibank Private's Overseas Student Health Cover:

<http://www.medibank.com.au/Overseas-Students/About-OSHC.aspx>

The fee for coverage of a single student for one year kindly visit the above link.

Medical facilities

There are a number of medical professionals in the vicinity of the campus. If you require help with any medical concerns, you should inform the Student Services Manager or the Administration staff who will assist you to find a doctor.

9. School-Aged Dependents

If you have dependents with you when you come to Australia, they are required to be enrolled in a school if they are of school age. If they are enrolled in either a government or a non-government school, you will be required to pay full fees.

10. Childcare

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before-school and after-school care programs (usually 7:30am - 8:45am and 3:30pm - 6:00pm). Children who need these programs must be registered with the school.

11. Access and Equity

ACM provides equal access to training and delivery services for all students. If a student with a disability meets the course entry requirements, ACM will make reasonable adjustments necessary for that person to perform their undertaken course. This involves:

- thorough consideration of how an adjustment might be made
- discussions with the student
- consultation with government agencies or organisations that represent or provide services to people with a disability

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Our trainers will implement learning support strategies to assist you in achieving the required competencies. However, students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment at ACM is carried out in an ethical manner in accordance with principles of access and equity.

Trainers and assessors at ACM:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

12. Places of Worship

There is complete freedom of religion in Australia. Most of the religions of the world are represented in Melbourne and have their own places of worship. These can be found in the City's White Pages telephone directory, listed alphabetically under the denomination.

The majority of Australians are Christian, the three largest denominations being Anglican, Roman Catholic and Uniting Church.

Smaller Christian denominations include Lutheran, Jehovah's Witness, Seventh Day Adventist and Baptist. Other major religions with a great many adherents in Australia include Judaism, Islam, Buddhism, Hinduism, and Taoism

13. Driving in Australia

You may be eligible to drive in Australia if you have a driver's licence from another country. Your driver's license must be in English or officially translated into English. Please refer to the following website to obtain information about how to gain a VIC driver's license.
<http://www.vicroads.vic.gov.au>.

You must ensure that you obey all driving laws while driving in Australia. The penalties for disobeying driving laws can be quite severe, especially those which apply to drinking alcohol and driving.

14. Australian Laws

It is your responsibility to have knowledge of Australian law. Some basic information is available at the following website

<https://info.australia.gov.au/>

All students are required to have a Unique Student Identifier (USI). If you do not have a USI number, ACM can create one for you with your approval. You can also create one by going to <http://usi.gov.au/Pages/default.aspx>

Reference to the Victorian and Federal Register of Legislation with relevant examples including Occupational Health and Safety, Discrimination, Equal Employment Opportunity, Privacy

15. Weather

Australia has a climate which varies from cool during the winter months in the middle of the year to occasionally very hot during summer, which occurs from about November through the Christmas/New Year holiday season, until about the end of February. You can obtain information about weather from the Bureau of Meteorology website. <http://www.bom.gov.au>

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16. Time Difference

Australia time is GMT plus 10 hours. Australia changes to Daylight Saving time at the end of October. At the start of the daylight-saving period, we move clocks forward one hour.

www.timeanddate.com/worldclock

17. The Business Environment in Australia

The business environment in Australia is vibrant and exciting. There are many opportunities for dedicated and talented people who have a desire to succeed. Employers place great value on individuals who have acquired relevant skills during their studies and who are able to apply those skills in the work environment. ACM's courses are designed to put you in this group of highly desired workers.

18. List of Helpful Websites

Following are some websites which contain information you might find helpful:

Tourist Information Services

Australian Street Maps

<http://www.whereis.com.au/whereis/home.jsp>

Currency Conversions

<http://www.xe.com/>

Australian Tourist Commission

<http://www.australia.com/>

Australian Weather

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

World Times

<http://www.timeanddate.com/worldclock/>

Government Departments

Department of Immigration and Citizenship

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

Study in Australia

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

Embassies and Missions

<https://www.dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas>

Medibank Private

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

Department of Education (DOE)

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

Department of Foreign Affairs and Trade

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

Airlines Information

Australian Airlines

<http://www.australianairlines.com.au/>

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Qantas Airlines

<http://www.qantas.com.au/>

Virgin Airline

<https://www.virginaustralia.com/au/en/beta/>

Jetstar

<http://www.jetstar.com/>

General Services

Laws in Australia

<https://info.australia.gov.au/>

<https://www.vcglr.vic.gov.au/>

Telephone Directory - Sensis (White and Yellow Pages)

<http://www.whitepages.com.au>

Public Holidays

<http://www.australiatravelsearch.com.au/trc/hols.html>

In Case of Emergency

For Police, Fire or Ambulance services, dial 000 or if calling from a mobile phone, dial 112.

ACM has a 24-hour emergency contact service. You will be given a 24-hour contact number when you enrol. ACM staff is always on hand while students are at the campus to deal with a range of problems and difficulties.

19. Workplace Health and Safety

ACM aims at all times to provide a healthy and safe environment in which to study. If you see anything that you think might be unsafe or dangerous, please tell a member of the ACM staff.

Emergency evacuation procedures will be explained to all students during the orientation presentation.

Smoking is strictly prohibited in any area within ACM premises. We encourage you to not smoke, but if you wish to, you must leave the premises.

A First Aid Kit is located at the reception desk.

You are responsible for:

- Always conducting yourself in a safe and healthy manner.
- ensuring the prevention of injury and disease to yourself, fellow students and ACM staff
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- Refraining from drinking and/or eating in classrooms.

You must make sure you know where the fire exits are. (See the plan of ACM on the back of every classroom door, and on the last page of this student handbook). The fire exits are clearly labelled and your teacher will show you where the nearest one is located.

During your time at ACM you may be asked to take part in an evacuation of the building. This may be a practice, or a real emergency evacuation and you must follow your teachers/fire wardens' instruction and evacuate the building and assemble at the designated meeting location.

You should move quickly and calmly to the evacuation site with your teacher. Once there, your teacher will mark off your name on the class roll. It is important that all students are accounted for,

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otherwise someone will have to look for you. You will not be permitted to re-enter the building until you are informed by ACM staff that it is safe to go back into the building.

Legislation – Occupational Health and Safety Act 2004 and Work Health and Safety Act 2011 (Cth).

20. Legal Services

This section provides information about legal services available in Melbourne.

Legal Aid:

You can contact the Victoria or Legal Aid Service for free general information over the phone about the law and how we can help you. It's open Monday to Friday, 8.45 am to 5.15 pm. The telephone number is (03) 9269 0120.

The Legal Aid website is:

www.legalaid.vic.gov.au

Law Institute Victoria

If you need legal advice from a solicitor you can go to the online legal referral service of the Law Institute of Victoria. This is a free referral service. With a referral letter, participating law firms will see clients for up to the first 30 minutes, free of charge. After the first thirty minutes, you will need to pay. The website of the Law Institute of Victoria is <http://www.liv.asn.au>.

You can call the Law Institute of Victoria on (03) 9607 9311.

21. Useful contact numbers (in alphabetical sequence of service)

Abortion Trauma and Crisis Pregnancy Help	1300 737 732
Australian Health Management (AHM)	134 246
AHM Emergency helpline	1800 006 745
Alcohol & Drug Information Service	1800 177 833
Department of Immigration and Border Protection	131 881
Wage line	1300 369 945
Workplace Rights Hotline	1300 737 841
Domestic Violence	1800 811 811
Emergency Services (Police and Ambulance and Fire)	000
Human Rights & Equal Opportunity Commission	(02) 9284 9600
Complaints Info line	1300 656 419
Privacy Hotline	1300 363 992
International Directory Service	1225
Kids Help Line	1800 551 800
Legal Aid Australia	1300 651 188
Lifeline 24 Hours	13 11 14
Quit Line	131 848
Telephone Directory Service	12455
Telephone Interpreting Services	131 450
State Emergency Service	132 500
Telstra Call Tracing Service	1800 007 097
Poisons Information	13 11 26

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Gas Emergency	132 0771
Electricity Emergencies	13 12 80
Salvation Army Counselling Services	1300 627 727
Lifeline Australia	13 11 14
Mensline	1300 78 99 78
Suicide Help line Victoria	1300 651 251
Victorian Sexual Assault Crisis Line	1800 806 292
Funeral Advice Line	1300 306 670
Road Trauma Support Team	1300 367 797

22. Things to do when you first arrive

Open a bank account

Select a bank – each bank is different and offers different types of accounts. It is best to visit several banks before deciding which one suits you best. Remember to ask about fees and charges.

Ensure that you are allowed to work

ACM will advise DOHA in your first week of study that you have arrived. You should visit www.border.gov.au/e Visa/students.htm and follow the links to understand the rules regarding working in Australia.

Apply for a tax file number

How to apply

Your employer will probably ask you for a tax file number, and you will need to apply for it at the Australian Taxation Office (ATO) - www.ato.gov.au

Submitting your Application

You can complete your application online. Go to the ATO website at www.ato.gov.au, select Forms and Services, TFN – tax file number application form, Online individual tax file number (TFN) registration (Nat 4157), apply for a tax file number then complete the form online. You will need to enter your passport and work permission visa numbers. There is no charge for a tax file number. Alternatively, you can submit your application directly with the Australian Taxation Office and you will need the following documentation:

- Your current visa with permission for work
- Two (2) different proofs of identity, e.g., student card, Passport, bank statement, others (please enquire at the ATO).
- Tax file number application form (you can also obtain this from the ATO).

It is important that all students provide their tax file number to employers, so that they are insured under WorkSafe. If you are injured at work, you will be paid part or your entire wage during any time you are unable to work, and also assist you in returning to work. Some or all of the medical and rehabilitation expenses incurred will also be covered. Remember to advise all employers of your tax file number.

23. ACM Facilities

Students have access to the Student Resource Centre, where they can work on assignments, prepare for assessments, and converse in English to enhance their language skills.

Available at the Student Resource Area is a selection of textbooks, professional and trade journals, magazines, periodicals, newspapers and student printing and photocopying facilities.

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ACM subscribes to several relevant journals, providing students with access to a range of required information.

ACM provides a combination of cabled and wireless computing network, enabling students' access to the internet and to printing facilities. Students may use their laptop computers for research activities, for assignment work and to develop their language skills, or they can use the desktop computing facilities available in the Student Resource Centre.

24. Scheduling and Timetabling

Students will be provided with the following documents at orientation during their first day at ACM:

- Academic calendar for the period of their enrolment
- Timetables for the period of their enrolment

These documents are also placed on the student noticeboard.

No student will have more than eight hours of classes timetabled in a single day.

All classes will be conducted between 8:00am and 9:30pm.

25. Student Satisfaction Survey

At the end of each term, a survey is conducted to obtain feedback from the students regarding the subjects that they undertake. Please ensure you carefully complete the questionnaires at the end of each term. It is through your feedback that we can continue to deliver relevant courses and improve the quality of all that we do.

26. Who to go to for help?

The following table provides a list of student support and welfare requirements, indicating in each case which staff member, from whom you can seek advice.

	RTO Manager	Student Services Manager	Student Welfare Officer
Issuing documents		✓	
Issues with student identification cards		✓	
Information and advice about ACM's policies and procedures	✓	✓	✓
Emergency assistance and referrals to students in crisis situations	✓	✓	✓
Making available a checklist of professional counsellors	✓	✓	✓
Assistance in making appointments with relevant professionals	✓	✓	✓

Information, support and advice on financial issues, financial literacy and money management		✓	✓
Personal, educational, and practical welfare needs	✓	✓	✓
Advice on cultural and social issues, and living skills	✓	✓	✓
Advice on part-time employment whilst studying	✓	✓	✓
OHSC issues		✓	✓
Accommodation issues (including homestay)		✓	✓
Help with settling in to Australia	✓	✓	✓
The ACM orientation program	✓	✓	✓
Student orientation packs		✓	✓
Cultural and social events		✓	✓
Recreation activities		✓	✓
LLN skills assistance		✓	✓
Learning and study skills		✓	✓
Career advice		✓	✓
I.T. support		✓	✓

Questions about visa conditions	✓	✓	
Peer mentoring		✓	✓
Industry mentoring		✓	✓
CV development		✓	✓
Support for students with special needs		✓	✓

27. Personal Counselling

Personal counselling is available to all students. The ACM Student Services Manager and the Administration staff are familiar with issues with which international students commonly need to deal. The Student Services Manager and admin staff can help with general welfare requirements of students and refer students to professionals should they require counselling.

The Student Services Manager and admin staff can deal with issues such as accommodation, banking, student visa requirements, medical issues and cultural acclimatisation.

The Student Services Manager is the responsible person for student support services. Any questions about the student services available at ACM should be directed to the Student Services Manager.

28. Academic Counselling

If you need help in the planning and management of your study program, or you are having difficulties with your day-to-day learning, you should make an appointment with the RTO Manager. The RTO Manager is aware of the obligations of your student visa and can assist with issues of academic performance or general understanding of your program. The RTO Manager will help you to implement a study skills program to help address the problems you are experiencing. This can be individual support, in small groups or class groups depending on specific needs.

Particular areas of support to students may include:

- note-taking skills
- writing skills
- time management
- test preparation
- improving general study skills
- computer skills for study
- completing assignments
- referencing
- English language skills
- numeracy skills
- spelling
- reading course material.

29. Language, Literacy and Numeracy Support

If you are experiencing difficulty with your study because of issues of language (either written or spoken), literacy, or numeracy, we are able to assist. You should ask at the reception desk if you need help. An appointment will be made for you with the RTO Manager, who will discuss with you the help which is available.

30. I.T. Support

It is important to feel comfortable with the I.T. environment at ACM and at home. Many of your assessments are based upon work you will complete using the I.T. facilities available to you. If you have any questions about the I.T. facilities, or you feel you need I.T. support, you should ask at the reception desk for an appointment with the RTO Manager.

31. CV Development

Your CV should be as individual as you are. Over the years, your CV will be an ever-evolving document that develops with your education and experience. ACM's Student Services Manager or admin staff will provide you with ideas and tips for the development of your CV.

32. Peer Mentoring

ACM offers a peer mentoring program to students. Students who are nearing the completion of their program offer their services as volunteer mentors for beginning students. This service is organised by the Student Services Manager.

33. Availability of staff

The Student Services Manager is available to see students, without appointment, for four hours each weekday (Monday to Friday). Appointments can be made for outside of these hours.

34. Careers Guidance

Guidance about careers in the field you are studying is readily available to you. You can ask your teachers or make an appointment with the RTO Manager to discuss careers and the opportunities available to you.

35. Fees for Student Services

Fees apply for some student services, as follows:

Moderation on appeal (per assessment task per unit)	No charge
"Make up" class (in support of the completion within expected duration policy)	No charge
Additional statement of attainment (one statement of attainment will be provided free of charge each term)	\$50.00
Replacement Diploma / Certificate	\$100.00
Academic support class (per two-hour class)	No charge
Re-assessment of unit	\$300
Resource Material Fees	\$500
RPL Assessment	\$500
Late Tuition Fee per installment	\$250
Deferment/Suspension of studies request	\$300
"One-on-one" mentoring (per hour)	No charge
LLN skills assistance (per hour)	No charge

CV development	No charge
Peer mentoring	No charge
Careers guidance	No charge

36. Students with Special Needs

Support is available for students with a disability or with special needs. Please do not hesitate to ask to see the RTO Manager, RTO Manager, Student Services Manager or Administration staff if you need support.

37. Social Program

ACM has a social program organised by the Student Services Manager. Activities range from cultural and sightseeing events, to dinners, excursions and sports outings. The activities allow students to enjoy the city's social scene and learn about Australia.

38. Classrooms

ACM has comfortable, modern, well fitted classrooms with equipment such as data projectors for displaying information as the teacher is speaking. Your teacher will arrange the furniture and equipment in the classroom to provide you with the most effect possible learning environment. You should tell your teacher if there is anything about the learning environment which you find difficult.

39. Assessment Methods

Assessment methods used at ACM are flexible (they are designed to be appropriate to the needs of learners at ACM), valid (they are designed to assess what they claim to assess), reliable (they are consistent from learner to learner and context to context) and fair there is no disadvantage to any individual or any group of learners.

A number of methods of assessment are used at ACM, including

- analysis of workplace scenarios
- written assessments
- one-on-one questioning
- written assessment
- trainer / workplace supervisor observation
- project work
- oral presentations
- discussions
- role-plays
- practical demonstration

40. The ESOS Framework

ACM is committed to providing you with quality education and protecting your rights.

The following is the text of a document published by Australian Education International, which is the international arm of the Australian Government's Department of Education. The document is entitled "The ESOS framework – providing quality education and protecting your rights". It is available from the AEI's website www.aei.gov.au. It is also available to ACM students at the ACM reception desk.

The ESOS Framework – providing quality information and protecting your rights.

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The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code 2018.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider’s permission.

Your responsibilities

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

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress

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<ul style="list-style-type: none"> Maintain attendance for your enrolled course, follow your provider's attendance policy, and <p>Contact details</p>		
Who	Why	How
Your provider	For policies and procedures that affect you	Speak with your provider Go to your provider's website
Department of Education	For your ESOS rights and responsibilities	www.aei.dest.gov.au/ESOS ESOS Helpline +61 2 6240 5069 Email esosmailbox@dest.gov.au
Department of Immigration and Border Protection (DOHA)	For visa matters	www.border.gov.au Phone 131 881 in Australia Contact the DOHA office in your country

Information

For more information about ACM's policies and procedures that affect you, you should contact the Student Services Manager. You can make an appointment with the Student Services Manager by asking at the reception desk, or by telephone, on (03) 96147857 in Melbourne alternatively you can make an appointment with the Student Welfare officer on (03) 96147857. You can email at info@atlantis.edu.au or on website is www.atlantis.edu.au

For more information about your ESOS rights and responsibilities, you should contact the Commonwealth Department of Education. You can do this by calling the ESOS help line (02) 6240 5069, or by email at esosemailbox@education.gov.au. The website to visit for information about your rights and responsibilities under the ESOS framework is www.aei.gov.au.

For more information about visa matters, you should contact the Department of Immigration and Border Protection (DOHA). The telephone number in Australia for DOHA is 131 8811. DOHA's website is www.border.gov.au. You can also contact the DOHA office in your home country.

41. Fees payment (international students)

Applicants must make an agreed prepayment of tuition fees, the enrolment fee and the OSHC fee in order to secure their enrolment with ACM. A total of 50% of the tuition fees can be paid prior to enrolment, with the remainder payable no sooner than two weeks before the start of the second study period (the second term) according to a payment plan program that is scheduled and agreed upon on enrolment.

Fees are to be paid directly to the ACM bank account. Details of the ACM bank account are sent with the enrolment offer and acceptance agreement.

42. Program details and schedule of fees payable at enrolment

Please see "ACM course fees and charges" for more details or speak with one of our friendly staff member.

Definitions

Tuition Fees or Fees

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Please see “ACM course fees and charges” for more details or speak with one of our friendly staff members.

Application Fee

This refers to the administration and processing fee for enrolling a student.

OSHC Fee

This refers to the fee for Overseas Student Health Cover, medical insurance scheme for overseas students

43. Course materials

All of the materials which are essential for use during your course will be supplied as part of your course fee. You are not required to purchase any additional materials. If you choose to purchase additional textbooks or other materials which are not included with the course fee, you will need to pay for them yourself.

44. Fee increases

Tuition fees will not increase during your period of enrolment at ACM. The additional fees identified above, may, however, be subject to increase. Notices will be placed throughout the campus notifying students if any of these fees are to increase. Students will be provided with four weeks’ notice of the intention to increase any of these fees.

45. Security of Student Fees

ACM assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2018 (ESOS) and the provisions of the Tuition Protection Service (TPS).

46. Reassessment

All students are provided with one opportunity for reassessment for each assessment task which they do not satisfactorily complete.

Re assessments will take place during breaks between terms under the supervision of the RTO Manager / trainer and assessor. The arrangements for reassessments will be agreed in an interview with student and the RTO Manager.

Students will be required to confirm in writing that they accept the rules of the reassessment process. If a student does not satisfy the requirements of the reassessment process, the NYC (Not Yet Competent) previously awarded for the unit of competency will remain. This will result in the issuing of a Statement of Attainment but no certificate or qualification being awarded at the end of the course.

If, following reassessment, a student is assessed as NYC for a unit of competency, the student will need to repeat all the classes for that term in which the unit of competency was taught and assessed. There will be an additional cost for this.

Students need to be aware that repeating units might increase the length of their course, and that they might have to apply for an extension to their visa. Please refer to the policy and procedures for completion within expected duration.

Students must be aware that qualifications are awarded only upon successfully completing and being assessed as “competent” in all of the units of competency of the course in which the student is enrolled.

47. Statements of Attainment

A formal Statement of Attainment is available at the end of each term on the request of the student at no additional cost to the student, provided the student has paid in full for the tuition related to the units of competency on the Statement of Attainment. Students are entitled to a formal Statement of

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Attainment on withdrawal, cancellation or transfer, prior to completing a qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

48. Recognition of Prior Learning (RPL)

Applicants for enrolment at ACM, and students enrolled in a course at ACM, may apply for recognition of prior learning (RPL). ACM will ensure that all applicants for enrolment and all students have access to the recognition of prior learning (RPL) policy and procedures.

The recognition of prior learning policy recognises that prior study, together with work and life experiences, may have provided an applicant for enrolment or a student with competence in the outcomes prescribed in a training package.

Credit for units of competency will be provided if a candidate who applies for recognition of prior learning is able to demonstrate learning, skills and knowledge that meet the performance criteria of the units of competency for which the candidate is applying for recognition of prior learning.

49. Credit Transfer

ACM recognises qualifications issued under the Australian Qualifications Framework and Statements of Attainment issued by other Registered Training Organisations.

Application for Credit Transfer

Applicants for enrolment or enrolled students can apply for credit transfer using the “Application for Credit Transfer” form. Applications for credit transfer are made and documents submitted at the reception desk. Applicants will be provided with a copy of this credit transfer policy and a copy of a credit transfer application form.

50. Privacy Policy

Collection and Use of Personal Information

ACM ensures that it manages personal information in an open and transparent manner. ACM will only collect personal information by fair and lawful means which are necessary for it to perform its functions. ACM is committed to ensuring the confidentiality and security of the information provided to it, in accordance with Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs).

For overseas students, information is collected on the application form and during student enrolment in order for ACM to meet its obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students .

How ACM collects personal information

Students are asked to supply information to ACM when applying for enrolment, at orientation sessions and during the periods of study. Generally, this information includes name, address, telephone number(s), email addresses(s), date of birth, gender, citizenship, ethnic origin, religion, passport details, academic and English language attainments, disabilities, health information, including illnesses, allergies and dietary Information.

At the time information is collected, students will be advised if they are required by a specific law to supply the information requested.

Personal information supplied by individuals to ACM will be used to provide information about study opportunities, course administration, academic information and to maintain proper academic records. If an individual chooses not to give ACM certain information, then ACM may be unable to enroll the

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individual in a course or supply them with appropriate information.

In collecting personal information, ACM will comply with the privacy requirements of the National Vocational Education and Training Regulator Act 2011 and the APPs set out in the Privacy Act 1988 (Cth).

Disclosure of Personal Information

Information collected about students on the enrolment application form and during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities, Debt collectors and, if relevant, ACM's domestic student tuition assurance scheme or the Tuition Protection Service. In other instances, information collected on the enrolment application form and during enrolment can be disclosed without consent where authorised or required by law.

This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

ACM will not disclose an individual's personal information to another person or organisation unless:

the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;

the individual concerned has given written consent to the disclosure;

ACM believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;

the disclosure is required or authorised by or under law; or

the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, ACM shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Cross-border disclosures

Before ACM discloses personal information to an overseas recipient, it will take reasonable steps to ensure that the overseas recipient does not breach the APPs (other than APP 1) in relation to that information.

Security of Personal Information

ACM will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, and accurate, up-to-date, complete, and not misleading.

ACM will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected from unauthorised access, misuse or disclosure.

Right to Access and Correct Records

Individuals have the right to access or obtain a copy of the personal information that ACM holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for a student to access personal information that ACM holds about them; however

we may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate,

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but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Written requests for access to or to obtain a copy of personal information held by ACM should be sent to the CEO, ACM, Suite 2, level 14, 474 Flinders Street Melbourne Victoria 3000

Publication

These Privacy and Personal Information Procedures will be made available to students and prospective students by publication on ACM's websites. In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, ACM will advise students on enrolment about these procedures and where they are located.

Complaints and Appeals

If a student has a complaint or an appeal regarding privacy and personal information, the Complaints and appeals Policy will apply.

Disclosure of Personal Information

Information collected about students on the enrolment application form and during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, ACM's domestic student tuition assurance scheme or the Tuition Protection Service. In other instances, information collected on the enrolment application form and during enrolment can be disclosed without consent where authorised or required by law.

This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

ACM will not disclose an individual's personal information to another person or organisation unless:

- the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- the individual concerned has given written consent to the disclosure;
- ACM believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, ACM shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Cross-border disclosures

Before ACM discloses personal information to an overseas recipient, it will take reasonable steps to ensure that the overseas recipient does not breach the APPs (other than APP 1) in relation to that information.

Security of Personal Information

ACM will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, and accurate, up-to-date, complete, and not misleading.

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ACM will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected from unauthorised access, misuse or disclosure.

If a student has a complaint or an appeal regarding privacy and personal information, the Complaints and Appeals Policy will apply.

51. Code of Practice

ACM's approach to all that it does is based upon the democratic principles of Australia's system of government.

The programs and teaching of ACM support and promote the principles and practice of Australian democracy, including a commitment to:

- elected government
- the rule of law
- equal rights for all before the law
- freedom of speech and association
- the value of openness and tolerance

ACM endeavours to ensure that the education interests and welfare of students are safeguarded at all times.

No ACM client will be discriminated against on the basis of race, ethnicity, language, religion, value and belief systems, disability, class, sexuality, gender, age, or educational background.

52. Applying for Refund

All applications for a refund must be made using ACM's refund application form. This is available from the reception desk or from the Student Services Manager.

Payment of refunds

All refunds will be paid to the person with whom ACM has a contract unless written authority is received by ACM to pay another party. The postal address for refund applications is provided in the Pre-enrolment information for Intending overseas student's booklet and the student handbook.

All approved refunds are made payable to and sent to the student or his/her agent (if written authority has been obtained to do so), in the country of origin as applicable in Australian dollars.

Refund of fees other than tuition fees

Application fees are non-refundable under any circumstances.

OHSC fees are refundable in the event of a student not commencing provided 14 days' notice is provided prior to the agreed starting day.

Refunds of tuition Fees

ACM will refund tuition fees as follows

- if the student is refused a visa, ACM will provide a full refund
 - a) student is unable to obtain a student visa (off shore only)
 - b) student cannot commence the course because of illness or a disability;
 - c) where there is death of a close family member of the student (parent, sibling, spouse or child);
or
 - d) at the discretion of the CEO or approved representative, when other special or extenuating circumstances have prevented
 - e) the student from commencing their studies including political, civil or natural events.
- If enrolment is cancelled more than 10 weeks prior to the agreed starting day, 20% of the Tuition Fee shall be retained by ACM
- If enrolment is cancelled between four to ten weeks prior to the agreed starting day, 30% of the Tuition Fee shall be retained by ACM
- If enrolment is cancelled less than 4 weeks prior to the agreed starting day, there will be no refund

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- If enrolment is cancelled after the agreed starting day (including but not limited to cancellation of visa or cancellation of CoE for failure to comply with the ACM Student Code of Conduct or to meet satisfactory course progress requirements), there will be no refund
- Where an on shore student is renewing their visa and the outcome is refused, students will only be refunded any unused tuition fees

The refunds above will be made within 28 days weeks of the date of receipt by ACM of the Student’s written notice advising of cancellation of enrolment. Any commission paid to an agent in relation to the student’s recruitment shall be deducted from the above refund.

Conditions

The date for cancellation of enrolment is the date that ACM receives the student’s written application for cancellation of enrolment.

Where a student’s visa is refused the student must provide ACM with certified evidence that the application for a student visa has been refused.

Where a student has enrolled in more than one course with ACM, then the agreed starting day is the commencement date of the first course in which the student is enrolled

In the event that a student has not paid his or her applicable tuition fee the amount ACM may retain shall be a debt that is due and payable by the student together with any expenses, costs or disbursements incurred by ACM in recovering outstanding monies, including but not limited to debt collection agency fees and legal costs.

Default by ACM

Where ACM is in default then ACM shall refund the total of the unused portion of prepaid tuition fees received in respect of the student (including any course money collected by education agents on behalf of the registered provider) prior to the default day.

ACM will make payment of the refund within 14 days after the default day as provided by the Education Services for Overseas Students Act 2000 and Education Services for Overseas Students Regulations 2001.

The above information about the ACM refund policy is provided in the ACM document “Pre-enrolment Information for Intending Overseas Students

53. Deferment, suspension or cancellation

Under certain limited circumstances, a student’s enrolment may be deferred, suspended or cancelled by ACM.

Deferment means to delay the commencement of a course.

Suspension means the temporary postponement of enrolment during a course.

Cancellation means termination of enrolment in a course.

Deferments, suspensions or cancellations by ACM

Under certain circumstances, ACM may initiate the deferment, suspension or cancellation of a student’s enrolment.

Deferment

ACM may defer the commencement of a course if the course is not offered. Should this occur, students enrolled in the course will be offered a refund of all the course money they have paid to date. The refund will be paid within two (2) weeks of the day on which the course ceased being provided. Alternatively, such students may be offered enrolment in an alternative course by ACM at no extra cost to the student. Students have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If they choose placement in another course, ACM will ask them to sign a document to indicate that they accept the placement.

If ACM is unable to provide a refund or place a student in an alternative course, the Tuition Protection Scheme will provide assistance to the student in obtaining a place in a suitable alternative course.

Suspension

ACM may temporarily suspend a student’s enrolment if the student’s behaviour is assessed as unacceptable for an educational setting. The ACM Management Committee is responsible for making this assessment. This is referred to as suspension of enrolment due to misbehaviour.

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Grounds for suspending a student for misbehaviour

ACM may suspend the enrolment of a student due to misbehaviour if the student:

- has been in breach of the ACM Student Code of Conduct
- is assessed by the CEO as providing a threat to the well-being of other students or staff
- has being assessed as behaving in a way such as to constitute serious misconduct

Applicants are advised of each of these grounds for suspension due to misbehaviour prior to signing the Enrolment Offer and Acceptance Agreement.

Outcomes for the student's Confirmation of Enrolment

There are three possible outcomes for the CoE of a student whose enrolment has been deferred or suspended by ACM.

Deferment or suspension without affecting the end date of the CoE

In this case, ACM notifies DOHA through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE. In this case, there is no change to the CoE or the student's enrolment status on PRISMS. The student's CoE status will still be listed as "studying". The notice of deferment or suspension will, however, be recorded in PRISMS and sent to DOHA. This information will be kept by DOHA for future reference.

Deferment or suspension which affects the end date of the CoE

In this case, ACM notifies DOHA through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE and immediately offer ACM the opportunity to create a new CoE with a more appropriate end date. If ACM does not know then the student will return, the PEO will choose to not create a new CoE at this point, but to wait to issue the new CoE until the student has provided notification of the intended date of return. Additional charge will be applied for deferment and suspension application.

Advice to contact DOHA

Students whose enrolment is to be suspended by ACM are advised to refer to the DOHA website (www.DOHA.gov.au) or helpline (131 881) for information, and the local DOHA office for advice, on how the potential change to enrolment status may impact upon his or her visa.

Cancellation

ACM may cancel the enrolment of a student if the student:

- is in breach of a condition of ongoing enrolment, including:
 - the requirement to attend at least 80% of all scheduled classes every study period
 - the requirement to not plagiarise, collude or cheat
 - the requirement to pay agreed tuition fees by the dates agreed in the Enrolment Offer and Acceptance Agreement
- has been in breach of the ACM Student Code of Conduct
- is assessed by the CEO as providing a threat to the well-being of other students or staff
- has being assessed as behaving in a way such as to constitute serious misconduct
- fails to meet the requirements of the course progress policy
- fails to pay tuition fees

Applicants are advised of each of these grounds for deferment, suspension or cancellation prior to signing the Enrolment Offer and Acceptance Agreement.

Notice of intention to defer, suspend or cancel enrolment

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Where a deferment, suspension or cancellation is initiated by ACM, the student will receive a notice of intention to defer, suspend or cancel enrolment.

Appealing against ACM’s intention to suspend or cancel enrolment

A notice of intention to defer, suspend or cancel enrolment will clearly identify that the student receiving the notice will be given 20 working days to access ACM’s internal complaints and appeals process. The 20 working days begins from a date specified in the letter which allows for reasonable time for delivery of the letter. Notices of intention to defer, suspend or cancel enrolment are sent by registered mail to the address on the student’s file and by email to the email address on the student’s file.

Contacting the student within the 20 working days available to appeal

If no appeal is received, then the Student Services Manager is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone and email.

For more information, please refer to the ACM Complaints and Appeals Policy.

Maintaining enrolment in the case of an appeal

If an appeal against a deferment, suspension or cancellation by ACM is lodged by the student, ACM will maintain the student's enrolment until the internal appeals process is complete, unless there are extenuating circumstances relating to the student’s welfare.

Extenuating circumstances relating to the student’s welfare

Extenuating circumstances relating to the welfare of the student may include, but are not limited to, the following. The student:

- is missing
- has medical concerns, severe depression or psychological issues which lead ACM to fear for the student’s wellbeing
- has engaged, or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence

The Student Services Manager is responsible for ensuring that claims by ACM of extenuating circumstances relating to the welfare of the student are supported by appropriate evidence. All such documentary evidence is filed in the student’s file.

Reserving the right to not provide learning opportunities

ACM reserves the right to not provide learning opportunities during throughout the 20 working days provided to a student to make an appeal and throughout the appeals process should it be deemed appropriate. The CEO is responsible for making this determination.

The suspension or cancellation will be notified to DOE on completion of the 20 working days if there is no appeal, or at the completion of the appeals process if there is an appeal and the appeal is not upheld, or if there is an appeal and the appeal is withdrawn.

Opportunity for external appeal

A student may choose to appeal against a decision with the Overseas Students Ombudsman, but ACM is not required to wait for the outcome of an external appeal before notifying DOE of the change to the student’s enrolment status. Students will be provided with counselling and advice about external appeal opportunities. This counselling and advice will be free of any additional fee for the student.

A student wishing to access an external appeals process must contact DOHA and provide evidence of having accessed an external appeals process within 28 days of ACM notifying DOE of the cancellation

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of enrolment. DOHA will then consider the student's individual circumstances and whether to cancel or maintain the student's visa.

Notice of suspension or cancellation

If there is no appeal against a decision by ACM to suspend or cancel a student's enrolment, or an appeal is lodged and the outcome supports ACM's intention to suspend or cancel the student's enrolment, or an appeal lodged and then withdrawn, ACM will issue a notice of deferment, suspension or cancellation. The notice of deferment, suspension or cancellation will indicate that the deferment, suspension or cancellation is to be initiated.

The Student Services Manager is responsible for ensuring that the notice of intention to defer, suspend or cancel enrolment is attached to the notice of deferment, suspension or cancellation of enrolment and provided to the CEO. The CEO will then authorise the necessary changes to the student's enrolment details in the student database and PRISMS.

Filing documents

All documentation about the deferment or temporary suspension, cancellation by ACM of a student's enrolment are filed in the student's file

54. Course Progress Requirements

Policy

ACM systematically monitors and records the progress of each student for the courses in which they are enrolled. ACM will monitor the progress of learners and assist them to meet their study goals throughout their courses.

Learners are required to meet satisfactory course progress requirements according to the Department of Education-DOHA course progress policy.

A compulsory study period is defined as one ACM term. Terms are of variable duration according to the qualification or accredited course in which learners are enrolled. Learners will be provided at orientation with information about the duration of each term and about the units of competency or modules contained within each term.

All learners will have their progress monitored at the end of each study period.

Arrangements will be put in place to assist those learners who are identified as not making satisfactory course progress.

Learners who do not meet the requirements for satisfactory course progress over two consecutive compulsory study periods will be considered in breach of visa condition 8202 and will be reported to the Department of Education (DOE) and the Department of Immigration and Border Protection (DOHA).

Throughout the process of course progress monitoring, learners will be provided with appropriate avenues of appeal.

Satisfactory course progress requirements

A student who has been assessed as not yet competent in 50% or more of the units attempted in a compulsory study period (one ACM term) is deemed to have not met satisfactory course progress requirements. Information about satisfactory course progress requirements is provided in the Training and Assessment Strategy for each qualification.

Learners at risk

A student at risk is defined as one who has not made satisfactory academic progress in a course for a compulsory study period (providing the study period is not the second consecutive study period for which this is the case), and is therefore subject to an intervention strategy. Information about

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satisfactory course progress requirements is provided in the Training and Assessment Strategy for each qualification.

The RTO Manager is responsible for identifying learners at risk. Following the completion of the entry of all assessment outcomes at the end of each compulsory study period, the RTO Manager will produce a report which identifies all learners at risk (Learners at risk report). The report will identify learners at risk by student number and name, and list the units of competency for which they have been assessed as not yet competent.

Notifying learners of the requirement to attend an intervention strategy meeting

The Student Services Manager is responsible for making contact by mail or email with all learners at risk. The letter sent to learners at risk is referred to as the notice of failure to meet course progress requirements.

The letter notifies learners at risk that:

- they have not met satisfactory course progress requirements for the previous study period
- they are required to attend an intervention strategy meeting with the RTO Manager (or a designated trainer/assessor or Student services Manager delegated by the RTO Manager)

The letter will have a current statement of attainment enclosed.

Learners will be provided with details of a time and place to meet with the RTO Manager or a trainer/assessor delegated by the RTO Manager. Learners are required to confirm that they will attend the meeting by tearing off the “meeting confirmation” slip and returning it to the reception desk.

If a student at risk does not return the meeting confirmation slip within five working days, the Student Services Manager will attempt to make contact with the student by telephone, email or text message in order to advise the student of the requirement to attend an intervention strategy meeting. If the student is unable to be contacted by any of these means, a note will be placed on the attendance roll alerting trainers/assessors to the fact that the student must be informed of the requirement to contact the Student Services Manager.

Intervention strategy meetings

The RTO Manager or a trainer/assessor delegated by the RTO Manager will meet with all learners at risk. These meetings are referred to as intervention strategy meetings.

The objective of the each intervention strategy meeting is to develop a strategy to:

- help the student meet the course progress requirements for the current study period
- enable the student to satisfy the conditions of their student visa by completing their course within the expected duration.

Intervention strategy meetings must take place as soon as possible following the end of the study period, but no later than the end of the third week of the following study period.

The intervention strategy meeting with each student at risk will address the issue of not meeting satisfactory course progress requirements in the previous study period .

The following topics will be amongst those discussed during the intervention strategy meeting with each student at risk

- the consequences (reporting to DOHA for unsatisfactory course progress) of not meeting satisfactory course progress requirements in two consecutive study periods.
- the requirement to attend scheduled meetings to discuss progress
- the suitability of the course for the student

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- a revised study plan (e.g. a decreased study load, reassessment in units of competency for which the student has not been assessed as competent and for which the student has not been previously reassessed)
- the availability of academic support classes and their suitability for the student (there is a fee for each two-hour academic support class – please refer to the current fee schedule)
- the availability of referral to personal guidance counsellors (internal or external) (there is no fee for referral to counselling), although external counselling may incur a fee
- attendance at ongoing individual case management sessions to discuss progress
- assistance with issues of language, literacy or numeracy

The student may be required to attend LLN skills assistance classes

- the availability and suitability of one-on-one academic mentoring (there is a fee for one-on-one academic mentoring – please refer to the current fee schedule)

An intervention strategy, designed to provide the student with the opportunity to recover from the unsatisfactory academic progress and recommence a successful study program, will be planned, documented, and agreed during the intervention strategy meeting.

Intervention strategy agreement

At the end of the intervention strategy meeting, the RTO Manager or the delegated trainer/assessor and the student will agree upon an intervention strategy. The intervention strategy will require subsequent meetings with the RTO Manager or other identified members of staff. The RTO Manager will provide the student with an intervention strategy agreement which is signed by both parties. The intervention strategy agreement will summarise the topics discussed during the intervention strategy meeting and list the remedial activities agreed upon.

The intervention strategy agreement will include, but not be restricted to:

- actions to be taken by the student
- the timeframe for completing those actions
- details of weekly meetings to monitor the progress of the student as the intervention strategy proceeds (these will be with a trainer/assessor delegated by the RTO Manager).
- information regarding implications of not meeting satisfactory course progress requirements in two consecutive study periods
- a recommendation, if necessary, for the student to apply for an extension of
- information on the ACM complaints and appeals process

Monitoring the intervention process

Learners at risk will be required to attend meetings with the RTO Manager, or with a trainer/assessor delegated by the RTO Manager, at the times and locations specified in the intervention strategy agreement. During these meetings, each student’s progress according to the agreed actions of the intervention strategy will be reviewed.

If the RTO Manager determines that a student has failed to comply with the agreed actions of the intervention strategy, or if the student is experiencing difficulty with the requirements of the intervention strategy, the RTO Manager or delegated trainer/assessor will organise additional support for the student as necessary.

Any additional support strategies will be discussed during a meeting of the RTO Manager or delegated trainer/assessor and the student, and documented and agreed in writing between the RTO Manager or delegated trainer/assessor and the student.

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Additional support strategies may incur a fee according to the schedule of fees documented in the enrolment offer and acceptance agreement.

Register of learners notified of at risk

All learners at risk will have their details added to the register of learners at risk.

Appealing the need for an intervention

A student at risk may decide to appeal the necessity for intervention. If so, the ACM appeals process can be invoked by the student. A student has 20 working days to appeal the decision to report to place them on academic probation and implement and intervention strategy. The 20 working days begins from a date specified in the letter which allows for reasonable time for delivery of the letter

Learners no longer at risk of failure to meet course progress requirements

If a student demonstrates competency in 50% or more of the units of competency in the study period following that in which the student was identified as being at risk, the student will be deemed as no longer at risk. The register of learners at risk will be updated accordingly by the Student Services Manager.

Filing details of intervention

Individual intervention strategies are to be filed in the student's hard file and entered as notes in the student database. A record of each student's participation in activities agreed as part of the intervention strategy is to be kept and stored in the student's file.

Intention to report to DOHA

At the end of each study period, the Student Services Manager will produce a report on the progress of all learners previously identified as being at risk. Learners who for two consecutive study periods have not met satisfactory course progress requirements will be notified by mail or email of ACM's intention to report them to DOHA.

Learners who are sent a letter informing them of ACM's intention to report them to DOHA for not meeting course progress requirements will have their details added to the register of learners to be reported to DOHA for not meeting satisfactory course progress requirements.

Appealing against ACM's intention to report to DOHA for not meeting satisfactory course progress requirements

A student has 20 working days to appeal the decision to report to DOHA for not meeting satisfactory course progress requirements. The 20 working days begins from a date specified in the letter (allowing for reasonable delivery time) informing the student of ACM's intention.

Notices of intention to report to DOHA for not meeting satisfactory course progress requirements are sent by mail to the address on the student's file or by email to the email address on the student's file.

If no appeal is received, then the Student Services Manager is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone or email.

For more information, please refer to the ACM Complaints and Appeals policy.

Grounds for Appeal

If the student appeals the decision to report for not meeting satisfactory course progress requirements, the appeals process will be invoked according to the ACM complaints and appeals and procedures.

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Grounds for learners to appeal against ACM’s decision to report the student to DOHA for not meeting satisfactory course progress requirements are:

- ACM has not recorded or calculated the student’s results correctly
- There are compassionate or compelling circumstances (as defined in the Compassionate and Compelling Circumstances Policy) which have contributed to the student’s unsatisfactory progress
- ACM has not implemented an intervention strategy in accordance with the documented policies and procedures
- ACM has not implemented other policies which may impact upon the student’s results, eg. assessment policy, feedback policy, moderation on appeal
- ACM has not made relevant policies available to the student

Possible outcomes of the appeal process

Possible outcomes of the appeals process are:

- Appeal is upheld because an error was made in a calculation and the student has made satisfactory progress. No further action is taken. All documentation is filed in the student’s file and a note is placed in the student’s file in the student database to the effect that appeal has been upheld.
- Appeal is upheld due to compassionate or compelling reasons for failure to meet satisfactory course progress requirements. In this case, an intervention strategy is implemented to support the student. All documentation is filed in the student’s file and a note is placed in the student’s file in the student database to the effect that the appeal has been upheld and an intervention strategy implemented.
- Appeal is dismissed. All documentation is sent to the CEO for reporting to DOHA through PRISMS as soon as practicable. All documentation is then placed in the hard file of the student and a note in the student’s file in the student database.
- Student withdraws from the appeals process by written notice. All documentation is sent to the CEO for reporting to DOHA through PRISMS as soon as practicable.

Final letter to report

If, after 20 working days, no appeal against the decision to report to DOHA has been lodged, or the outcome of the ACM appeal process does not support the student, or the student has appealed and then withdrawn from the appeals process, the Student Services Manager will generate a “final letter to report”.

This final letter to report will be sent by registered mail or by email to the address on the student’s file and by email to the email address on the student’s file.

The final letter to report will specify that the student has 20 working days from a date specified in the letter (allowing reasonable time for delivery) to initiate an external review of the decision to report. Advice to the student of the right to appeal the decision with the Overseas Student Ombudsman is included in the letter. Please refer to the external review policy for more information.

Reporting to DOHA

If no external review is initiated, the CEO will verify that correct procedures have been followed and initiate the reporting via PRISMS. This is done as soon as practicable, but within five days (consistent with the requirement of Section 19(2) of the ESOS Act 2000). DOHA will automatically be alerted when ACM reports a student to the Secretary of the Department of Education via PRISMS.

Documents to be filed

All documentation related to the reporting of the student for not meeting satisfactory course progress requirements is to be filed in the student’s file. This includes:

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- the details of the intervention measures implemented for the student (the intervention strategy agreement)
- the written notice informing the student of ACM's intention to report for not making satisfactory progress and advising the student of his/her ability to access ACM's complaints and appeals process within 20 working days (notice of intention to report for unsatisfactory course progress)
- all details of any appeals made by the student and the outcomes of the appeal process
- The final letter to report

55. Attendance

The ACM attendance policy is in support of the ACM monitoring course progress policy. Trainers will discuss assessments in almost every class. Assessment activities will take place during many classes. Because of this, it is mandatory that students attend and participate in the activities of every class. Accurate records will be kept of each student's attendance of scheduled classes. Students are required to mandatory attend 20 hours of their face to face training per week during their enrolment with ACM.

Compulsory study periods

A compulsory study period is defined by ACM as one ACM term (ten weeks). For each academic year, terms one comprises the first compulsory study period, terms two comprise the second compulsory study period, terms three comprise the third compulsory study period, and terms four comprise the fourth compulsory study period.

Student acceptance of attendance as a condition of enrolment

When students sign the ACM Enrolment Offer and Acceptance Agreement, they confirm that they understand the terms and conditions that apply to their ongoing enrolment. Students are required to mandatory attend 20 hours of their face to face training per week during their enrolment with ACM.

Attendance rolls

Attendance details will be checked and recorded during each class by use of an attendance roll. Attendance rolls are generated (MS Excel spreadsheet) by the Student Services Manager and maintained by the trainer/assessors.

Trainer/assessor responsibilities for checking and recording attendance

Trainer/assessors are responsible for ensuring that they:

- have an attendance roll for each class they teach
- accurately record and save attendance details in the attendance roll

Procedure for checking and recording attendance

Trainer/assessors must check and record attendance using the provided attendance roll within fifteen minutes of the start of the class. A student must be in attendance on all of the occasions that the attendance was checked for a class in order to be recorded as having being in attendance for the class.

Collating attendance details

The Student Services Manager is responsible for ensuring that all attendance rolls are completed and returned at the end of each teaching day.

The Student Services Manager is responsible for collating student attendance details daily.

Notifying ACM of absences

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Students who cannot attend a class are required to notify ACM in advance by telephone. Students who are absent from class due to illness must provide a valid medical certificate from a recognised medical practitioner which encompasses the date of the class which was not attended due to illness.

Keeping ACM informed of address and contact details

Students must always keep ACM informed of their address and contact details. If a student changes address and contact details at any time during their period of enrolment at ACM, they must advise ACM within 7 days.

56. Complaints and Appeals

Policy

ACM will take all complaints and appeals seriously. They will be resolved quickly and equitably, using the principles of natural justice. The procedures for complaints and appeals will be fair, objective and accessible.

The internal complaints and appeals processes will take place at no cost to the student who lodges the complaint or appeal. Any decision to be implemented as an outcome of a complaint or appeal (internal and/or external) which is in favour of the student who lodged it will be immediately implemented along with any preventative or corrective action required. The student will be advised immediately of a favourable outcome.

The complaints and appeals process is an important part of the ACM continuous improvement process. The register of issues subject to complaints and appeals and the complaints and appeals monthly summary report will be considered at each meeting of the ACM Management Committee.

References and Compliance requirements

Complaints and appeals by students about actions or decisions made by ACM will be considered in reference to and in compliance with the following:

- ACM code of practice
- ACM Student code of practice
- Equal Opportunity Act 1995
- Human Rights and Equal Opportunity Act 1986
- Australian Privacy Principles
- Education Services for Overseas Students Act 2000 (ESOS Act 2000)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2018)
- Education Services for Overseas Students Regulations 2001

Information about the complaints and appeals process

The Student Services Manager will inform students about the complaints and appeals policy and procedures during the orientation program on the first day of enrolment. The student handbook, supplied to students during the first day of enrolment, contains details of the complaints and appeals process.

Applicants for enrolment are provided with information about the complaints and appeals process in the pre-enrolment information with which they are supplied.

Students are provided with information about the complaints and appeals process at orientation and in the Student Handbook.

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The RTO Manager is responsible for ensuring that all management staff, student services staff, marketing staff and trainers and assessors at ACM are aware of the policies and procedures for complaints and appeals. Provision of information about the ACM complaints and appeals process is part is an important aspect of the induction process for new members of staff.

Informal resolution

Students who wish to make a complaint about an aspect of ACM’s service or appeal against a decision made by ACM are encouraged to initially engage in informal discussion about the matter with the staff member or staff members involved. Students can, additionally or alternatively, discuss the matter with the RTO Manager, Student Services Manager, or RTO Manager.

All staff involved in the discussion of an informal complaint or appeal are required to do their best to resolve the matter effectively and quickly in this way.

Lodging a complaint

If an issue about which a student has complained informally cannot be resolved informally, students who wish to lodge a formal complaint should do so using the ACM complaint or appeal lodgement form, available from the ACM reception desk or from the Student Services Manager. Students should submit the form at the reception desk, properly signed and dated, and accompanied by all relevant supporting documentation. Supporting documentation should comprise original documents or certified copies of original documents.

The ACM Complaints Register

Details of a complaint are recorded in the ACM complaints register and signed and dated by the staff member who accepted the complaint lodgement form. At this time a copy will be made of the complaint lodgement form and filed in the student’s file. The original will be forwarded to the Student Services Manager. The Student Services Manager is responsible for ensuring that all of these actions are completed within one working day of the lodgement of the complaint.

Acting on a complaint

The Student Services Manager will add an agenda item to the next scheduled meeting of the ACM Management Committee. As meetings of the ACM Management Committee are scheduled fortnightly, the matter will be considered within the 10 working days of the lodgement of the complaint as required by Standard 8.1(e) of the National Code 2018.

Consideration of a complaint by the ACM management committee

Complaints will be considered by the ACM Management Committee, which comprises ACM’s RTO Manager, RTO Manager and Student Services Manager. Processing of the complaint may require one or more meetings of those involved. The objective of the process is to reach a determination.

The right to be accompanied by a support person during the complaints process

At any meeting to discuss a complaint, each involved party may be accompanied and assisted by a support person.

What can a complaint be about?

A complaint can be about:

- any aspect of the service provided, or not provided by ACM
- the behaviour or decisions of staff, or
- policies and/or procedures of ACM

Lodging an appeal

If a student disagrees with a decision made by ACM, the student may lodge a formal appeal. The appeal should be submitted at the ACM reception desk using the ACM complaint or appeal lodgement

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form. It must be lodged within twenty (20) working days of notification of the decision which is being appealed against. Notifications of decisions which are provided to students in writing will include a date from which the twenty (20) working days available to lodge an appeal applies. The date specified will allow for time for delivery to the student of the notification.

The ACM Student Appeals Register

Details of an appeal are recorded in the ACM appeals register and signed and dated by the staff member who accepted the lodgement form. At this time a copy will be made of the completed lodgement form and filed in the student's file. The original will be forwarded to the Student Services Manager. The Student Services Manager is responsible for ensuring that all of these actions are completed within one working day of the lodgement of the appeal.

Acting on an appeal

The Student Services Manager will add an agenda item to the next scheduled meeting of the ACM Management Committee. As meetings of the ACM Management Committee are scheduled fortnightly, the matter will be considered within the 10 working days of the lodgement of the complaint as required by Standard 8.1(e) of the National Code 2018.

Consideration of an appeal by the ACM Management Committee

Appeals against decisions will be considered by the ACM Management Committee, which comprises ACM's RTO Manager, RTO Manager and Student Services Manager. Processing of the appeal may require one or more meetings of those involved. The objective of the process is to reach a determination.

The right to be accompanied by a support person during the appeals process

At any meeting to discuss an appeal, each involved party may be accompanied and assisted by a support person.

Corrective action in the case of an appeal which finds in the student's favour

The notification of the outcome of the appeal will include the reasons for the decision. If an appeal finds in a student's favour, corrective action may include restoration of the student's academic record.

What can an appeal be about?

An appeal can be about any decision made by ACM which has an impact on a student.

Internal appeals about ACM's intention to report the student to DOHA for breach of visa condition 8202 as a result of unsatisfactory course progress can be reviewed by an external reviewer.

Processing a complaint or appeal

ACM management is committed to processing complaints and appeals effectively and efficiently, according to the following procedures.

Process begins within ten (10) working days of the formal lodgement of a complaint or appeal

The process of formal consideration of a complaint or appeal commences within ten (10) working days of the formal lodgement of the complaint or appeal. The formal lodgement of a complaint or appeal must be accompanied by all relevant documentation. All reasonable measures will be taken to finalise the process as soon as practicable.

Meeting of the ACM Management Committee

The student who lodged the complaint or appeal and a support person will be invited to the meeting of the ACM Management Committee which is considering the complaint or appeal. Any other parties involved in the complaint or appeal and their support persons will also be invited to the meeting.

Provision of relevant documentation

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All parties involved in the complaint or appeal will be invited to provide relevant documentation as evidence to be considered by the ACM Management Committee. Documentation provided must be original documents or certified copies of original documents.

Opportunity to formally present the case

The student making the complaint or appeal will be provided with the opportunity to formally present his or her case to the ACM Management Committee.

Questioning

The student and all other parties in the complaint or appeal will be provided with the opportunity to ask questions and will be requested to provide answers to questions which are asked by members of the ACM Management Committee.

Consideration by the Management Committee

After the student has presented his or her case and questioning of and by the student and other parties involved is complete, the student and the student’s support person, and all other parties involved in the complaint or appeal, along with their support persons, will be asked to leave the meeting and wait while the committee considers the evidence.

Verbal notification of the outcome

The student and the student’s support person and all other parties involved in the complaint or appeal, along with their support persons, will be invited back to the meeting for verbal notification of the interim outcome. If the student accepts the verbal notification of the interim outcome, it will be formalised with a written statement of the outcome (described below).

Opportunity to request a second meeting

After verbal notification of the interim outcome of the complaint or appeal, the student making the complaint or appeal may request the opportunity for a second meeting at which additional evidence may be presented. The student should make this request as soon as practicable, but no later than five (5) working days after the initial meeting. The student should make the request in person to the Student Services Manager. If an additional meeting is requested, it will be agreed to, and scheduled for a date and time suitable for the student, all other parties involved, and the ACM Management Committee. The date for which the additional meeting is scheduled must be such that the complaints/appeal process can be finalised as soon as practicable.

Procedure for a second meeting

The procedure for the conduct of the second meeting of the ACM Management Committee to consider the additional evidence will be the same as that for the initial meeting, except that the student will not have the opportunity to request an additional meeting following the second meeting. The student will, however, be able to invoke an external complaint or appeal handling process (see below).

Notification of the outcome of a complaint or appeal

Each student making a complaint or appeal is given a written statement of the outcome, including details of the reasons for the outcome. The form entitled “complaint or appeal resolution form” is used for this purpose.

Notification of the outcome of an appeal

In the case of an appeal, the document notifying the student of the outcome will summarise the information provided by the student during appeal process, why particular information was or was not taken into consideration, how much weight was given to the supporting documents and why it did or did not meet the grounds of appeal.

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Complaint or appeal resolution form

The complaint or appeal resolution form will be mailed to the student at the address supplied on the complaint or appeal lodgement form. The form will be accompanied by a letter which provides a date after which the student has twenty days to appeal the outcome of the complaint or appeal. The letter informs the student that an appeal against a decision made regarding an appeal can only be made if new or additional evidence is supplied.

Appealing against ACM's intention to defer, suspend or cancel enrolment

A notice of intention to defer, suspend or cancel enrolment will clearly identify that the student receiving the notice will be given 20 working days to access ACM's internal complaints and appeals process. The 20 working days begins from a date specified in the letter which allows for reasonable time for delivery of the letter. Notices of intention to defer, suspend, or cancel enrolment are sent by registered mail to the address on the student's file and by email to the email address on the student's file. Registered post-delivery confirmation and email read delivery is requested.

If no appeal is received, then the Student Services Manager is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone and email.

For more information, please refer to the ACM Deferment, suspension and cancellation policy.

Appealing against ACM's intention to report to DOHA for not meeting satisfactory course progress requirements

A student has 20 working days to appeal the decision in regard to not meeting satisfactory course progress requirements. The 20 working days begins from a date specified in the letter informing the student of ACM's intention to report which allows for reasonable time for delivery of the letter. Notices of intention to report to DOHA for not meeting satisfactory course progress requirements are sent by registered mail to the address on the student's file and by email to the email address on the student's file. Registered post-delivery confirmation and email read delivery is requested.

If no appeal is received, then the Student Services Manager is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone and email.

For more information, please refer to the ACM Monitoring course progress policy.

Appealing an appeal

An appeal of a decision about an appeal can be made only if the student is able to provide new evidence in relation to the original decision which was appealed.

ASQA

Students may at any time, contact ASQA (Australian Skills Quality Authority), as ACM's registering body, for advice.

ASQA's contact details are as follows:

Tel: 1300 700 801

Emails about complaints or appeals can be sent to the VRQA at complaintsteam@asqa.gov.au.

ASQA's website is www.asqa.gov.au.

The ESOS mailbox of DoE

The Department of Education (DoE) through the ESOS mailbox (esosmailbox@education.gov.au) will advise students on actions they can take if they cannot resolve a difference of opinion with ACM and

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they believe that ACM is not complying with the ESOS legislation. The telephone number for general education enquiries is 1300 363 0792.

Consumer Affairs

CA invites written complaints in circumstances where a consumer has made a reasonable attempt to resolve a dispute with a trader. Consumer Affairs website is www.consumer.vic.gov.au.

Equal Opportunity and Human Rights Commission

The Victorian Equal Opportunity and Human Rights Commission will provide advice if a student believes that he or she has been treated unfairly, harassed, or vilified. Students can contact the Victorian Equal Opportunity and Human Rights Commission (03) 9281 7100 or by email at [complaint or appeals@veohrc.vic.gov.au](mailto:complaint_or_appeals@veohrc.vic.gov.au).

The national training complaints hotline of Department of Education

Students can contact DoE about a training problem or concern by use of the national training complaints hotline of Skilling Australia, on 13 38 73 or by email at nationaltraininghotline@mailus.com.au

Information provided by ACM in the complaint or appeal resolution form

The response provided to complainants and/or appellants will include information regarding

- reasons for any decisions made
- any changes that have resulted from the complaint or appeal
- an apology where appropriate
- information on where to seek an independent review
- acknowledgement of thanks to the complainant for their feedback.

Maintaining enrolment during the complaints and appeals process

While any internal complaint or appeal is ongoing, ACM will maintain the enrolment of the student.

ACM will maintain the student's enrolment during an external appeals process if the appeal is against ACM's decision to report the student for unsatisfactory course progress. That is, for an appeal against a decision to report the student for unsatisfactory course progress, ACM will await the outcome of the external process before proceeding, as reporting for unsatisfactory course progress may result in automatic visa suspension.

If the external appeal is against ACM's decision to defer or suspend a student's enrolment due to misbehaviour, or to cancel the student's enrolment, ACM will await only the outcome of the internal appeals process (if it is in support of ACM's decision) before notifying DICCSRTE through PRISMS of the change to the student's enrolment. Once DICCSRTE has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- leave Australia, or
- show DOHA a new CoE, or
- provide DOHA with evidence that he or she has accessed an external appeals process

57. External Reviews

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Student Ombudsman. The Overseas Student Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Student Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information".

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Alternatively, you may choose to take action under Australia’s consumer protection laws.

If the external review process supports the complaint, ACM will immediately implement any decision and/or action required, and advises the student in writing. If the complaint is not upheld, then the student will be given a written explanation including the reasons for that decision.

Any decision to be implemented as an outcome of a complaint or appeal (internal and/or external) which is in favour of the student who lodged it will be immediately implemented along with any preventative or corrective action required. The student will be advised immediately of a favourable outcome.

Commonwealth Ombudsman

<https://www.ombudsman.gov.au/>

58. Change of Address

Condition 8533 of your student visa requires you to notify your educational provider of any changes in your residential address within 7 days; failure to do so is a breach of Condition 8533 and may result in a cancellation of your student visa by the Immigration Department.

It is important that we have your correct details so please if you have a change of address you must notify us. You can do this by completing the change of address form. In addition to informing ACM you will need to download a change of address and/or passport details form from the DOHA website, fill it out and follow the instructions. Visit <https://immi.homeaffairs.gov.au/form-listing/forms/929.pdf>

59. Transfer between Registered Providers

The ACM policy for transfer of students between registered providers is in accordance with the Standard 7 of the National Code 2018 of the ESOS Act. Standard 7 of the National Code restricts the movement of students to an alternative provider during the first six months of the student’s enrolment. Students must, except under exceptional circumstances, complete six months of their enrolment program of study before changing providers. If a request for a release letter is refused, the student will be advised of the reasons for the refusal and informed of his or her right of appeal in writing.

Application for a release letter

A student who wishes to request a transfer to another provider should first make an appointment to discuss the matter with the RTO Manager. Students can make appointments with the RTO Manager by enquiring at the reception desk.

Students who have completed fewer than six months of their principle course with ACM may transfer to another provider only if they are provided with a release letter by ACM. A student may request a release letter by completing an application for a letter of release (available from the reception desk) and submitting it to the Student Services Manager. The application for a release letter must be accompanied by a valid enrolment offer letter from another registered provider.

The outcome of the application for a release letter will be available to the student within ten working days.

Applications for release letters are placed in the file of students who apply, along with offers of enrolment for the student from other providers.

For each application for a release letter, an entry is placed in the register of requests for a release letter.

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Provision of release letters

A release letter to allow a transfer to another provider will be provided during the first six months of a student's principle course at ACM only under exceptional circumstances, where it is considered in the best interest of the student, academically and personally.

Exceptional circumstances in this context are defined as circumstances in which the student can provide evidence that continuation or enrolment at ACM would be to the detriment of the student's emotional or physical well-being. ACM would consider a valid medical certificate from a recognised specialist medical practitioner stating that it would be detrimental to the student's emotional or physical well-being to remain enrolled at ACM as valid evidence of exceptional circumstances.

In the case where a student applies for a release letter on the basis that it is in the best interest academically of the student to transfer to another provider, the student must provide evidence to demonstrate this. ACM would consider a letter from a recognised careers counsellor in support of the student's claim as valid evidence. Should the student require assistance in gaining access to a recognised careers counsellor, ACM will refer the student appropriately.

A letter of offer from another provider must be provided in support of an application for a letter of release.

If a release letter is provided, it will be at no cost to the student. A copy of the release letter will be filed in the student's file. ACM will also place in the student file a completed copy of the "assessment of application for letter of release" form, which contains details of the assessment of the application and details of the outcome of the application.

An entry will be made in the register of provision of release letters.

If a release letter is provided in order for a student to change provider, the student will be advised of the need to contact DOHA to seek advice on whether a new student visa is required.

Rejection of application for release letter

A request for a release letter to allow a student to transfer to another provider may be refused for the following reasons:

- exceptional circumstances relating to the welfare of the student have not been demonstrated
- the proposed transfer may jeopardise the student's progression through a packaged set of courses
- The proposed transfer may be considered detrimental to the student's welfare or personal safety
- the student has not utilised the support services available from ACM
- the student is attempting to avoid being reported to DOHA for failing to meet the attendance or academic progress requirements of ACM
- the student is attempting to avoid being reported to DOHA for a breach of visa conditions
- the student owes course fees to ACM
- the student has provided as a reason for the request for the request for transfer matters related to permanent residency

If a student's application for a release letter is refused, the student will be sent a letter of rejection of application for a release letter and a copy of the completed "assessment of application for letter of release" form, which contains details of the assessment of the application and details of the outcome of the application. The letter of rejection and the completed assessment of application for letter of release provide detailed explanations for the refusal of ACM to provide a release letter. A copy of

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the letter of rejection of request for a release letter and the completed copy of the “assessment of application for letter of release” form will be placed in the student’s file.

An entry will be placed in the register of rejections of applications for release letters.

A student who is denied an application for a release letter has 20 working days to appeal using the ACM complaints and appeals procedure.

Students seeking to transfer from another provider within the first six months of their program

Students seeking to transfer from another provider within the first six months of their program are able to do so only in the following special circumstances:

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

Students of another provider seeking to transfer to ACM will be required to provide evidence of one or more of the above circumstances with their application to be enrolled at ACM

60. Gaining access to your records

At ACM, we believe it is important that you have easy, quick and thorough access to your records. We keep personal information about you so that we can locate you and provide you with information. We keep academic information about you so that we can monitor your course progress and provide you with additional help should you need it. We keep records about the following:

- Your enrolment details
- Your learning support needs
- Complaints or appeals you have made
- Your academic outcomes, at the level of:
 - Unit of competence
 - Qualification
- Licenses gained as a result of training
- Statements of attainment and qualifications issued

If you wish to know what information we are keeping about you, we have simple processes in place to enable you to find out. Students may request access to their records by asking at the reception desk for the application to view student records form. Students will be provided with access to their records within 10 working days of having submitted the Application to view student records form at the reception desk.

Students are informed about how to gain access to their records in the following ways:

- in this document, the student handbook
- in the material provided at orientation
- in notices placed on noticeboards throughout the campus
- from the ACM website

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61. Student Code of Conduct

ACM is an educational community which is built on respect for oneself and others. At ACM, students are provided with a mature and professional learning environment. Students are not expected to behave according to a rigid code of discipline, but it is expected that all students will behave in a mature and responsible manner.

General Guidelines

It is expected that all students will:

- Attend classes on each day they are scheduled
- Be respectful and courteous to student services staff, trainer/assessors and other students
- Dress and behave in an appropriate manner
- Contribute to the life of the college in a constructive manner
- Respect the property of the college and other students
- Comply with all visa regulations for overseas students

Classroom behaviour

The classroom is a place of learning. It is expected that all students will:

- attend class on time
- bring the required learning resources, stationery and materials to class each lesson
- show appropriate respect toward the trainer/assessor and fellow students
- not disrupt the class or other students
- speak only English in class
- remain in the classroom throughout the class
- not eat or drink in the class
- turn off mobile phones during class time
- submit all class work and assessments
- leave the classroom tidy after each lesson

Course Progress

It is the students' responsibility to be familiar with their course requirements and prepare a study plan that will assist them in meeting the course requirements. Students are required to make satisfactory course progress according to the ACM course progress policy.

Assault

Any form of assault in class or outside class is strictly forbidden. This includes assaults of a physical, oral, written, electronic, sexual, or racial nature. Assault between students or between student and trainer/assessor will not be tolerated.

Carrying Weapons

Carrying knives and other weapons or objects that may be used as weapons on campus is forbidden and may constitute criminal activity.

Bullying

Bullying is unreasonable behaviour that is intimidating, threatening or humiliating and repeated over time or occurring as part of a pattern of behaviour. Bullying can be physical, verbal or indirect, and creates an unfriendly, threatening or offensive environment.

Examples of behaviour that could be bullying include, but are not limited to:

- excluding someone from workplace/learning activities
- giving someone the majority of unpleasant tasks
- verbal abuse

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- abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites
- humiliating someone through sarcasm or insults
- intimidation
- initiation practices
- sabotaging someone’s work
- ‘practical jokes’.

Any form of bullying in class or outside class is strictly forbidden. Bullying amongst students or between student and trainer/assessor or between staff will not be tolerated.

Cyber-bullying

Cyber bullying is the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group, that is intended to harm others.

Students at ACM have a responsibility to ensure that they:

- do not participate in cyber bullying
- do not use mobile phones, cameras or other digital devices to record audio and visual material unless they seek and receive authorisation to do so
- do not breach the privacy of students, staff and members of the ACM community through any unauthorised recording or filming
- do not disseminate inappropriate information through digital media or other means
- report incidents of cyber bullying to a member of staff
- advise students being victimised by cyber bullying to talk to an adult

Harassment

Harassment is behaviour (through words or actions) based on the personal characteristics listed above that are unwanted, unasked for, unreturned and likely to make ACM an unfriendly or uncomfortable place by:

- humiliating (putting someone down)
- seriously embarrassing
- offending (hurting someone’s feelings) or
- intimidating (threatening someone so they behave in a certain way).

Some examples of harassment are:

- name calling
- stereotyping jokes
- offensive comments.

Sexual harassment is an unwelcome sexual advance; request for sex or any other sexual behaviour that a reasonable person would know or expect would offend, humiliate, seriously embarrass or humiliate another.

Some examples of sexual harassment are:

- unwanted touching
- unwelcome sexual innuendo or jokes
- displaying sexually explicit material (posters, emails, internet sites).

Racial and religious vilification

Vilification is behaviour (through words or actions) that incites hatred, serious contempt or ridicule of another person or group of people because of their race or religious belief. Some examples of vilification are:

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- public threats of harm
- encouraging others to hate someone because of their religion
- racist statements made in a public meeting
- racist graffiti

Discrimination

ACM will act quickly to ensure that unlawful discrimination does not occur, or continue to occur in the workplace for trainer/assessors or in the provision of training and assessment to students. Discrimination in employment and in the supply of goods and services is unlawful under various Victorian and Commonwealth laws.

Discrimination is unlawful, and will not be tolerated, on the grounds of:

- age
- breastfeeding
- carer status
- disability/impairment
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- physical features
- political belief or activity
- pregnancy
- race
- religious belief or activity
- sex
- sexual orientation
- personal association with someone who has, or is assumed to have, one of these personal characteristics.

Food and Drink

To ensure a tidy and comfortable learning environment:

- Food and drinks are to be consumed in the common areas only.
- No food may be consumed in the classrooms and computer lab.
- All rubbish is to be placed in bins provided
- Kitchen areas are to be kept clean and tidy.

Alcohol and Drugs

The consumption of alcohol or illegal drugs is prohibited at ACM.

Plagiarism, collusion and cheating

Plagiarism, collusion and cheating are not acceptable practices. Please refer to the section in this document for definitions of plagiarism, collusion and cheating, and of the consequences of engaging in these practices

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Classroom Behaviour

The classroom is a place of learning. It is expected that all students will:

- attend class on time
- bring the required textbook, stationery and materials to class each lesson
- show respect to the teacher and fellow students
- not disrupt the class or other students
- speak only English in class
- remain in the classroom throughout the class
- not eat or drink in the class
- turn off mobile phones during class time
- submit all class work and assessments
- leave the classroom tidy after each lesson

General Behaviour

Assault

Any form of assault in class or outside class is strictly forbidden. This includes assaults of a physical, oral, written, electronic, sexual or racial nature. Assault between students or between student and teacher will not be tolerated.

Carrying Weapons

Carrying knives and other weapons or objects that may be used as weapons on campus is forbidden and may constitute criminal activity.

Bullying

Bullying is unreasonable behaviour that is intimidating, threatening or humiliating and repeated over time or occurring as part of a pattern of behaviour. Bullying can be physical, verbal or indirect, and creates an unfriendly, threatening or offensive environment.

Examples of behaviour that could be bullying include, but are not limited to:

- excluding someone from workplace/learning activities
- giving someone the majority of unpleasant tasks
- verbal abuse
- abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites
- humiliating someone through sarcasm or insults
- intimidation
- initiation practices
- sabotaging someone's work
- 'practical jokes.

Any form of bullying in class or outside class is strictly forbidden. Bullying amongst students or between student and teacher or between staff will not be tolerated.

Cyber-bullying

Cyber bullying is the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group, that is intended to harm others.

Students at ACM have a responsibility to ensure that they:

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- do not participate in cyber bullying
- do not use mobile phones, cameras or other digital devices to record audio and visual material unless they have sought and gained authorisation to do so
- do not breach the privacy of students, staff and members of the ACM community through any unauthorised recording or filming
- do not disseminate inappropriate information through digital media or other means
- report incidents of cyber bullying to a member of staff

Harassment

Harassment is behaviour (through words or actions) based on the personal characteristics listed above that are unwanted, unasked for, unreturned and likely to make ACM an unfriendly or uncomfortable place by:

- humiliating (putting someone down)
- seriously embarrassing
- offending (hurting someone's feelings) or
- intimidating (threatening someone so they behave in a certain way).

Some examples of harassment are:

- name calling
- stereotyping jokes
- offensive comments.

Sexual harassment is an unwelcome sexual advance, request for sex or any other sexual behaviour that a reasonable person would know or expect would offend, humiliate, seriously embarrass or humiliate another.

Some examples of sexual harassment are:

- unwanted touching
- unwelcome sexual innuendo or jokes
- displaying sexually explicit material (posters, emails, internet sites).

Racial and religious vilification

Vilification is behaviour (through words or actions) that incites hatred, serious contempt or ridicule of another person or group of people because of their race or religious belief.

Some examples of vilification are:

- public threats of harm
- encouraging others to hate someone because of their religion
- racist statements made in a public meeting
- racist graffiti

Discrimination

ACM will act quickly to ensure that unlawful discrimination does not occur, or continue to occur in the workplace for teachers or in the provision of education to students. Discrimination in employment and in the supply of goods and services is unlawful under various Victorian and Commonwealth laws.

Discrimination is unlawful, and will not be tolerated, on the grounds of:

- age
- breastfeeding

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- carer status
- disability/impairment
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- physical features
- political belief or activity
- pregnancy
- race
- religious belief or activity
- sex
- sexual orientation
- personal association with someone who has, or is assumed to have, one of these personal characteristics.

Food and Drink

To ensure a tidy and comfortable learning environment:

- Food and drinks are to be consumed in the common areas only.
- No food may be consumed in the classrooms and computer lab.
- Chewing gum is banned.
- All rubbish is to be placed in bins provided
- Kitchen areas are to be kept clean and tidy.

Alcohol and Drugs

The consumption of alcohol or illegal drugs is prohibited at ACM

62. Completion within Expected Duration

ACM monitors the enrolment load of each student throughout the student's course. Should a student's enrolment load vary from one compulsory study period (defined as one ACM term) to another, ACM will take action to ensure that the student is able to complete the course within the timeframe specified on the CoE. Under certain compassionate or compelling circumstances, ACM will agree to vary a student's study load. If a student studies less than a full time load in one or more terms, the student is at risk of not completing his or her course within the expected duration as specified on the CoE. The student may then be required to make up the enrolment load by studying units during a non-compulsory study period (i.e. between ACM terms) or by studying additional units in some terms. This will compensate for those terms in which the student was studying a reduced load. ACM will agree to extend the duration of a student's enrolment and issue a new CoE only when it is clear that the student cannot reasonably complete his or her course within the expected duration as specified on the student's current CoE.

ACM does not deliver programs by distance or online learning, so the requirements (Standard 9.5) that students undertake no more than 25% of their program by online or distance learning and that students not be enrolled exclusively in distance or online units in any given study period is

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met. Because ACM does not offer distance or online learning, the ability to monitor the progress of each student against the expected course duration according to the CoE of the student is not compromised.

Compassionate or compelling circumstances

ACM may consider variations to a student's study load or extension of a student's CoE to enable the student to complete the course in which he or she is enrolled if compassionate or compelling circumstances apply. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness / injury supported by a medical certificate stating the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in home country requiring emergency travel when this has impacted on the students studies
- a traumatic experience impacting on the student, for example, involvement in, or witnessing a serious accident/crime (such should be supported by police or psychologist reports)
- where ACM was unable to offer a prerequisite unit
- where the student was unable to begin studying on the course commencement date due to a delay in receiving a student visa.
- the reduced load or course extension is part of the intervention strategy which has been implemented to assist the student to successfully complete the course
- the student has studied, or plans to study (such a plan can be made only in consultation with the RTO Manager), extra units in another study period
- the student has only a few units to complete and these do not constitute a full-time load

Application for variation of enrolment

Students must apply to be enrolled for less than a full-time load. To do this, a student must complete an application for variation of enrolment. Documentary evidence of compassionate or compelling circumstances must be provided in support of the application. If the reason for the application is a compassionate or compelling circumstance outside of the student's control, the application must be submitted within 10 working days of those circumstances. The RTO Manager will assess the evidence provided by students in support of applications for variation of enrolment.

If the application is successful:

- A record will be added to the register of students at risk of failing to complete their course within the expected duration.
- The student will be sent a letter with a notice of reduced study load. The letter will inform the student of the requirement to meet with the RTO Manager prior to the start of the next term to discuss the process of making up for the reduced study load.
- The approved application form and all documentary evidence will be placed in the student's file, along with the notice of reduced study load
- A meeting with the RTO Manager will be organised prior to the start of the next term. In this meeting, the process of making up for the reduced study load will be agreed upon. After this meeting, the student will be sent a letter with a notice of increased study load for the next term. The notice of increased study load will be placed in the student's file.

If the application is not successful:

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- A letter will be sent notifying the student of the rejection of the application for variation in enrolment.
- The unapproved application form and all documentary evidence will be placed in the student's file
- The student will be required to maintain the current study load

The Student Services Manager is responsible for this procedure

Before the beginning of each term, the RTO Manager will meet with students who appear on the register of students at risk of failing to complete their course within the expected duration. The RTO Manager will organise a revised study load for each student. This may involve the student undertaking an additional unit or units during the next term.

Application for course extension

A student who wishes an extension to his or her course duration must complete an application for extension of course duration. A student's course duration will be extended only when compassionate or compelling circumstances are demonstrated and when a reduced study load is not possible in order to accommodate these circumstances. Alternatively, a course extension may be approved if an approved deferment or suspension has been granted according to the conditions of Standard 13 of the National Code 2018. Students applying for an extension to course duration will be advised to check with the nearest DOHA office for information about the impact of the extension of the course on the student's visa. The RTO Manager will assess the evidence provided by students in support of applications for course extension. If a student is applying for an extension of course duration in order to meet the requirements of an intervention strategy, the RTO Manager will ensure that, should the student meet the requirements of the intervention strategy, the student is likely to complete the course within the extended duration proposed.

If the application is successful:

- the approved application form and all documentary evidence will be placed in the student's file
- the change in course duration is reported to DOHA via the PRISMS system
- a new CoE is issued
- a note of the variation to the expected course duration and the reasons for the variation is placed in the student's file

If the application is not successful:

- a letter will be sent notifying the student of the rejection of the application for course extension.
- The unapproved application form and all documentary evidence will be placed in the student's file
- The student will be required to maintain the current study load

The Student Services Manager is responsible for this procedure.

63. Plagiarism, Collusion and Cheating

Policy and definitions

The plagiarism, colluding and cheating policy is in support of quality teaching, learning and assessment at ACM.

ACM requires students to submit for assessment responses to assessment tasks which are their own work. ACM considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.

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Plagiarism is defined as taking someone else’s words, ideas or materials and presenting them as your own. Students at ACM must avoid plagiarism by providing clear acknowledgement of the sources of any information, ideas or other material used in response to the requirements of an assessment task, which is not their own.

Collusion is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment. Collusion may include unauthorised and unacknowledged joint authorship in an assessment task and unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment. Students at ACM must not present solely as their own work any work done in collusion with another person or persons.

A class test environment is an environment where students are to be assessed in the company of other students and a teacher, where students are required to not communicate with other students in any way.

Cheating in a written or oral assessment task conducted in a class test environment is to seek to obtain an unfair advantage in that assessment task. Students will be informed in the learner guide for each unit of competency and prior to the assessment task if a particular assessment task is to be conducted in a class test environment.

Students at ACM must not engage in any situation whereby the student knowingly attempts, or assists another student to attempt, to gain an unfair advantage by cheating during an assessment task conducted in a class test environment.

Referencing is defined as a standardised method of acknowledging the sources of information, ideas, and other material used in a submission in response to an assessment task. Teachers are responsible for explaining to students how to appropriately provide references in assessment task submissions. Teachers are also responsible for identifying and reporting plagiarism, collusion and cheating.

Responsibilities of students

Students are required to ensure that that they are familiar with the conventions for authorship in the Australian educational framework and the appropriate use and acknowledgement of all forms of intellectual material. They must at all times submit only their own work for assessment (or the work of the group to which they have been assigned by the teacher, in the case of an assessment task which requires a group submission). They are required to take responsibility to ensure that their work cannot be accessed by other students who might submit it inappropriately as their own. Students must submit every response to a written assessment task with an attached ACM assessment cover sheet. A response to a written assessment task will not be considered to have been submitted if it does not have an ACM assessment cover sheet which is signed and dated by the student attached to it.

Penalties associated with plagiarism, collusion or cheating

Any case in which a student has been involved in plagiarism, collusion or cheating is considered to be academic misconduct, and a penalty will apply. The following are the available penalties which may be applied by the Academic Misconduct Committee:

- reprimand by the RTO Manager
- record unsatisfactory completion of the assessment task (with the opportunity to be reassessed)
- record unsatisfactory completion of the assessment task (without the opportunity to be reassessed)
- suspension of enrolment
- cancellation of enrolment
- a combination of the above

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64. Student Safety and Security

Policy

ACM will proactively take steps to ensure the safety and security of its students. These steps include the provision to students of detailed advice about safety precautions and the implementation of a security plan for students.

Personal safety

- Take the time to consider where you might be at risk and what steps you can take to make it safe
- Consider pre-booking a taxi for the time you intend going home
- Walk purposefully and appear confident
- Whenever possible, travel with a friend, or as part of a group
- Program the emergency number 000 into your mobile phone
- Tell people where you are going and what time you will return
- Avoid carrying non-essential items such as your passport and too much money
- Carry your wallet only in a place where it is not in clear view and not vulnerable
- Always keep your briefcase or bag in view and close to your body
- Stay in well-lit areas as much as possible
- Report any incidents to police or ACM staff

Home security

- Your house number should be clearly visible from the street in case of an emergency
- Keep your front door locked if you are at the back of the house
- Do not leave messages on the front door, it is an indication that you are not at home
- Avoid having parcels left at your front door
- If you need to have something delivered while you are out, ask your neighbours to take delivery for you
- Keep cash and valuables out of sight

Safety whilst driving and parking

- Make sure you have enough fuel to reach your destination
- Do not respond to aggressive behaviour
- Avoid eye contact with people in other vehicles
- Drive with your car doors locked and windows closed at all times
- Keep valuables out of view
- Park in well-lit areas
- Try to use car parks which have attendants

Safety on public transport

- Use a timetable to plan your travel and avoid unnecessary delays
- Choose well lit, busy areas rather than quiet spots
- Travel close to the guard or driver
- Where possible, exit public transport into well lit, busy areas

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- When boarding a bus, don't open your purse or wallet – have your money or your myki already in your hand
- Be aware of who is around, including who gets off with you
- In a train, try to make sure that you in a carriage with a number of other people
- Consider carrying a personal alarm

Taxis

- Make a booking by telephone for a taxi in preference to hailing one on the street. Taxi companies keep records of all bookings made
- Tell the driver the route you wish to take to your destination. Speak up if the driver takes a different route to the one you have specified
- Take note of the taxi number and fleet number. This will help in identifying the taxi if required
- If you don't want your home address known, stop a few houses away from your destination

Safety on the street

- Stay alert, as awareness is your best defence
- Cross the street if you feel unsafe
- Be confident and aware of your surroundings
- Keep to well-lit major roads and paths at night, do not take short cuts through parks
- If approached by a stranger, keep a safe distance
- If approached for money, advise you have no cash, avoid eye contact, and move toward other people
- If you are being followed, change direction and seek a safe place
- Keep personal items such as wallets or bags close to your body or out of sight

Safety at ACM

- Get to know the layout of the campus, including safe paths and exits
- Contact a staff member immediately if you observe anything suspicious in or around the campus
- Do not leave valuables such as wallets or mobile phones unattended
- Avoid isolated areas and move around the campus with other people where possible
- Avoid leaving the campus alone

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65. Student Declaration

All students are required to sign the following declaration. You should hand the signed declaration to the designated member of staff at the completion of the orientation session. If you have any questions about the declaration, you should go to the ACM reception desk to make an appointment for a meeting with the Student Services Manager. You will not be allowed to attend any classes until you have signed this declaration.

1. I have read and understood the information in this handbook
2. I understand that ACM is obliged to provide information to the Australian Government and designated authorities and, if relevant, the Director of the Tuition Protection Service. This information includes:
 - student personal and contact details
 - course enrolment details and changes
 - the circumstance of any suspected breach of a student visa condition.
3. I have read and agree with the Refund Policy.
4. I agree to comply with the student code of conduct. I acknowledge that ACM may cancel my enrolment should I not comply with the student code of conduct.
5. I understand that ACM will cancel my enrolment if:
 - I do not make satisfactory course progress, or
 - I do not pay my tuition fees according to the agreed payment schedule, or
 - I am found to have plagiarised, colluded or cheated in any submission in response to an assessment task.
6. I confirm that I have had the ACM's Complaints and Appeals processes explained to me in detail at the student orientation session.
7. I have read the Complaints and Appeals policy and procedures in this handbook.

Name

Signature

Date