

Student Handbook



**AUSTRALIAN
COLLEGE OF
EXCELLENCE**

RTO 45867 | CRICOS 04026B

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1.0 Registered Training Organisation

Ace College is a Registered Training Organization (RTO), approved by Australian Skills Quality Authority (ASQA) www.asqa.gov.au and compliant to the Standards for Registered Training Organisation (RTO) 2015 to provide nationally accredited and recognised qualifications.

1.1 Students

All students who attend Ace College are referred to or recruited by and Education/ Migration Agent. If you need to find an agent, please refer to the list on our website www.acecollege.com.au or Contact Us and we will refer you to a suitable organisation. Ace College does not accept students under the age of 18 Years.

2.0 Mission, Philosophy and Vision

Mission - The provision of recognised articulated pathways for international and domestic students to gain Australian National qualifications from highly qualified personnel within a diverse student environment.

Vision - To provide individuals the educational abilities for the utilisation of mechanisms to affect a world and an environment that they choose to participate within.

We believe that 'opportunity comes from knowledge' and hence our vision is to assist all our students in developing themselves both personally, vocationally and through higher education. Ace College believes in a holistic approach to education. It offers students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting and multicultural, free from discrimination and harassment.

Australia's diverse population and strong educational tradition make it particularly suited to international education and Ace College intends to continue to be a significant contributor to Australia's continuing role as a regional leader in education.

2.1 Ethics

Ace College always undertakes to act in an ethical manner. All activities of Ace College are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients through high standards of education and training, up to date methods, quality materials and expert staff.

3.0 Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a compulsory reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI is available online and at no cost to the student. (<http://www.usi.gov.au/create-your-USI/Pages/default.aspx>). This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed.

Students need one form of identity (ID) from the list below:

- Driver's licence;
- Medicare card;
- Australian Passport;
- Visa (with Non-Australian Passport) for international students; or
- Citizenship Certificate.

4.0 Ace College Fees and the Tuition Protection Service

4.1 Collection of Fees

Ace College collects student fees in advance and therefore it will comply with the following options for initial and continuing fee collection and registration:

- Ace College cannot require students to pay more than 50 per cent of their tuition fees before they start the course;
- Students, or the person responsible for paying the tuition fees, must pay but can now choose to pay more than 50% of their tuition fees before they start their course;
- A payment plan for any outstanding fees will be negotiated and is detailed on this document.

4.2 Fee Protection

The Tuition Protection Service (TPS) - <https://tps.gov.au/Home/NotLoggedIn>, is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students can either:

- Complete their studies in another course or with another education provider; or
- Receive a refund of their unspent tuition fees.

Australia has a well-established international education sector with over 1200 education providers delivering a high-quality education to international students. For many years now, Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

4.3 Refund Policy

This policy applies to all Ace College commencing and re-enrolling students, and to students seeking to and withdrawing from a course or courses for which they have paid fees. It also applies to those students whose Confirmation of Enrolment (CoE) for courses for which they have paid fees are cancelled.

This policy applies to all Tuition Fees paid including those collected by education agents on behalf of Ace College, plus Non-Tuition Materials Fees and Overseas Students Health Cover fees. Other Non-Tuition Fees are excluded and thereby non-refundable.

Fees are levied for services provided to students as part of their enrolment. Student fee types include:

a) Course-related fees include:

- Tuition fees: These are the fees for your course tuition, e.g. classes, the Institution's provided learning support services etc., this can vary depending on the course you choose to study.
- Course materials fees: These are mandatory fees for materials that specially relate to the provision of the course. Where possible, these are advised at time of offer.

- b) **Administrative fees** include fees such as initial enrolment fees for administering the enrolment, change or course fees, fees for re-issuances of award certifications, and course materials replacement fees.
- c) **Incidental fees** include fees such as airport pick-up, accommodation placement, OSHC fees. These are fees for goods and services which are not essential to a student's program of study, or where the goods/services are also available to students in an alternate form, free of charge. They may also include fines or penalties, levied principally as a disincentive and not to raise revenue or cover administrative costs, such as late payment or late re-enrolment fees.

The statement should be read in relation to policies and procedures relating to: **National Standard Code 10, Complaints and Appeals**; and **National Code Standard 9, Deferment, Suspension or Cancellation of Study During Enrolment** in relation to Compassionate and Compelling Circumstances.

Neither this policy nor a student's right to submit internal and external (to the Overseas Students Ombudsman) complaints and appeals removes that student's right to take action under Australia's consumer protection laws.

Refund Eligibility

If an applicant accepts a place offered by Ace College, pays the stipulated fees and signs the Acceptance Agreement, and is subsequently issued with a Confirmation of Enrolment, a binding contract has been created between the student and Ace College and therefore the Refund Policy is activated.

Refunds and Visa Issues

If a student's visa application is rejected, the student will be entitled to a Full Refund of Course Tuition Fees or CoE Security Deposit plus Non-tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the visa application refusal date or \$500; and a Full Refund of the Overseas Student Health Cover Fee.

The student will need to notify Ace College, apply for a Refund of Fees and send a verified copy of the original visa rejection letter from the Australian Embassy/Consulate or Immigration Office. Ace College will then process the application and refund the approved amount to the student.

If a student withdraws their visa application on request from Ace College, the student will be entitled to a Full Refund of Course Tuition Fees OR CoE Security Deposit plus Non-tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the visa application refusal date or \$500; and a Full Refund of the Overseas Student Health Cover Fee. The student will need to apply for a refund of Fees, and Ace College will process the application and refund the approved amount to the student.

If a student cannot start their course on time because the Visa Application processing is delayed by circumstances beyond the student's control, Ace College will defer the student's enrolment and provide a new CoE for the next commencement date, providing an Application for Deferral of Enrolment is submitted before the Census date with documentary evidence relating to the delay in visa processing. Ace College will provide No Refund if the student fails to apply for Deferral of Enrolment by the required date.

If a student's visa is cancelled because they fail to comply with enrolment conditions or breach their visa conditions: there will be No Refund of Unspent Tuition Fees and Materials Fees for their current course and any subsequent package course for which Tuition Fees have been pre-paid.

Refunds and Provider Default

If Ace College cancels a course for which it has issued a CoE and does not offer an equivalent alternative course, the affected student will be entitled to a Full Refund of Course Tuition Fees or CoE Security Deposit for the cancelled course and any subsequent package courses plus associated Non-Tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a Full Refund of the Overseas Student Health Cover Fee.

If Ace College cancels a course for which it has issued a CoE offers an alternative equivalent course at no extra cost to the student, and a student **accepts** that offer, the student will be issued with a Letter of Offer for the alternative course. Pre-paid Tuition Fees for the original course will be fully refunded and the student will be invoiced for the alternative course fees, or on the student's request, the pre-paid fees will be transferred from discontinued course to alternative course; and the student will be issued with a CoE for the equivalent alternative course.

If Ace College cancels a course for which it has issued a CoE offers an alternative equivalent course at no extra cost to the student, but a student **rejects** that offer and seeks a release to pursue an equivalent alternative course with another provider, there will be No Refund of Unspent Tuition Fees for the student's current course nor of any pre-paid Tuition Fees for any subsequent courses in their course package, subject to Appeal.

Refunds and Student Withdrawal, Package Courses

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal before or after the commencement date of a course which is part of a package program, they are entitled to No Refund of Course Tuition Fees or CoE Security Deposit, nor the Materials Fee for the course withdrawn from and any subsequent package courses; and a Full Refund of their Overseas Student Health Cover Fee if the cancellation/withdrawal is before the course commencement date. The student will submit their Discontinuation/Withdrawal Application and Refund Application, and Ace College will process the application and complete all processing and reporting of cancellation.

If a student's CoE is cancelled for a breach of their student visa conditions, conditions of enrolment and/or National Code Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.), they are entitled to No Refund of Course Tuition Fees or CoE Security Deposit, nor the Materials Fee for the course withdrawn from and any subsequent package courses; and No Refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled due to demonstrated compassionate and/or compelling circumstances, they are entitled to a Full Refund of Tuition Fees or CoE Security Deposit for the cancelled course and any subsequent package courses plus associated Non-Tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a Full Refund of the Overseas Student Health Cover Fee, if the withdrawal is **before** course start date. If the student withdraws **after** the course start date, they are entitled to a part refund, being the unspent Tuition Fees for the current course at the time of withdrawal, and No Refund of their Overseas Student Health Cover Fee.

The student will receive a Full Refund of their Overseas Student Health Cover Fee if they withdraw before the commencement date of their first package course; or if they withdraw after the commencement date of their first package course.

Refunds and Student Withdrawal, Non-package Courses

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal more than 8 weeks (56 days) before the commencement date of their non-package course, they are entitled to a Full Refund of their pre-paid Course Tuition Fees or CoE Security Deposit plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a Full Refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal more than 4 weeks (28 days) but less than 8 weeks before the commencement date of their non-package course, they are entitled to a 75% refund of their pre-paid Course Tuition Fees or CoE Security Deposit plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a Full Refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal more than 2 weeks (14 days) but less than 4 weeks before the commencement date of their non-package course, they are entitled to a 50% Refund of their pre-paid Course Tuition Fees or CoE Security Deposit plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a Full Refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal less than 2 weeks (14 days) before, or after the commencement date of their non-package course, they are entitled to No Refund of their pre-paid Course Tuition Fees or CoE Security Deposit and Materials Fee, a Full Refund of their Overseas Student Health Cover Fee if cancellation is before the official commencement date; or No Refund of their Overseas Student Health Cover Fee if cancellation is after the official commencement date.

If a student's CoE is cancelled as a result of a breach of student visa conditions, conditions of enrolment and/or National Code Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.), they are entitled to No Refund of their pre-paid Course Tuition Fees or CoE Security Deposit and Materials Fee; and No Refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled due to demonstrated compassionate and/or compelling circumstances, they are entitled to a Full Refund of Tuition Fees or CoE Security Deposit for the cancelled course plus associated Non-Tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500, if the withdrawal is **before** course commencement date; or a part refund, being the unspent Tuition Fees for the cancelled course at time of withdrawal, if the withdrawal is **after** the course commencement date.

The student will receive a Full Refund of their Overseas Student Health Cover Fee if they withdraw before the commencement date of their course; or No Refund of their Overseas Student Health Cover Fee if they withdraw after the commencement date of their course.

OSHC Refunds

If a student cancels or withdraws from a course after the commencement date they may submit a Refund Application directly to the OSHC fund.

Agents' Fee Refunds

Agents will forfeit all rights to Agent Commission payment for courses students fail to commence.

Refund Procedures

On-shore students may apply for a refund by completing and submitting on-line Ace College Refund/Withdrawal Form.

If the applicant is enrolled in a package course the Application for Withdrawal will be transferred to the provider of the student's Principal Course for determination: If the Principal Course provider's determination is in the negative the Application for Withdrawal from the Ace College feeder courses will similarly be rejected and the student will be notified, such notification including advice relating to the right to and mode of submitting an Internal Appeal.

If the Principal Course Provider's determination is to approve withdrawal, the application for withdrawal from the Ace College feeder courses will be approved and the student will be informed.

Applications for withdrawal from the Ace College courses and refunds will be processed within two weeks (10 working days) and, if successful, progressed with recommendations to the Accounts Manager for determination of the Refund Application.

Applications may be made for the refund of fees and charges on the ground of exceptional circumstances which provide compassionate and compelling reasons for withdrawal from a course. Such applications will be considered on a case by case basis.

All Applications for a Refund will be determined by the Accounts Manager and will normally be processed within 20 working days (four weeks) of the Application being made. Where this is not possible the student will be informed.

On determination of the application the student will be informed in writing and, if the determination rejects a Full Refund, information will be provided informing the student of their right to make an Internal Appeal against the decision and the means of submitting such an Appeal.

Complaints, grievances or appeals.

If a student is not satisfied with the outcome of an application for a refund of fees, the student has up to Four (4) weeks (20 business days) from the date of the refund application outcome notification to appeal the refund decision. To do so the student must lodge their written appeal to the Institution to the email address advised in the refund application outcome notification setting out their grounds for the appeal and including any verified evidence in support of their claims. Refund appeal applications will be considered by the Institution's authorised designated senior officer (or nominee). The student will be notified of the outcome of their appeal within four (4) weeks (20 business days) of lodgement of their written appeal application.

The availability of the institution's refund policy, procedures and appeals processes does not affect a student's right to submit a complaint, grievance or appeal to the Institution or externally (e.g. to the Overseas Student Ombudsman). For further details refer to the complaint, grievance and appeals policy and procedures published on the Institution's Forms webpage.

The right to make complaints and seek appeals of decisions and action under the Institution's various processes does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Refunds will be made in Australian dollars and the School reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.

Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the Tuition Fees.

Ace College Refunds Policy, Procedures and Actions: Student Guide**Schedule A: Visa Issues: Visa Application Rejection or Processing Delay; Visa Cancellation or Breach; Change of Visa Status**

Situation	Refund
Student's visa application is rejected. (We will need to sight a verified letter from the Australian Embassy/Consulate rejecting the application).	Full Refund of Course Tuition Fees plus Non-tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the visa application refusal date or \$500;
Student withdraws their visa application on request from Ace College.	Full Refund of Course Tuition Fees plus Non-tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the visa application refusal date or \$500
Student cannot start their course on time because the Visa Application processing is delayed by circumstances beyond the student's control.	No Refund: Ace College will defer enrolment and provide new documentation for the next Commencement Date if Application for Deferral of Enrolment is submitted.
Student's visa is cancelled because they fail to comply with enrolment conditions or breach their visa conditions.	No Refund of Course Tuition Fees, nor the Materials Fee for the course withdrawn from and any subsequent package courses

Schedule B: Provider Default: Ace College Fails to Start the Agreed Course or is Unable to Deliver it in Full

Situation	Refund
Ace College cancels a course and does not offer an equivalent alternative course at no extra cost.	Full Refund of Course Tuition Fees for the cancelled course and any subsequent package courses plus associated Non-Tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500
Ace College Cancels the Agreed Course but offers an alternative equivalent course at no extra cost to the student. Student chooses to Accept the offer of the alternative course.	No Refund: Student issued a Letter of Offer for the alternative course. The pre-paid Tuition Fees will be fully refunded, and the student will be invoiced for the alternative course fees, or on the student's request, the pre-paid fees will be transferred from discontinued course to alternative course. Student issued CoE for the equivalent alternative course.
Ace College Cancels the Agreed Course but offers an equivalent alternative course at no extra cost to the student. Student Rejects Offer. Student chooses to pursue an alternative course with another provider.	No Refund of Unspent Tuition Fees for current course and any subsequent package course for which fees have been pre-paid, subject to Appeal.

Schedule C: Student Default: Course Withdrawal/Release Package Program Courses

Situation	Situation
Cancellation/Withdrawal before or after the Commencement Date of a course which is part of a package program.	No Refund: Paid Course Tuition and Non-Tuition Fees for the course withdrawn from and any subsequent package courses.
Cancellation of CoE and Reporting for breach of student visa conditions, conditions of enrolment and/or National Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.)	No Refund of Unspent Tuition Fees and Materials Fees for their current course and any subsequent package course for which Tuition Fees have been pre-paid
Cancellation/Withdrawal due to demonstrated Compassionate and/or Compelling Circumstances and approved by Ace College.	Full Refund of Tuition Fees for the cancelled course and any subsequent package courses plus associated Non-Tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500

Schedule D: Student Default: Course Withdrawal/Release Non - Packaged Program Courses	
Situation	Situation
CoE is cancelled as a result of a students' enrolment cancellation/withdrawal more than 8 weeks (56 days) before the commencement date of their non-package course	Full Refund of their pre-paid Course Tuition Fees plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500
CoE is cancelled for a non packaged course as a result of a students' enrolment cancellation/withdrawal more than 4 weeks (28 days) but less than 8 weeks	Before the commencement date of their non-package course, they are entitled to a 75% refund of their pre-paid Course Tuition Fees plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500
CoE is cancelled for a no packaged course as a result of their enrolment cancellation/withdrawal less than 2 weeks (14 days)	Before, or after the commencement date of their non-package course, they are entitled to No Refund of their pre-paid Course Tuition Fees and Materials Fee
CoE is cancelled as a result of a breach of student visa conditions, conditions of enrolment and/or National Code Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.)	No Refund of their pre-paid Course Tuition Fees and Materials Fee
CoE is cancelled due to demonstrated compassionate and/or compelling circumstances	Full Refund of Tuition Fees for the cancelled course plus associated Non-Tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500, if the withdrawal is before course commencement date; or a part refund, being the unspent Tuition Fees for the cancelled course at time of withdrawal, if the withdrawal is after the course commencement date.

Definitions

As used in this document, these words have the following meaning:

Census Date means the official deadline date for an enrolled student to finalise their enrolment and pay their course-related fees for the study period. Once this date has passed, the student is financially liable for all course-related fees for their enrolled courses. The census date is normally the 10th working day from the course commencement date unless otherwise published on the Institution's website. This date may vary from course to course. The student is responsible for ensuring they are aware of the census date for the applicable study period for their enrolled course.

Commencement Date has the same meaning as Start Date and is the commencement date of the course (or initial course in a packaged program) indicated on the student's Offer and Acceptance Agreement.

Compassionate or compelling circumstances means circumstances that are generally beyond the control of the student which have an adverse impact on the student's capacity and/or ability to commence their course or satisfactorily progress in their course. They could include, but are not limited to:

- a) serious illness or injury, supported by a verified medical certificate and 'Medical Treatment Supporting Document'.
- b) bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- c) major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- d) a traumatic experience which could include
 - involvement in, or witnessing of a serious accident; or

- where the registered provider was unable to offer a pre-requisite course; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Compassionate or compelling circumstances must be evidenced. Evidence needs will vary depending on the circumstances, but could include relevant DHA visa documents; relevant travel documents; relevant media reports relating to a natural disaster impacting on a student's area of residence; a relevant medical, death or birth certificate; a police incident report; a social worker's report; and/or a psychologist's report. Certificates not written in English must be translated into English by approved NAATI translators.

Confirmation of Enrolment (CoE) means a document issued by the institution to intending students. It confirms the student's enrolment in the offered course or packaged program of courses. The CoE is generated by the Institution through PRISMS and provided to international students to verify that they are bona fide students when applying for a visa.

Course means a program of education or training provided by the education provider(s) listed in the Letter of Offer and Acceptance Agreement.

Defer/Deferral means to temporarily delay or postpone commencement of studies. Notification of deferral must be made in writing using the Institution's online Course Deferral/Change of Course Commencement Form or otherwise similarly named form.

DHA means the Australian Government's Department of Home Affairs.

Employees refers to ongoing and casual employed professional and academic/teaching staff of the institution.

Cancellation means a student's enrolment in a course has been forcibly ceased by the institution due to student default or other reason as permitted by legislation. A student whose enrolment has been cancelled will need to re-apply for admission. The Institution is obligated to notify the DHA of enrolment cancellation by entry on PRISMS. This can also be referred to as termination.

Initial instalment/ Deposit. Students who receive an Offer and Acceptance Agreement are required to pay an instalment/deposit to secure their offer of enrolment. The amount required for the first instalment/deposit is stated in the student's Offer and Acceptance Agreement.

Institution (the)/ Ace College (the)/ College (the) refers to the business/es as set-out by the business logo(s) and registration information on this document's cover page as applicable to the student's course/s of enrolment.

Offer and Acceptance Agreement means the *International Student Offer and Acceptance Agreement*, or *Domestic Student Offer and Acceptance Agreement* accepted by the student in enrolling in their course (or packaged program of courses).

Overseas student / international student means a student required to hold a student visa for study in Australia.

OSHC means Overseas Student Health Cover. People studying on a student visa complete must hold valid Overseas Student Health Cover for themselves and their dependents while studying in Australia. Proof of payment to the Overseas Student Health Cover scheme is required for a student visa to be issued by the DHA.

Packaged Program means a program that includes a sequence of multiple courses, which may or may not be wholly provided by the Institution. If some courses within a packaged program are provided by an external party to the Ace College Group or an external pathway partner of the Ace College Group then terms and conditions of enrolment, refunds and all other policies of that external institution apply and are not covered by this policy document herein.

PRISMS mean *Provider Registration and International Students Management System*. PRISMS is a secure database system operated by Department of Education and Training and DHA.

Principal course means the final course providing the highest qualification in a student's sequenced package of courses.

Principal Provider means the registered provider delivering the final principal course in a student's sequenced package of courses.

Refund means a payment of fees or charges which is reimbursed to the payee.

5.0 Client Services

5.1 Pre-Departure Check List

1. **Passport and Visa** – Check that your passport is valid for at least 6 months prior to your entry arrival in Australia, and that you have all your visa documentation. It is also a good idea to make copies of your passport in case you lose your passport.
2. **Student enrolment and orientation documents** – You will need your electronic Confirmation of Enrolment (eCoE) and student information pack, which you will have received from your institution.
3. **Overseas Student Health Cover (OSHC)** – This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home.
4. **Travel Insurance** – You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.
5. **Airfares** – Make sure you are aware of the date and time of your flight. Keep your flight details in a safe and secure place, with your passport and visa.
6. **Contact details** – You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and institution details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia.
7. **Australian currency** – There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency on you prior to leaving your home country.
8. **Transport from the airport** – Whether you are taking public transport, a taxi, or you are being picked up from the airport by your education provider, it is important that you have all the details including the time, the route and, if your travel has been arranged by your institution, their contact details. If you need a map to assist you in getting to your accommodation from the airport, they will be available at the airport, or you can print one prior to leaving.
9. **Accommodation details** – Make sure you have the address of where you will be staying as well as their phone number and payment confirmation (if you have already paid for your accommodation).

5.1.1 Travelling Arrangements.

1. Made all your travel arrangements?
2. Packed your most important documents in your hand luggage?
3. Booked your Airport Pick-up and Accommodation?
4. Checked Customs and Quarantine regulations? (<http://www.australia.gov.au/topics/tourism-and-travel/customs-and-quarantine>)
5. Organise to have at least Aud\$1,500 available to you on arrival in Sydney? (Approximately Aud\$500 in cash or possess funds available through credit/debit card)
6. Had medical/optical/dental check-ups?
7. Written down the contact details of your country's consulate in Sydney? and
8. Got locks for your luggage?

5.1.2 'Do's' and 'Don'ts' on What to Bring

1. Most items you will need are available in Australia, though the cost of some may be higher than in your home country. Here is some advice on what international students may want to bring with them, and what is not necessary; and
2. Remember you are only allowed 20 - 30kgs of luggage on the flight to Australia.

5.1.3 DO Bring.

1. Clothing;
2. Electrical goods - computers, hair dryers, stereos and rice-cookers are items some international students choose to bring with them. However, bear in mind that these items may attract customs duty Goods and services tax (GST). If in doubt, refer to the section on Customs Regulations above;
3. **You are expected to supply your own computing device such as a laptop, notebook or pad that is capable of Wi-Fi connectivity and loaded with the Microsoft suite of programs – Minimum - Word, Excel and PowerPoint;**
4. Electricity adaptor plugs - Australia has 240-volt, AC 50 Hz cycle electricity;
5. Optical Spares – if you wear glasses or contact lenses you should bring spares;
6. Other personal items - you may find it useful to bring things like a small sewing kit, battery operated alarm clock, umbrella, dictionary, and prescriptions for medicines, sports gear, toiletries and other favourite personal items;
7. Document folder including:
 - i. Valid passport and student visa (including photocopies);
 - ii. Copy of your confirmation of enrolment form, your letter of offer and other material sent to you by Ace College;
 - iii. Receipts of payment for all fees;
 - iv. Certified copies of personal papers, including academic transcripts, educational or work qualifications you may already have completed;
 - v. Identification papers such as birth certificate, proof of citizenship, international driver's license;
 - vi. Credit cards;
 - vii. Your medical records, immunisation records and school records of all accompanying family members;
 - viii. Marriage certificate if your spouse is coming with you;
 - ix. Receipts of goods you may bring with you to Australia to assist with assessing customs duty and/or GST; and
 - x. If you intend to drive in New South Wales, you must bring your current driver's license with you. If possible, have the license updated to cover the duration of your studies.

5.1.4 DON'T bring the following.

1. **Food** - Australia has strict quarantine regulations that limit what you can bring into the country, and you really do not need to, because Sydney is a multicultural, cosmopolitan city where you can get foods from most countries; and
2. **Winter clothes** - it is advisable to buy your winter clothing in Australia, as it will be more suitable to the local climate.

5.1.5 When you arrive in Australia.

1. Contact your parents/relatives to let them know you have arrived safely;
2. Find long-term accommodation;
3. Collect your OSHC or Health Cover membership card;
4. Attend orientation;
5. Collect your student card; and
6. Open a bank account.

5.2 Student Protection through Legislation

Ace College follows all relevant Commonwealth and State laws and regulations. All of these documents and more can be sourced at (<http://www.austlii.edu.au/databases.html>). These acts form complex laws and legislations that

all businesses must follow. Ace College ensures its policy and procedures are in line with these regulations and provide the following summary of each for student's information. Students are encouraged to seek further information on each piece of legislation by accessing the Acts online or by speaking with a student services officer.

5.2.1 Commonwealth of Australia Acts

5.2.1.1 Copyright Act 1968

The copyright act is designed to protect the ownership and usage of books, websites, logos, songs photos and many other forms of creative media. When using resources in the learning environment Ace College ensures it complies with the act by ensuring all resource owners are noted and all copies/distribution of copyrighted materials does not exceed regulated usage.

All students should ensure that any materials used when undertaking assessments should respect these laws and all quotes referenced appropriately.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

5.2.1.2 Disability Services Act 1986

In Australia laws are in place to allow people with disabilities a fair chance to work or learn in a field of choice. These laws forbid businesses for discriminating against people with disabilities. This is well supported by many services in place to help organisations adapt their workplace to ensure all people can gain access to work or education if they desire it.

Students with disabilities are given equal access to training through Ace College and Ace College does not discriminate its employee based on Disability.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/dsa1986213/

5.2.1.3 Education Services for Overseas Students Act 2000

The ESOS Act is designed to provide international students quality education and training. It outlines a set of standards designed to ensure the level of service provided to overseas students meets or exceeds their expectations. The act sets out to:

- Provide financial tuition assurance for course fees paid by International Students;
- Enhance Australia's reputation for quality educational services; and
- Complement Australia's migration laws.

Information on the ESOS Act was provided in your enrolment pack and will be discussed during your orientation. If you require any further information, please speak to a student services officer or at the following website.

For more information: <http://www.comlaw.gov.au/Series/C2004A00757>

5.2.1.4 Equal Employment Opportunity Act 1987

The EEO Act is designed to promote a fair system for employment selection which is based on ability to do the job role. This is done through its support of the sexual and racial discrimination acts, its support of the Equal Employment for Women in the Workplace and through ensuring fair outcomes for part, full time and casual based employment and promotes a fair workplace for all.

Ace College promotes equal opportunities for all people through acceptance and celebration of differences.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/eeoaa1987642/

5.2.1.5 Migration Act 1958

The Migration Act is designed to support the national migration systems in place in Australia. This is done through:

- Regulation of all migration services;
- Provide appropriate visas for entry and remaining in Australia; and
- Provide services to facilitate the removal and deportation of who are in breach of this act.

As an international student, you have an obligation under the law to ensure you maintain your agreed standards of compliance as outlined in your visa. Please do not hesitate to discuss your concerns with a student services officer.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/ma1958118/

5.2.1.6 Racial Discrimination Act 1975

This act is designed to support each state and territory-based legislation to ensure that all people are not discriminated against for their racial background. Australia is very multicultural and to ensure a fair society for all, the act provides systems to allow legal prosecution for those who do not comply.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/

5.2.1.7 Sex Discrimination Act 1984

This act is designed to ensure that all people (especially women) are not disadvantaged through discrimination of others for:

- Family responsibilities;
- Potential pregnancy; and
- Marital status.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/

5.2.1.8 Workplace Relations Act 1996 (including amendments 2001, 2002, 2005, 2006)

Australia has a number of legislative policies to support a fair labour market, high employment levels, improved living and work standards, cooperative enterprise bargaining and agreements, fair award wages, involvement of unions in the workplace, assisting employers and employee set a balance of life and work priorities and respecting the diversity of the Australian workforce.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/wraolaa1996489/

5.2.2 State Acts

5.2.2.1 Work Health and Safety Act 2011

The Work and Health Safety (WHS) Act 2011 is designed to promote a safe working environment for all employees in NSW. It defines the responsibilities of the employer and the employees in the role to support safe working.

The act's objectives are to:

- Promote health safety and welfare of people at work.
- Reduce the risks of health and safety whilst working.
- Promote a safe workplace for all.
- Facilitate consultation and cooperation between employees and employers.
- Provide strategies to reduce and eliminate workplace health and safety risks.
- Provide strategies for management and systems for handling dangerous goods.
- Manage the framework for OHS legislations.

For more information: http://www.austlii.edu.au/au/legis/act/consol_act/whasa2011218/

5.2.1 Regulations and Codes

- Work Health & Safety Regulation 2011 – http://www.austlii.edu.au/au/legis/cth/consol_reg/whasr2011327/
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 - <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

The information provided in the Commonwealth and/or State Acts and/or Regulations listed above (5.2) is the guiding advice for the development of Ace College policies and procedures.

5.2.2 Useful Websites

National Code Explanatory Guide: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

All students may have access to any details concerning legislative requirements, Australian Qualifications and Training Ace College and course information upon request to management.

Staff can access the legislation if desired at:

- Federal Government Legislation: <http://www.austlii.edu.au/databases.html>
- State Government Legislation: http://www.austlii.edu.au/cgi-bin/viewdb/au/legis/sa/consol_act/

Additional Information can be gained from - ESOS Act support page:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx>

5.3 Code of Practice

Ace College follows all provisions and directions of the Standards for Registered Training Organisations (RTOs) 2015 and Standards for Registered Training Organisations (RTOs) Amendment 2017 and from this an organisational Code of Practice has been developed that is available on the website - <http://www.acecollege.com.au>

5.4 Dissemination of Legislative Information, College and Course Information

Information covering all applicable legislative requirements, Ace College and Course details, including Policy and Procedure documentation is disseminated to all students as both pre and post registration information through the following:

- Ace College Policies and Procedures Manual
- Student Handbook
- Staff & Student Information Folder (Legislative Requirements)
- Student memos and notices
- Student Meetings
- Student and Staff notice boards
- Mail outs
- Ace College Brochure, Posters
- Ace College Website
- Reception

5.4.1 Education Services for Overseas Students Act 2000

All students may have access to any details concerning legislative requirements, Ace College and course information upon request to management. It is recommended that for a full explanation of the student requirements that students access the ESOS Act by:

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/esfosa2000442/

The information provided in the Commonwealth and/or State Acts and/or Regulations listed above is the guiding advice for the development of Ace College policies and procedures.

5.5 Critical Incidents

5.5.1 Policy

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of the Ace College community. Where a Critical Incident is defined as a traumatic event where: physical safety or life is threatened such as rape, personal assault, an armed robbery, hostage situation, act of violence, accident, natural disaster or suicide.

- 1.1 Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations such as Work-cover.
- 1.2 The Ace College has a responsibility to abide by relevant Acts of Parliament such as Work Health and Safety Act 2011, Mental Health Acts, Disability Services Acts, Freedom of Information Act (Commonwealth) 2016.
- 1.3 The Ace College has a responsibility to staff and students in terms of their physical safety and emotional well-being, so the optimal learning and employment outcomes can be achieved.
- 1.4 Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Therefore, it is the Policy of this Ace College to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:

- 2.1 Enables the Ace College community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post-traumatic stress syndrome or harm to the learning environment.
- 2.2 Supports pro-active strategies which will help minimise the occurrence of some critical incidents.
- 2.3 Encourages the early identification of potentially critical incidents within the Ace College.
- 2.4 Ensures critical incidents in the workplace are managed in line with established Quality Management and Work Health and Safety objectives and Emergency or Disaster procedures.
- 2.5 Provides clearly accessible and understood directions for all personnel caught up in a critical incident.
- 2.6 Assists people to cope with critical incidents by providing appropriate practical and psychological support.
- 2.7 Provides appropriate assistance to people who may require longer term assistance.
- 2.8 Ensures ongoing training, support and review for staff.

Procedure

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

Critical incidents are not limited to, but could include:

- absent students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Ace College will notify relevant authorities as soon as practical after the incident.

Any Ace College staff member receiving news or information regarding a critical incident must contact the CEO as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.

On receipt of news or information regarding a critical incident the CEO or senior person must:

- Create for themselves a clear understanding of the known facts;
- If an emergency exists, contact the relevant emergency services by phoning 000;
- If translators are required contact Translating and Interpreting Service by phoning 131 450;
- If counselling services are required contact Lifeline on 131 114;
- Plan an immediate response;
- Plan ongoing strategies; and
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, make and implement the following actions:

- Contact with next of kin/significant others;

- Informing Ace College staff and students;
- Prepare a guideline to staff about what information to give students;
- Prepare a written bulletin to staff and students if the matter is complex; and
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries.

Managing media/publicity;

- Identify students and staff members most integrally involved with the incident and ensure they are offered support and counselling;
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s; and
- Arrange access to emergency funds if necessary.
- Record the incident on the student file and include the following key details:
 - The time of the incident;
 - The location and nature of the incident;
 - The names and roles of persons directly involved in the critical incident;
 - The action taken by Ace College including any opportunities for improvement; and
 - The organisations and people contacted by Ace College.

Students who request or are referred to welfare related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues will not be charged for the service. If Ace College refers a student to external support services for any reason, Ace College will not charge for the referral, but the student will be responsible for all external fees and charges.

5.6 Access and Equity

In accordance with current legislation, the Ace College prohibits discrimination and harassment towards any group or individuals in any form, inclusive of

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

Student and staff placements, grievance considerations, Ace College policies, procedures and practices, physical facilities, training practices are all conducted with sole regards to considerations of appropriate selection criteria, qualifications, experience, timetabling restrictions, student needs, and physical accessibility.

What is Equity?

Equity is about ensuring that all people have the supports that they need to access, participate and achieve to the same level. Equity is not the same as Equal Opportunity which is about making sure that people are not discriminated against and treated unfairly based on difference. Equal opportunity focuses on everyone having an equal start whilst equity focuses on participation and achievement to an equal level.

What are Equity Groups?

In the past certain groups of people were actively not included in education and training programs. Sometimes it was a deliberate exclusion whilst others were based on misunderstanding or lack of forethought. Historically these groups became known as equity groups in order to highlight their situations and address the disadvantage they clearly experienced and continue to experience today. Some groups of people are still underrepresented in vocational programs and employment.

These groups include:

- Women;
- Aboriginal people;
- People from culturally and linguistically diverse backgrounds;
- People with disabilities;
- People living in rural and remote areas;
- People without adequate literacy and numeracy skills;
- Offenders (including young offenders) and prisoners; and/or
- People of low socio-economic status

AND

- Unemployed people aged over 45 years.

However, it needs to be remembered that none of these groups is homogenous and there will be members of these groups who do not experience any disadvantage while others will experience multiple levels of disadvantage.

What is Diversity?

Diversity is the recognising and valuing of individual differences. If we do not offer all people, the opportunity to develop and use their skills and abilities then we are denying the community access to much needed resources.

What is Access and Equity?

Access and Equity is about removing barriers and opening opportunities. In relation to training it means ensuring that people with different needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location etc. It requires Ace College to identify and address the training needs of all students.

Legal Responsibilities

All VET trainers have a legal responsibility to ensure that discrimination does not occur. Legislation which provides protection against discrimination includes:

Commonwealth Legislation:

- Racial Discrimination Act 1975;
- Sex Discrimination Act 1984;
- Human Rights and Equal Opportunity Commission Act 1986;
- Disability Discrimination Act 1992; and
- Racial Hatred Amendment 1995.

The Disability Discrimination Act (DDA) 1992

http://www.austlii.edu.au/cgi-bin/viewdb/au/legis/cth/consol_act/dda1992264/

The Disability Discrimination Act aims to eliminate, as far as possible discrimination on the grounds of a disability in areas of education, access to public premises, and employment. The definition of a disability under the Disability Discrimination Act is broad and inclusive of physical, intellectual, psychiatric, sensory, learning, neurological, physical disfigurements and the presence in the body of disease-causing organisms.

All staff members have a responsibility to ensure that students do not experience any form of discrimination.

Under the DDA, training providers are obliged to:

- Ensure learners with disabilities are not unlawfully discriminated against when seeking to enrol in a course of study;
- Negotiate and implement any adjustments necessary to enable learners with disabilities to participate in a course to the same extent as other learners; and
- Ensure assessment procedures and methods are adapted to enable learners with disabilities to demonstrate the knowledge, skills or competencies being assessed.

Reasonable Adjustment

Under the DDA it is expected that training organisations will sometimes need to adjust ensure equal opportunity for students with disabilities. The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by learners with a disability, rather than provide learners with a competitive advantage. This can include administrative, physical or procedural modifications.

Adjustments or changes will be made to any “standard” learning or assessment process to accommodate the unique learning needs of any individual as far as possible within the constraints of the training package. Trainer/assessors will seek to be aware of language and literacy issues and recognise that we are looking for methods to determine the skills and knowledge that the student has relating to the unit of competency and not looking to assess their English language or physical abilities unless it is directly related to the unit of competency.

Unjustifiable hardship

The DDA does not require training organisations to admit a student when the services and supports needed by that student would cause unjustifiable hardship to the organisation. Whether or not a learner with a disability poses unjustifiable hardship for a Registered Training Organisation will depend on the circumstances of the case. It will be decided on a case by case basis keeping in mind the intent of the DDA. No single factor alone is likely to constitute unjustifiable hardship. All relevant factors must be weighed up to see if, in all the circumstances, there is unjustifiable hardship.

Disclosure

Some disabilities are not visible or obvious and may be referred to as hidden disabilities. These may include mental illnesses and psychiatric disabilities. It is the right of a person with a disability to decide who and when to tell about their disability. Diagnosis and treatment should be left to the appropriate personnel but is good to investigate and understand the facts about psychiatric disability and not to make prejudgments or assumptions. All people pass through a selection process to gain entry to a course. Selection criteria should only relate to the core components of the course. The DDA is not intended to provide students with a disability with an advantage for entering training. It is to eliminate disadvantage and discrimination. Generally, ability to be employed in the area of the course of study should not be a requirement of selection.

Role of the RTO

It is important to remember the following points:

- Do not make assumptions;
- Treat every person on an individual basis;
- Do not assume that all people from an equity group require identical support as many people are skilled at adapting their environment to accommodate their needs (often the solutions to their needs are simple and inexpensive);
- Consult individuals about their needs before requesting or implementing adjustments; and
- Only ask for the information that you really need. For example: what adjustments the person requires or how the disability might impact on their study.

Learner Rights

Any learner who feels that they have been discriminated against can lodge a complaint with the Human Rights and Equal Opportunity Commission (HREOC). Complaints can be taken to the Federal court if settlement is not achieved. HREOC can provide advice about the procedure for doing this. Any person in a Registered Training Organisation and anybody or establishment responsible for the control of the training organisation could have a complaint brought against them under the DDA (e.g. front counter staff, individual lecturers, Program Managers, Managing Director, members of Ace College Governing Councils).

Settlement may include:

- An apology;
 - An agreement to enrol a learner with a disability;
 - An assurance that learners with disabilities will not be treated;
 - In a certain unfavourable way in the future;
- OR
- Compensation.

Should a complaint proceed to the Federal Court, the training provider would need to show why reasonable adjustments to accommodate the needs of the person with a disability impose an unjustifiable hardship.

What is an equitable RTO?

An equitable RTO will...

Create a positive image by:

- Promoting successful outcomes to staff to avoid stereotyping and challenge limits,
 - Challenging media images and misconceptions with case studies of achievement,
 - Ensuring organisational policies proactively eliminate discrimination,
 - Ensuring all courses are marketed to community organisations and advocacy groups within the area.
- AND
- Making course information available in a variety of formats e.g. Internet (using accessible websites), print and audio copies, and large print.

Create a learning environment that recognises students' needs by methods such as:

- Evaluating suitability of learning materials and assessment processes for all clients. For example, use of audio tapes to support written text; use of captioned videos; availability of recognising text for perusal of course materials.
- Ensuring support and counselling is available and easy to find.
- Offering a wide range of course options

- Assisting students to identify and arrange additional services such as interpreters and trained note-takers.
 - Consult with the relevant stakeholder organisation.
 - Evaluating customer service procedures and training of support staff to ensure their responsiveness.
- AND
- Ensuring qualified tutorial support is available and factored into the course costing for all learners.

5.7 Work Health and Safety

The safety of staff and students and other clients is of primary importance the Ace College. The Ace College observes all Work Health and Safety legislation, and copies of the relevant Act are available to staff and clients. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly.

5.8 Catering to Diverse Student Learning Needs

Ace College aims to identify and respond to the learning needs of all students. It is Ace College policy that all trainers are to identify, at the start of training, the leaning and assessment needs of their students. This may be accomplished informally through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. Ace College helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, Suggestion Box, lecturer discussion and an open invitation to approach staff with suggestions at any stage. Again, these strategies provide staff with the required student-based information for use in designing client training, facilities and services and assessment strategies.

5.9 Communication (LLN) Support

All courses incorporate competency units, which focus on communication skills. In addition, language, literacy and numeracy support is accessible to all Ace College students and can be organised on a case-by-case basis during student orientation day. The Training Manager will organise required communication support.

5.10 Student Welfare & Guidance

Ace College will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

- a) Student support services available to students in the transition to life and study in a new environment;
- b) Legal services;
- c) Emergency and health services;
- d) Facilities and resources;
- e) Complaints and appeals processes, and
- f) Any student visa condition relating to course progress and/or attendance as appropriate.

Ace College will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

Ace College will provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. If the Ace College refers the student to external support services, the Ace College will not charge for the referral.

Ace College has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Ace College has designated members of staff or members of staff to be the official point of contact for students. The student contact officer in the first instance is Ace College Reception who will immediately refer the individual to the Training Manager or the most senior Staff/Administrative Member, on site at the time, and they will have access to up-to-date details of the Ace College's support services.

Ace College has enough student support personnel to meet the needs of the students enrolled with the Ace College.

Ace College ensures that its staff members who interact directly with students are aware of their and student's rights and obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

Problem	Website	Phone no
Alcoholism	www.aa.org.au	1300 222 222
Anxiety (including phobias & Obsessive-Compulsive Disorder)	http://www.health.nsw.gov.au/	9391 9000
Asthma	www.asthmansw.org.au/	1800 278 462
Consumer credit and debt	http://financialrights.org.au/	1800 007 007
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	13 11 14
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence	http://www.domesticviolence.nsw.gov.au/	1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drugs and mental health	www.thewaysidechapel.com/	9581 9100
Families & friends with mental illness	https://www.sAce College.org/	1800 18 7263
Eating disorders	https://thebutterflyfoundation.org.au/	1800 33 4673
Eczema	http://eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	1300 374 537
Family planning information	http://www.fpnsw.org.au/	1300 658 886
Gambling Counselling	https://www.relationships.org.au	1300 364 277
Gay & lesbian counselling line	www.glccs.org.au/	
Grief support	http://www.solace.org.au/nsw/	9519 2820
Hepatitis C	https://www.hepatitisaustralia.com	1800 437 222
HIV/AIDS	http://www.afao.org.au/	9557 9399

Telephone Interpreter Service	https://www.tisnational.gov.au/	131 450
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	https://wayahead.org.au/	1300 794 991
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au/	1300 792 798
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	1300 473 528
Schizophrenia	https://www.onedoor.org.au/	1800 843 539
Smoking - Quitline	https://www.icanquit.com.au	13 78 48
Suicide Prevention	http://www.beyondblue.org.au/	1300 22 4636
Victims of crime support	http://victimsocrime.com.au/	1800 000 055
Women's refuge referral service	https://www.vinnies.org.au	9568 0262

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5.10.1 Fees for Welfare Services

Internal counselling services and referrals to external services will be provided at no additional fee to students. External services may incur fees and may also be covered by OSHC. Refer to 6.9 in this handbook.

5.10.2 Legal services

If there is an unusual situation such as an accident or issues with your landlord during your stay as an International student, you may need legal advice. We can counsel you to a point but then we will refer or recommend you to professional legal advisors that are available from Migrant Centres and from Solicitors that are known to the Ace College. You can also visit the website, "The Law Society of New South Wales" at <http://www.lawsociety.com.au/> for more information on seeking legal advice.

6.0 Ace College Entry Requirements

6.1 Student English Levels

All delivery, assessment and instruction are carried out in English. The type of English used is Academic and Business English with a high component of Technical English and subject specific jargon. English Proficiency is required to be certified for International applicants: IELTS 6.0 or equivalent. Students with below the required English language level cannot be enrolled in a Vocational Education Skills course. It is possible that they can be enrolled in specific English language programs.

Process

Certificate II and III programs will require participants to meet the following requirements:

- Must be 18 years of age or over; and
- Successful completion of Year 10 or its equivalent; and
- GS and SOP or Pre-Enrolment Questionnaire plus an interview as described on the Application form.

Certificate IV and Diploma programs will require participants to meet the following requirements:

- Must be 18 years of age or over; and
- Successful completion of Year 12 or its equivalent; or
- Successful completion of an AQF Level 3 qualification or above in the past three (3) years.
- All students will be required to complete an Internal English Test to validate their current levels. Inaccurate or different than presented or certified outcomes will require referral to a suitable organisation for additional English language determination and/or tuition at the student's expense.
- The suitable English provider will issue an eCoE for the student and Ace College will cancel the existing eCoE and issue a new eCoE with a new start and end date.
- During delivery and assessment at Ace College, trainers will assist students with English whenever possible especially with jargon and technical terms.

6.2 Student Academic and/or Work Experience Levels

It is an entry requirement that all registering students must have completed a minimum of Year 10 or has enough work experience to enable them to handle technical English.

6.3 Student Age & Academic Entry Requirement

Students must be 18 years or older to enroll in the Ace College courses and have completed the equivalent of the Australian HSC or a higher qualification.

6.4 International Students

Ace College is bound by the Education Services for Overseas Students (ESOS) Act and the National Code (2018) when dealing with international students. International students are also expected to abide by all current legislative requirements.

http://www.austlii.edu.au/au/legis/cth/consol_act/esfosa2000442/ and <https://internationaleducation.gov.au/Pages/default.aspx>

6.5 Financial Capacity Requirements

You need to have enough money that is genuinely available to you, to pay for your course fees, and travel and living costs for you and your accompanying family members while you are in Australia.

You might need to provide evidence of your financial capacity with your visa application. Check the Document Checklist Tool (disclaimer) to find out the evidence you need to provide. - <https://www.homeaffairs.gov.au/>

If the Document Checklist Tool lists evidence of financial capacity as a requirement, it must be included at the time of lodgement or your visa application could be refused without requests for further information.

If you do not need to provide this evidence with your application, we have discretion to ask you for this during the application process.

If you need to provide evidence of financial capacity, you will be able to demonstrate this by providing one of the following:

- **Evidence** of funds to cover travel to Australia and 12 months' living, course and (for school aged dependants) schooling costs for the student and accompanying family members.
- **Evidence** that you meet the annual income requirement.

6.6 Student Visa Conditions

- You must abide by your visa conditions or your visa could be cancelled. Different visa conditions apply to you and your family members.
- You can check your visa conditions in Visa Entitlement Verification Online (VEVO) - [https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))
- You must comply with the state and territory laws of Australia.

6.7 Student Visa Grant Period

A student visa is usually granted for up to five (5) years, but it could be longer under some circumstances.

We might consider granting a student visa for longer than five years where:

- A student is studying a medical or architectural degree that could take up to six years to complete; or
- There is reasonable course progression, for example where each course is a pre-requisite or foundation for the next course in the package.

6.9 Overseas Student Health Cover (OSHC)

You can select an approved OSHC provider and pay for the policy yourself. Ace College will refer you to a list below for the providers only, as you need to complete this task as an individual.

If your education provider arranges your OSHC coverage, you will need to know the name of your health insurance provider, the date that your policy starts and finishes and should be aware of the terms and conditions of your policy. If you arrange OSHC coverage yourself, you will also need to know the policy number to include in the visa application.

You do not need OSHC if you are:

- a Norwegian student covered by the Norwegian National Insurance Scheme
- Swedish student covered by Kammarkollegiet.
- a Belgian student covered under the Reciprocal Health Care Agreement with Australia.

AHM	http://ahmoshc.com/english.aspx
NIB	http://www.nib.com.au/overseas-students
Bupa	http://www.bupa.com.au/health-insurance/cover/oshc
Medibank	http://www.medibank.com.au/oshc/
Allianz (Worldcare)	https://www.oshcallianzassistance.com.au/
Compare All	http://www.bupa.com.au/health-insurance/cover/oshc

6.10 Course Packaging

Students can apply to undertake two or more courses on their Student (subclass 500) visa where there is clear progression from one course to another. This is known as course packaging.

The final course that you will undertake as part of your package of courses is your main (or principal) course of study. Your main course of study will be used to determine your financial and English language evidentiary requirements.

To be granted a visa for the full duration of the packaged courses, you must provide confirmation that you are enrolled in all the courses.

If your visa application includes a package of courses, you can only have less than two (2) calendar months elapse between courses. The only exception to this is when the first course finishes at the end of the standard academic year and the next course commences at the beginning of the standard academic year.

For example, the academic year generally ends in November and starts again in February the following year, three (3) to four (4) months is an acceptable gap between courses.

A student visa for the full package will only be granted if the duration of the package does not exceed the maximum visa grant period.

If you already hold a student visa and change courses (within the same sector), this could affect your course start and end dates.

You must abide by the conditions of your visa, including remaining enrolled in a registered course. If there is a gap of more than two months between your courses (except where a standard academic year ends and begins) your visa could be considered for cancellation. We will take into consideration each situation on a case by case basis. These factors include whether a student has no other option but to enrol in a course which leads to a longer course gap, whether the student has a good academic record, and whether it is reasonable to expect the student to enrol in another course during the course gap.

If you have enrolled in a new course but you have an extended course gap that could lead to your visa being cancelled, you could choose to enrol in a short course to fill the gap. The course can be in any sector, for example, ELICOS or vocational education and training, or higher education.

6.11 Changing Courses.

If a Student holds a visa and they desire to change their course of study, they must ensure that they continue to meet all the conditions that apply to their student visa.

If they have not completed six (6) months of their principal course (the main course of study they are undertaking) and they want to change their education provider, the ESOS National Code Standard 7 explains the circumstances in which this will be possible. Unless special circumstances apply, a student needs to have permission from their existing education provider to transfer to another education provider.

If they want to transfer, Ace College must assess or consider the request to transfer. Students must make sure they understand the Ace College transfer policy, and what their written agreement says they must do before they attempt to enrol with a new education provider.

If Ace College does not give, they permission to transfer to another education provider and students are not satisfied with the outcome, they should first use their education provider's internal appeal process. If they are still not satisfied, they can appeal the education provider's decision at an external complaint handling body such as the Territory Ombudsman. <http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

If a student has changed courses or education provider Ace College will be notified electronically by their new education provider. They do not need to send their CoE to DHA.

Ace College will not allow a registered student to transfer from Ace College within the first six (6) months of their course until Ace College has assessed the student's request to transfer within this restricted period.

Ace College will grant the student's request where:

- a. The transfer will not be to the detriment of the student;
 - b. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made;
 - c. The student can register into the other course at an appropriate point in the course; and
 - d. The student's current academic progress indicates that the student can manage the new course.
1. Students should allow a minimum of five (5) working days to assess the student transfer request;
 2. If approved the Letter of Release, if granted, will be issued within the five (5) day working period at no cost to the student and will advise the student of the need to contact DHA to seek advice on whether a new student visa is required;
 3. If a transfer is granted Ace College will calculate any refunds according to the Course Cancellation and Refund Policy and Procedure which states, "Refunds will be paid no later than four (4) weeks after the application for refund is made." and provide the student with a written statement; and
 4. Students may use Ace College Complaints and Appeals process or involve an independent 3rd party at any time.

Where Ace College does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal using Ace College's Complaints and appeals process.

Students holding a Student visa (subclass 500)

If you already have a student visa and want to change your main course of study to a lower Australian Qualification Framework (AQF) level course or a non-AQF level course, you will generally need a new student visa. This requirement applies even if the course you change to is with the same education provider.

You will not need to apply for a new visa if you are changing from an AQF Level 8 Advanced Diploma to an AQF 5 Diploma course.

If you are studying a non-AQF course and want to transfer to an AQF course, you would not need to apply for a new student visa.

6.12 Work Conditions for Student Visa Holders

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to their student visa. Students and their families must not breach the work conditions that apply to their student visa.

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session.

Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:

- Is of benefit to the community.
- Is for a non-profit organisation.
- Is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 40 hours.

If you are a postgraduate research student:

- You can work a maximum of 40 hours per fortnight during any preliminary courses you undertake; and
- If you have commenced your masters by research or doctoral degree in Australia, there is no limit on the number of hours you may work.

6.12.1 Family Members Granted Permission to Work

6.12.1.2 Family Members

- **Must** not start work until the primary visa holder has commenced their course in Australia; **and**
- **Can** always work up to 40 hours per fortnight unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500). In this case there is no limit on the number of hours a family member might work.

6.12.1.2 Fortnights

A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.

An example of how 48 hours a fortnight is calculated: After their course has commenced, a student visa holder works the following numbers of hours over a four (4) week period:

- Week one (1) - 24 hours work
- Week two (2) - 24 hours work
- Week three (3) - 25 hours work
- Week four (4) - 23 hours work.

In the fortnight comprising weeks one (1) and two (2) above (48 hours worked in that 14-day period) or in the fortnight comprising weeks three (3) and four (4) above (48 hours worked in that 14-day period), the work condition is not breached. However, the student visa holder has breached their work condition in the fortnight comprising weeks two and three above (50 hours worked in that 14-day period). Students found to have breached their work conditions might be subject to cancellation of their visa.

6.12.1.3 Course in session

DHA considers your course to be 'in session':

- For the duration of the advertised semesters, including examination periods;
- When you are undertaking another course, during a break from your main course and points from that course will be credited to your main course.

6.12.1.4 Additional Information About Student Visa Work Conditions

You can view your visa online using Visa Entitlement Verification Online (VEVO). VEVO is a free internet service available 24 hours a day, seven days a week. It allows you, and your employer or education provider, to view your visa details online. - [https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

6.13 Tax File Number

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

6.14 Attendance and Academic Progress Requirements

Students who are in Australia on student visa are required to:

- Attend Ace College for 16 hours of supervised tuition per week and complete four (4) hours of online study and assessment work per academic week; and
- Always maintain a satisfactory academic record i.e. such that at their current rate of academic progress (in excess of 50% success) they will be able to complete their course by their due completion date.

All students are required to abide by all legislation and Ace College terms and conditions.

Illness or other excused absences must be supported by documentary proof. These should be submitted as soon as possible after the absence and be available to submit to DHA.

All international students need to be reminded that DHA will want to see evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) in excess of 50% success for visa maintenance and extensions. In addition to that students must notify the Ace College of the change of contact details as soon as they occur and make sure that they have valid visa at all the time. As part of the supervision of overseas students on student visas Ace College must notify DHA about student failure to maintain satisfactory academic progress via the Provider Registration and International Students Management System (PRISMS). <https://prisms.education.gov.au>

6.14.1 Marking Attendance Rolls

Attendance rolls will be marked for every delivery and assessment session including periods of guided research projects.

Trainers will mark the attendance rolls twice per session – the first roll call within the first 10 minutes and the second roll call within the last 10 minutes for each pre and post break sessions.

Trainers are to follow the instructions as printed on the bottom of each class roll and to only use the coding as instructed.

Procedure

1. Attendance is to be recorded for every session for every student;
2. Trainers are to call out student names/numbers and record attendance under the appropriate day/dates;
3. Students are never to handle or mark attendance rolls;
4. Rolls must be returned to the staff pigeonholes after every session;
5. Rolls must never be removed from Ace College premises. For excursions use blank rolls and transfer attendance data;
6. Trainers are to initial the attendance for every day;
7. Attendance is to be recorded as: / = partial attendance (1st roll call – in the first 10 minutes), \ = partial attendance (2nd roll call- in the last 10 minutes), X = full attendance, a = absent; and
8. Sick is never to be recorded or determined by a trainer as this will be recorded by the registrar but please attach any submitted sick certificates to the roll.

6.15 Confirmation of Enrolment

Ace College will only create CoE for overseas students on a student visa and who are studying their primary course at Ace College or commencing a package arrangement with Ace College. That is if the student is applying for a student visa to study a course or a course package offered by Ace College. Ace College may issue letters of offer to all intending students.

6.16 Students with Ace College Age Dependants

Students with school age dependants are reminded that all school age children must attend a government approved school for the duration that they are in Australia. Full school fees will be charged, and the student should make provision for these costs in their financial budgets.

http://www.immi.gov.au/students/students/bringing_family/

6.17 Leave Entitlements

It is recommended that all students attend 100% of class time as this tuition is vital for satisfactory academic results. Therefore, all student leave is to be restricted to the official Ace College breaks. In cases of exceptional compassionate circumstances beyond the students control e.g. bereavement and sickness provision may be made for leave entitlements.

In cases of bereavement e.g. death in the immediate family, students must provide Ace College with documentation covering the reason for bereavement leave and evidence of return air fares etc.

Sickness must be evidenced by a doctor's certificate from a registered practitioner i.e. with a medical provider number on the certificate. All other certificates are not acceptable. Ace College must sight original medical certificates before approving medical leave.

6.18 Punctuality

Students should be at the Ace College 15 minutes prior to the start of any session and are to return on time to lectures after lecture breaks. Students not in class when the attendance roll is called will receive partial absences.

6.19 Preparation

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationary with you and any texts and references that are required.

7.0 Training Delivery

7.1 Competency Based Training

All training at Ace College is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

Competency based training and completion is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency based training programs are comprised of competency standards set by industry that each student is assessed against to ensure all the outcomes required have been achieved.

Progression through a competency-based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work, not by time spent in training. This way, students may be able to complete a program of learning much faster.

Registered training organisations (RTOs) have the prime responsibility for assessment of competency, consistent with the provisions of the Standards for Registered Training Organisations (RTO) 2015 plus amendment 2017. However meaningful and on-going consultation is required with the employer and the apprentice around the development, delivery and monitoring of a training plan and the attaining of competencies within the relevant qualification.

7.2 Training Package Requirements

All Ace College courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages. Students may have access to these packages or course outlines and familiarize themselves with all competency unit criteria. <http://training.gov.au/Home/Tga>

7.3 Professional Staff Recruitment

All the Ace College staff is employed based on having the requisite skills, knowledge, experience and attitude for the position. Ace College follows employment legislation and promotes EEO principles in its recruitment practices.

7.4 Guest Trainers

At Ace College, we recognise the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore, lectures may incorporate guest trainers from industry or professional association whenever possible.

7.5 Flexible Delivery

Ace College practices the principles of flexible delivery. Programs are designed to maximize the opportunity for access and participation by all students. It is Ace College policy that trainers must adopt a modified lecture approach i.e. a maximum of 50% of tuition time may be lecturer lead explanation and discussion, with the remaining 50% focusing on student lead activities.

At all times learning at Ace College will be:

- Student focused;
- Current in terms of the information and case studies used;

- Based on dialogue, using current business English;
- Applied – not theoretical only; and
- Practical involving students in hands-on activities.

At the start of each delivery UOC trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.

Delivery alternatives may include presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual.

The Ace College is an English Emersion learning environment and class discussions are to be conducted in English only.

7.6 Excursions

Ace College encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at Ace College may also be required to attend excursions as part of certain units.

Excursions will be documented on the Excursion Form and written into lesson plans. Trainers will be required to account for the academic purpose of the activity by relating the activity to the competency units in the lesson plan.

7.7 Training Outcomes

All delivery and assessment are geared towards one outcome only - that is the awarding of a nationally recognised qualification or statement of attainment. Therefore, delivery and assessment will be conducted according to the competency unit criteria as stipulated in the respective training package.

8.0 Assessment

8.1 Context

Assessment is an integral part of the learning and teaching system and an important aspect of maintaining academic standards. It measures the achievement of competency and formally certifies student achievements for external audiences.

Assessment at Ace College is linked to specific competency and based on clearly articulated criteria that help students understand the characteristics of high-quality work. It supports student-centred approaches to learning. In keeping with Ace College's strongly applied focus to teaching and learning, each trainer/assessor endorses relevant diverse forms of assessment primarily drawing on real life practice.

Ace College has an established set of principles that guide learning and teaching within the organisation.

Definitions

Assessment: the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard or level of achievement required within a subject.

Competency: the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situation and improvements (Standards for Registered Training Organisations 2015: User's Guide).

Disability: has the same meaning as in section 4(1) of the Disability Discrimination Act 1992 (Cth), and includes physical, psychological and psychiatric conditions and injuries, and ongoing medical conditions.

Formative Assessment: helps students and staff to identify strengths, weaknesses and ways to improve and enhance student learning. It is intended to support student learning rather than determine a result.

Summative Assessment: evaluates the quality of students' learning and involves assigning a grade or numerical result based on how effectively students have addressed unit of competency requirements.

Assessment Moderation: the process of establishing comparability of standards in student performance so that judgements made of student performance are consistent. The goal of assessment moderation is to assure assessment decisions are valid, reliable, consistent and fair.

Assessment Validation: the quality review of the assessment process. It involves checking that assessment tools produce valid, reliable, enough, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of a course or training package are met. It includes the review of a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon these recommendations.

Written Feedback: This can be a powerful tool for helping students to move forward in their learning. However, if we bombard the students with too much feedback, the students will shut down. Written feedback has the advantage that the student can refer to it repeatedly.

Scope

This policy applies to all Vocational Education and Training (VET) courses. All staff must comply with this policy whenever they are engaged in any aspect of the assessment process.

Principles of Assessment

Fairness: the individual student's needs are considered in the assessment process; where appropriate, reasonable adjustments are applied by Ace College to take into account the individual student's needs; Ace College informs the student about the assessment process, and provides the student with the opportunity to challenge the result of the assessment and be re-assessed if necessary.

Flexibility: assessment is flexible to the individual student by reflecting the student's needs, assessing competencies held by the student no matter how or whether they have been acquired, and drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Reliability: evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Validity: the assessment decision is justified based on the evidence of performance of the individual student. This principle requires:

- Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- Assessment of knowledge and skills is integrated with their practical application;
- Assessment to be based on evidence that demonstrates that a student could demonstrate these skills;
- And knowledge in other similar situations; and
- Judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency, and associated assessment requirements.

Assessment is designed to develop student learning (formative), to make judgements about student learning relative to stated learning outcomes (summative) and to monitor student learning as a measure of teaching effectiveness. Assessments are to be relevant to the workplace where appropriate and consultation with industry should form part of this process.

Academic leaders will provide the appropriate support and instruction to lecturers regarding the design, implementation and evaluation of assessments.

Assessment in VET courses is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Rules of Evidence

Validity: the assessor is assured that the student has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency: the assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a student's competency.

Currency: the assessor is assured that the assessment evidence demonstrates current competency. This requires assessment evidence to be from the present or the very recent past.

Authenticity: the assessor is assured that the evidence presented for assessment is the student's own work.

Assessment Validation and Assessment Moderation

Assessment validation and assessment moderation are undertaken as part of Ace College's quality assurance and continuous improvement of teaching and learning activities. Assessment validation and assessment moderation activities are undertaken collaboratively and will involve all staff who deliver and assess the relevant subject. These activities will also be informed by the broader spectrum of external benchmarking activities.

Assessment Validation

Ace College systematically implements ongoing validation of assessment practices and judgements in each course to evaluate quality and drive continuous improvement. In VET courses, validation involves checking that assessment practices are in accordance with the Principles of Assessment, and judgements are made in accordance with the Rules of Evidence.

Assessment Moderation

The requirement in the RTO Standards to undertake validation of assessment judgements does not prohibit Ace College from undertaking similar activities, such as moderation, or any other process aimed at increasing the quality of assessment.

Feedback to Students

Students receive specific, timely, supportive, constructive and developmental feedback on their learning and performance. Written feedback should be provided to students on all assessment items other than multiple choice tests.

Students are entitled to see their results for all assessment items within two (2) weeks from the date that the assessment item was due.

Formative assessment does not require formal feedback from trainers, and alternative forms of providing feedback can be used, e.g. group and peer marking and self-marking from a supplied answer guide.

Return of Assessment Items

All summative assessments warrant written feedback from the trainer, the student will have the opportunity to review their result and the feedback within 2-3 weeks of the assessment item due date. Assessment items will not be returned to students for them to keep, only for review.

Resubmission

Assessments submitted on time.

A student who submits an assessment task on time¹ but whose work is deemed Unsatisfactory will be given two (2) further opportunities to demonstrate competency in that task.

- Following notification of the unsatisfactory outcome, a student will have a further seven (7) calendar days to resubmit;
- If the outcome is still unsatisfactory, a student will have a further two (2) calendar days to submit for the

¹ Assessment submission time is seven (7) days after the academic presentation is finalised as per the class timetable and as advised by the trainer.

third time with a fee of \$250.00;

- Re-submissions must be made on time. If after the third submission the student's assessments still assessed as Unsatisfactory, that outcome will stand.

Assessments Submitted Up to Seven (7) Calendar Days After the Due Date

A student who submits an assessment up to seven (7) calendar days after the due date (or agreed extension date) and whose work is deemed Unsatisfactory will be given one further opportunity to demonstrate competency in that task.

- Following notification of the unsatisfactory outcome, a student will have two (2) calendar days to resubmit.
- Re-submissions must be made on time. If, after the second submission, the student's assessment is still assessed as Unsatisfactory, that outcome will stand.

Assessments submitted more than seven (7) calendar days after the due date.

A student who submits an assessment more than seven (7) calendar days after the due date (or agreed extension date) and whose work is deemed Unsatisfactory will **not** be given a further opportunity to demonstrate competency in that task unless there are exceptional or extenuating circumstances.

Assessments will not usually be accepted if submitted later than seven (7) calendar days after the study period ends without approval.

Unexpected or extenuating circumstances

Ace College acknowledges that students may be academically disadvantaged when unexpected or extenuating circumstances impact on their performance or their ability to complete their assessment tasks by the specified date. In such circumstances a student may be eligible for a modified arrangement, such as:

- An assessment deadline extension;
- Re-submission or re-assessment;
- Deferred assessment; and
- Special consideration.

To be granted a modified arrangement, the student must submit the relevant form (*Application for Alternative Assessment Time*).

Unexpected or extenuating circumstances are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance. Unexpected or extenuating circumstances include:

- Medical circumstances:
 - An unexpected illness, a recurrence of a chronic illness or an accident;
 - A disability or illness for which a variation has already been made will not be accepted unless the disability has been compounded by an unexpected change, or an additional condition; and/or
 - Supporting documentation must take the form of an original certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition.
- Compassionate circumstances:
 - Hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident.
 - Supporting documentation may take the form of a letter from a campus counsellor who has prior knowledge of the student and their circumstances; an original medical certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition; a letter from a person qualified to assess and support the application (e.g. clergy providing grief counselling); or a certificate from a funeral director or death

- notice.
- Supporting documentation will not be accepted from a relative or friend of the student, or friend of the student's family.
 - Special circumstances:
 - Religious observance or obligations, formal legal commitments, military service, service with a recognised emergency management service, representing Ace College, a state or home nation at a significant sporting or cultural event or unforeseen and significant employment-related circumstances such as a move interstate at short notice.
 - Supporting documentation can include:
 - a certified call to Australian Defence Force service, a description of the emergency attended for State Emergency Service or Country Fire Service personnel, an original letter confirming changed employment circumstances, an original letter confirming commitments for athletes and performing artists, a copy of an accident report or a court summons.
 - Supporting documentation will not be accepted from a relative or friend of the student, or friend of the student's family.

Note: Reasonable adjustments to assessment that enable a student with a disability or ongoing medical condition to participate on the same basis as other students without a disability will be made according to the Disability Policy.

Assessment Deadline Extension

If a student has been affected by unexpected or extenuating circumstances and has yet to submit their assessment, they may be eligible for an extension.

- The Program Manager (or delegated nominee) decides on extension applications;
- Extensions will provide a reasonable time, given the nature of the circumstances, for the student to complete the task without giving the student an unfair advantage over other students. A reasonable time will not extend beyond ten (10) working days except in exceptional circumstances; or
- Extension applications must be submitted at least one (1) working day prior to the assessment due date, unless the evidence of unexpected or extenuating circumstances provided indicates this would not have been possible.

Re-Submission

If a student has been affected by unexpected or extenuating circumstances and has already submitted or attempted their assessment, they may be eligible for re-submission.

- The Program Manager (or delegated nominee) decides on re-submission applications; and
- Re-submission allows the student to keep working on a piece of assessment for a reasonable time, given the nature of the circumstances, without giving the student an unfair advantage over other students. A reasonable time will not extend beyond ten (10) working days from the date the student was advised in writing of approval to resubmit, except in exceptional circumstances.

Special Consideration

If a student has been affected by unexpected or extenuating circumstances and has already submitted their final assessment despite facing these circumstances, the CEO may decide to do one of the following:

- Adjust the result for the piece of work in question, considering the circumstances that affected the student and having regard to the student's overall performance within the course; or
- Make no adjustment, considering the circumstances that affected the student and having regard to the student's overall performance within the course.

Reasonable Adjustments for Students with a Disability

Reasonable adjustments to assessment that enable a student with a disability to participate at Ace College on the same basis as other students without a disability will be made according to Reasonable Adjustment.

Other Modified Arrangements

Other alternative assessment arrangements may be approved by the CEO in exceptional circumstances.

Requesting a Re-Assessment

A student who considers that an assessment task has been unfairly or inappropriately marked may request a re-assessment. Re-assessment involves the assessment task being marked again by a second assessor, without any further work by the student.

- A re-assessment must be requested to the Trainer/Assessor in writing within five (5) working days of the original result being released. The request needs to include details of reasons the student has deemed the assessment result as unfair or inappropriate regarding published assessment criteria.
- If the Program Manager approves the request for a re-assessment, a second assessor will review the same assessment with the following conditions:
 - The second assessor is not provided with details of the student's original mark;
 - The original assessor will be asked to comment on the re-evaluated assessment;
 - The full range of outcomes which were used on the original assessment task must be available or re-assessment;
 - The original and the second results will be referred to the CEO for final determination of the result to stand, which may be higher or lower than the original result; and
 - No further re-assessment is permitted.
- If the Trainer/Assessor does not approve the request for a re-assessment, the student is provided with a written response outlining why the request was rejected.

If the request for re-assessment is not approved, the original result will stand. Students who are not satisfied with the result of their request for a re-assessment may lodge an appeal.

Grading Criteria

Outcome Notations

All assessments for courses are assessed according to the rules outlined in the relevant Training Package or accredited course. Each unit of competency is allocated a result as follows:

Outcome	Abbreviation	Description
Satisfactory	S	Awarded to a student who has demonstrated that they are proficient to the specified standard against a set of criteria being assessed.
Not Satisfactory	NYS	Awarded to a student who has failed to demonstrate that they are proficient to the specified standard against a set of criteria being assessed.
Competent	C	Awarded to a student who has achieved all the elements specified for a unit of competency to the specified standard.
Not Yet Competent	NYC	Awarded to a student who has failed to achieve all the elements specified for that unit of competency to the specified standard.
Credit Transfer	CT	Relates to the credit received by a student for a unit of competency through recognition of their formal learning.
Recognition of Prior Learning	RPL	Relates to the credit received by a student for a unit of competency through recognition of their informal learning.

Appealing a Result

The Ace College acknowledges that students have the right to appeal an assessment decision, based on valid grounds for appeal. The Ace College has provision for students to appeal against assessment decisions. The Ace College ensures that students have access to a fair and equitable process for lodging an appeal against an assessment decision.

Valid grounds for an appeal against an assessment decision (where the client feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- The judgement was not made in accordance with the Assessment Plan;
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Students wishing to appeal a grade need to meet with the Senior Trainer and Assessor in the first instance as outlined within the Grievance Policy VET (Refer to Grievances/Complaints/Appeals Policy).

An investigation into an appeal may result in one of the following outcomes:

- Appeal is upheld; in this event the following options will be available:
 - The original assessment will be re-assessed, potentially by another assessor;
 - Appropriate recognition will be granted; and/or
 - A new assessment shall be conducted/arranged.
- Appeal is rejected/ not upheld; in accordance with Ace College's Assessment policy the client will be required to:
 - Undertake further training or experience prior to further assessment; or
 - Re-submit further evidence; or
 - Submit/undertake a new assessment.

If a student receives a result for an assessment item that they disagree with, they have the right to lodge a grievance in accordance with the Ace College's Grievances/Complaints/Appeals Policy.

8.1.1 Attendance and Course Progress

8.1.1.1 General Requirements

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 ([National Code 2018](#)) requires Ace College to monitor international students' compliance with their visa conditions relating to course attendance, progress and completion according to the Vocational Education and Training sector. It continues to require that the expected duration of study specified on an international students' CoE must not exceed the [CRICOS](#) registered duration.

8.1.1.2 Monitoring Course Progress and Attendance

Ace College has a process for determining the point at which an international student has failed to meet satisfactory course attendance or course progress.

[National Code Part C](#) states where a course duration is not set by the designated authority, it is determined that a course duration is based on a minimum of 20 scheduled course contact hours per academic week.

The minimum requirement for attendance is 80% of the scheduled contact hours for the course, or higher if required under state or territory legislation. Ace College regulation is that students should attend 100% of scheduled classes.

To maintain satisfactory course progress for the course duration, a student is expected to maintain satisfactory attendance, as well as participate in classroom learning activities. Students are also required to successfully complete all their assessment tasks.

8.1.1.3 Reporting Unsatisfactory Course Progress or Course Attendance

[National Code Standard 8](#), [requires](#) that Ace College must continue to report international students who do not meet course progress and ensure that the international student is notified of the impending report and have the right of appeal.

The Standard continues to state that Ace College must only report a breach of course progress if the internal and external complaints processes have been completed and the breach has been upheld; or the international student has chosen not to access the internal or external appeals process; or the international student withdraws from the internal or external appeals process.

8.2 Intervention

8.2.1 Course Progress Intervention

Ace College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods (A study period is determined to be two terms), you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Ace College decision to report you to DHA. However, an appeal will only be considered if Ace College has not:

- Recorded or calculated the student's marks correctly;
- Provided appropriate support as set out in this policy;
- Implemented other policies such as assessment and feedback which could impact on the student's results; or there are compassionate or compelling reasons high have contributed to the unsatisfactory progress.

Circumstances that are compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (this does not apply to extended family);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports);
- Where Ace College is unable to offer a pre-requisite unit;
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa; or
- Where a study load is reduced due to difficulties with meeting course progress requirements, this may mean that a student will need to do additional subjects in future sessions to complete their course in the time specified in their student visa.

Student Plagiarism, Cheating or Collusion

Ace College has a no tolerance policy for plagiarism, cheating or collusion. Students are expected to act with integrity always and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, Ace College will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

Definitions

Cheating - this is the use of any means to gain an unfair advantage during the assessment process. Cheating may include copying a friend's answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Plagiarism - plagiarism is the submission of somebody else's work as if it were the student's own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all the submission this also constitutes plagiarism. If a student copies another student's work and passes this off as their own, then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When students use these ideas in assignments, they must identify who produced them and in what publications they were found. If students do not do this, they are plagiarising. If students are including other peoples' work in submissions e.g. passages from books or websites, then reference should be made to the source.

Collusion - this is the presentation by a student of an assignment as his or her own which is the result of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

8.2.2 Procedure

Ace College will provide best-practice student academic support and intervention to optimise achievement of learning outcomes as well as satisfy the provisions of Standard 10 of the *National Code 2007*. Coherent processes including academic monitoring are established to identify and refer at-risk students. The intervention strategies to which students are referred include:

- Academic skills support;
- Additional English support;
- Additional tutoring/study groups;
- Personal counselling;
- Reduction in course load;
- Placement in a more appropriate class

These procedures outline intervention strategies for students at risk of not meeting satisfactory course progress requirements, or of meeting their academic potential.

The procedures specify:

- Procedures for contacting and counselling identified students;
- Strategies to assist identified students to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

8.2.3 Identification of At - Risk Students

At-risk students are addressed through several intervention strategies. Students are categorised as being at-risk if they:

- Have failed half or more of their units in each term; and/or
- Have failed the same unit twice; or
- Demonstrate difficulty with set diagnostic assessment pieces early in each term.

Intervention can also be triggered through a student's referral from the individuals below:

- The student themselves.
- Where appropriate, advising students on the suitability of the course in which they are enrolled;
- Assisting students by advising them of opportunities for a student to be reassessed for tasks in units or subjects where they have previously been assessed Not Yet Competent (NYC), or demonstrate the necessary competency in areas in which they not previously been able to demonstrate competency; and
- Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA and cancellation of his or her visa, depending on the outcome of any appeals process.

8.2.4 Activation of Intervention Strategies & Identification Intervals

Every student's academic progress will be reviewed every five (5) weeks or at the end of each term whichever comes first. Students assessed as being at risk of academic progress or achieving less than 65% competency will be referred for Intervention assessment review. Students identified as requiring intervention will be contacted by their respective trainers by telephone in the first instance or by letter in the second, and an interview organised to determine an action plan at the earliest convenience.

The second (2nd) stage of intervention will be immediately implemented if a student is deemed by their trainer to be unresponsive to the strategy and therefore the Training Manager will conduct an interview and determine a forward progress plan or alternative strategies such as suspension or cancellation.

8.2.5 Plans

Plans developed by trainers and/or the Training Manager will involve the student undertaking remedial work to assist in gaining competency. Remedial tasks may be conducted at the Ace College or at a student's convenience dependant on the task required. This service will be provided at no additional cost to the student unless it conflicts with the reassessment fee structure.

8.2.6 Appeals

The student has 20 working days from the date of the Warning of Intention to Report for Unsatisfactory Course Progress – 20 Days letter to appeal Ace College's decision on the following grounds:

- Ace College has not calculated or recorded the results accurately or correctly;
- Compassionate or compelling circumstances; and
- Ace College has not implemented its intervention strategy and/or policies according to the documented policies and procedures available to students.

All appeals must be made in writing on the Student Appeal Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

After completion of the appeals period, students will be reported to DHA for their unsatisfactory course progress if any of the below occurs:

- The student chooses not to appeal;
- The student withdraws from the appeals process;
- The outcome of the appeals process favours Ace College's decision.

8.3 Competency Grading

8.3.1 Unsatisfactory Academic Progress

A student who is identified as "intervention level 2" and who fails to demonstrate competency in at least 80% of the course requirements in a study period will be deemed as making unsatisfactory academic progress. The

student will be provided with a written notice of intention to exit them from the Ace College and the complaints and appeals processes, and that they have 20 working days in which to do so. Whilst this process is being conducted the student will be permitted to attend classes and will be placed on an “intervention level 2” condition for the semester.

Academic Warning Action

- The Administration Officer monitors student academic results upon completion of delivery unit;
- The Training Manager mails out unsatisfactory Academic Warning Letter;
- Follows-up warning letter with phone call to organise a counselling session; and
- Make electronic entry and files copies in student file.

8.3.2 Calculations to Determine Academic Progress

Period Duration

The following calculation is to be used for determining academic progress and can be used for study periods or complete programs the result will indicate the current progress. It may be possible for a student to have less than 80% progress and still be able to recover to above that figure. To determine this, use the calculation below:

$$\frac{\text{Programmed successful UOC}}{\text{Total UOC completed for the period}} \times \frac{100}{1} = \text{Percentage of Academic Achievement}$$

Ace College follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either ‘C’ – competent, ‘NYC’ – Not Yet Competent. Early withdrawals from a delivery unit will result in the recording of an ‘NYC’ whilst non-attempted subjects will be recorded as an ‘NA’ – not assessed.

Individual UOC assessment methods will be graded ‘S’ - Satisfactory or ‘NS’ Not Satisfactory and recorded on the individual assessment method responses as well as the Competency Summary for the qualification.

Students have the right to appeal assessment results and should follow the Student Grievance and Appeals Procedure for this situation.

8.4 Point of No Return

The point of no return for a student’s progress is calculated by the unsuccessful number of UOC being greater than the remaining number of UOC for the entire program. This calculation can be considered as not achievable as the student would be required to study for more than 40 hours per week. This is determined as the “Point of No Return” and the student’s program will be concluded as not being able to be completed in the remaining COE timeframe.

$$\frac{\text{Programmed unsuccessful UOC}}{\text{Programmed remaining UOC}} \times \frac{100}{1} = \text{A percentage greater than 100\% will indicate that the Point of No Return has been reached.}$$

8.5 Industry Consultations

Ace College liaises with industry in an effort to confirm that: Current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and assessment strategies, assess significant points and provide results that are useful to prospective employers.

Ace College seeks industry contact through: Letters to industry. It happens through means of Letters. They issue letters stating Consultation and the Representations, membership of professional, industry organizations; employment of training staff with local industry skills and experience; contact with Skills Councils; guest trainers; excursions; use of local media – newspaper, magazines, journals etc. in training.

8.6 Flexible Assessment

The Ace College assessment policy stipulates that all delivery units must be assessed at the time of delivery. All assessment tasks must be competency based and cover the entire competency units required. Assessment tasks are to be designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies. Students are provided with every opportunity, within their course duration, to obtain and show competency. Students who are not able to show competency after the completion of their course will have the opportunity to re-enrol in the course and complete the outstanding subjects.

At the start of each delivery unit trainers will identify the assessment needs of students and program a range of assessment strategies to meet these needs. Such assessment strategies might include formal exams, demonstrations, presentations, calculations, projects, reports, audio-visual, questions and answers, case studies etc.

8.7 Assessment Validation/Moderation

8.7.1 Validation

Validation is a quality review process. It involves checking that assessment tools produce valid, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the Training Package can be met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. This process is normally conducted prior to the use of a resource.

8.7.2 Moderation

Moderation is the process of bringing assessment judgements and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same Unit(s) of Competency. It is an active process in the sense that adjustments to assessor judgements are made to overcome differences in the difficulty of the tool and/or the severity of judgements. This process is normally conducted after the use of a resource.

8.8 Assessment Recording

The trainer of the delivery unit conducts the assessment and evaluates the student's academic performance. Academic results are recorded by competency unit on the Student Competency Summary. This record is then entered onto the electronic SMS. Students can access this data base by using their individual codes that are provided at the initial induction, through their personal Internet Portal linked to the SMS. Students can only access academic progress by this method.

8.9 Late Submissions

The due date for all assessment tasks will be explained to students at the start of each unit. These dates must also be reproduced on the Assessment Task Cover Sheets. An extension can be applied for by completing a form, but an extension may not be approved.

Students may be permitted to submit assessment tasks at any time during their course. An automatic 'NYC' will be awarded to any assessment task not submitted.

8.10 Incomplete Assessment

Students not completing all assessment tasks by the end of a unit or past the last method submission date will be awarded an 'NYC' for that unit and may be provided additional opportunities to submit the outstanding task/s by the end of their course. The 'NYC' result will be reconsidered upon the submission of approved late assessment tasks.

8.11 Appeals for Reassessment

All appeals should follow the Student Grievance Procedure. Appeals regarding assessments will generally be conducted through an interview first with the trainer and then the CEO/Training Manager. A copy of the assessment task under question should be brought to the interview (a copy of all assignments must be made by students prior to submission).

8.12 Student Submission of Group Work

In areas where the development of group skills is important students will be allowed the opportunity to submit group assessments as the product of the contribution of all work team members. Instructors/Assessors will ensure that group work is appropriate for the task and that a maximum group size is set and that students list on the covering page each team member's name with a description of individual contributions.

8.13 Oral Assessments

This type of assessment takes the form of an assessor observation of interaction, leadership, content, contribution and the planning capabilities of students. The instructor will provide students with a marking scheme or a checklist before the presentation and a review after the presentation.

9.0 Recognition of Prior Learning (RPL) and Exemptions

9.1 Recognition of Prior Learning

Students may apply for RPL based on previous and/or current work experience, life experience or non-accredited training. Only the supervising trainer as the course Training Manager may validate an RPL status. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL Information kit which is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

9.2 Exemptions and National Recognition

To comply with national recognition standards Ace College recognises the qualifications issued by other Australian RTO's and will confer an exemption for all previous training resulting in a competent result for the exact same competency units as listed on Ace College course profiles. Only the supervising trainer and the course Training Manager may grant exemption status. Students are required to indicate their intention to apply for exemption at the time of registration and complete the RPL & Exemption Information Kit. Students will be informed in writing as to the results of their application and any further evidence is required.

The granting of RPL will reduce course length. DHA will be notified as to the new course length. Any adjustments to course price due to RPL or exemptions must go through the Registrar only. Forms are available at the Ace College Reception.

10.0 Registration

10.1 Subject and Course Registration

Students will only be permitted to register for units that are required for their course. Students wishing to register for any other units must obtain permission from the CEO or Registrar.

10.2 Course/ Program Information

Ace College provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. This information is always available to students through the:

- Pre-registration information
- Student Handbook
- Ace College and course information sheets available at reception
- Student and Staff Information Folder
- Orientation procedures

10.3 Registration on Behalf of Other Students

All students must register in person. This is to permit a sight check of all registered students at Ace College and to provide appropriate academic counselling.

10.4 Change of Course and Subject Registration

Students wishing to change subject registration can do so only in the first week after subject commencement. Students should see reception for an Office Request Form and consult with the Administrator. Trainers must make available to the students all notes, class exercises and assessment tasks the student has missed. However, it is the responsibility of the student to submit any outstanding assessments within the notified date of the end of the subject.

10.5 Discontinue Studies.

A student who desires to discontinue their study program is required to complete the form available from Reception.

10.6 National Clearance Certification

Some qualifications require national clearances to participate in the workplace. No clearances are required to be completed prior to orientation.

The programs that will require this type of clearance are and will be applied for after commencement of the respective program:

- BSB61015 Advanced Diploma of Leadership and Management; or
- BSB80215 Graduate Diploma of Strategic Leadership.

National Police Clearance

https://www.nationalcrimecheck.com.au/?gclid=Cj0KCQjw753rBRCVARIsAceCollege3o47ooxT6jo2AT5ixEdHEtW9dVCbyc4sRv4lqKISlyH86a6a76jCT0gQaAuvEEALw_wcB

The National Police Checking Service provides Australian police and accredited organisations with police history information to support processes assessing the suitability of people applying for employment, appointment to positions of trust, volunteer service, or for various licensing or registration schemes.

The requirement for up-to-date national police checks is now mandated by legislation across a wide range of industries; and used regularly by employers and industry peak bodies as a requirement for employment.

This type of clearance is a requirement to become employed or volunteer in this industry. All students will be requested to gain a clearance before being considered for work placement as a component of Materials Fee paid by the RTO on application.

Working with Children

<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

A Working with Children Check (NSW) is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct. Students will be required to apply for this activity, using the above web link, prior to any work experience commencement as a volunteer. It will be advised at the commencement of Training delivery. All students will be requested to gain a clearance before being considered for work placement as a Volunteer which is free of charge

11.0 Orientation

11.1 Student Orientation

All starting students will be taken through an Ace College orientation conducted by Student Services or a Trainer/Assessor of Ace College staff. It is essential for students to attend this session to understand Ace College's academic system and familiarise themselves with Ace College facilities and services.

Students are required to bring their passport at this time in order to make identification for their student card. During orientation, all queries regarding course structure and timetables will be answered. The orientation is conducted on the immediate working day (Monday to Friday) afternoon prior to the commencement of a student's CoE.

11.2 First Day of Class

On the first day of class trainers will:

<ul style="list-style-type: none"> Call out the attendance roll and check the names, student number and registration of each student 	<ul style="list-style-type: none"> Ask students to sign the Student Subject Outline Acknowledgement Sheet
<ul style="list-style-type: none"> Direct all students not on the roll to the Registrar 	<ul style="list-style-type: none"> Ascertain, through discussion, the learning and assessment needs of the students.
<ul style="list-style-type: none"> Explain the attendance and results recording procedure to be used 	<ul style="list-style-type: none"> Identify possible English problems and refer to Registrar or CEO/Training Manager
<ul style="list-style-type: none"> Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the students 	<ul style="list-style-type: none"> Start training

11.3 Orientation

Procedure

1.00pm – 1.15pm	<ul style="list-style-type: none"> Welcome to the Ace College by Chief Executive Officer or their representative. Tour of the Ace College and Emergency and Evacuation Procedures, Assembly point and Work Health and Safety. Power point slideshow
1.15 pm – 2.30 pm	<p>Ace College Information and Documentation</p> <ul style="list-style-type: none"> Student review of the Student handbook. The handbook is discussed, and students invited to ask questions and clarify all points. Students sign back page (acknowledgement of understanding) of the handbook. Student ID cards; Student contact noted into Change of Details forms AVETMISS information confirmed. Rules and responsibilities of students at our Ace College Login into computers and ID issued to students. <p>Students are directed specifically to the following information to adjust to life in Australia.</p> <ul style="list-style-type: none"> Information with Living in Australia

1.15 pm – 2.30 pm (continued)	<ul style="list-style-type: none"> • Student Safety • Sydney Transport, Trains, Buses, ferries, taxis. • • City Library information • Accommodation options • Legal Services • Emergency Health Services • Complaints and Appeals processes • Attendance and Academic requirements as per Visa Condition. • Facilities and resources.
2.30 pm – 2.45 pm	Break
2.45 pm – 4.30 pm	<p>Visa requirements</p> <ul style="list-style-type: none"> • Some important information regarding immigration requirements; Working regulations under student visa. • Information about Overseas Student Health Cover (OSHC); • Introduction to Australian Health system. <p>Students registered into classes. The students meet the Training Manager. Students provided with the following information.</p> <ul style="list-style-type: none"> • Academic Calendar • Textbooks and course information • Timetables and subject information • Trainer and Assessor introductions • Student Support Information • Subject Induction signed. • Complete the Student induction Declaration

11.4 Academic and Vocational Counselling

Students may receive academic or vocational counselling from the Ace College, instructors or other qualified person. Trainers will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to the Training Manager, depending on the nature of the problem.

11.5 Personal Counselling

Students experiencing distress or discomfort are invited to approach either of their trainer who will treat each case confidentially and refer the student to the most appropriate agency for assistance with whom the student considers they will feel comfortable with. Where necessary the CEO will assist the student to access external professional assistance as required. All staff will always treat clients with courtesy and empathy.

11.6 Client Input and Feedback

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

Trainer and student surveys will be distributed at the conclusion of each term and a suggestion box is always available at reception. Students are welcome to make appointments with staff members to discuss issues personally.

12.0 Records Management

12.1 Records

Ace College maintains electronic and manual files covering all administrative, student information. Files are stored for the legislated period and electronic files are stored offsite.

Student File Contains:

- Application documents
- Acceptance and enrolment documents
- Immigration documents
- All correspondence with or concerning students
- Copies of issued academic records
- Memos or file notes regarding the student
- Copies of other certificates or awards attained
- Completed assessment tasks

Ace College ensures through its Records Management Policy and Procedures the:

- Security and Confidentiality of all records
- Archiving of all records
- External Reporting
- Access of records by clients

12.2 Security and Confidentiality

Student Records – information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation, payment schedules, sickness, leave.

- Each student has a unique student identifier (USI) number and an Ace College Student Number
- Each student is supplied with a unique student card
- Cards are non-transferable.
- Students can only register for Ace College, courses, attendance, results and documentation in person
- Student files are maintained electronically and manually as files. All electronic and manual files are accessible by management only.
- Staff can only access electronic files by unique access codes which have been provided on a need to know basis
- Student details are only distributed externally to regulatory agencies on formal request and not without Ace College making every attempt to contact the student first
- No student details are ever to be given out to other students, agents, businesses etc.
- Students requesting access to personal information must complete an Office Request Form which will be submitted to the appropriate management representative for processing
- Student information made available will be handed to the student personally

12.3 Access to Records by Students

Students have access to personal records on request by completing a Document Request Form. In all cases Ace College will protect the privacy of all client information. Academic progress can be accessed from the internet-

based Student Portal that is linked to the SMS database by using their individual codes that are provided at the initial induction.

12.4 Change of Student Contact Details

Students are obligated to keep Ace College informed of their current contact details and to inform Ace College immediately of any change in these details. Students should be advised that if they do not receive any Ace College or authority correspondence due to incorrect contact details at Ace College, they are fully responsible. Forms: www.acecollege.com.au

12.5 Student Results Recording

Students' results will be recorded on the Competency Summary. Results are to be entered at UOC level. At the conclusion of each subject trainers will calculate a final assessment and record the final assessment. This information is submitted to Administration at the conclusion of the subject for entry into the student database and filing. No student is to enter any data or handle at any time the Competency Summary. This record is then entered onto the electronic SMS within seven (7) days on receipt by administration staff. Students can access this data base by using their individual codes that are provided at the initial induction. Students can only access academic progress or specific notices by this method.

Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

13.0 Warning and Reporting

In accordance with legislative requirements Ace College will notify and counsel students of their visa non-compliance and subsequently advise DHA or report students to DHA via PRISMS for all students who do not comply with the satisfactory academic performance requirements. Lack of academic progress is reportable.

13.1 Policy

Ace College will assess each student's progress every five (5) weeks. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. The length of a study period is determined as 18 study weeks (two terms).

Ace College will define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period will be made clear to the student at the start of the course and each study period. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four (4) weeks of the following study period.

Ace College has an intervention strategy for any student who is not making satisfactory course progress. It is available to staff and students and specifies:

- Procedures for contacting and counselling students;
- Strategies to assist identified students to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

The intervention strategy also includes:

- Where appropriate, advising students on the suitability of the course in which they are enrolled;
- Assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DoE and cancellation of his or her visa, depending on the outcome of any appeals process.

13.2 Attendance

Attendance is not reportable data function for student visa conditions. Ace College will maintain an attendance function as this information can be of assistance for intervention implementation as required and for student records.

Students are expected to maintain a satisfactory course progress for the duration of their course, in addition to satisfactory attendance, as well as participate in classroom learning activities. Students are also required to successfully complete all their assessment tasks. This represents satisfactory course progress.

Course progress is considered by Ace College to be a direct relationship to course attendance. There is considered, by the organisation, to be a direct connection between lack of academic progress and lack of attendance. It is also recognised that this consideration will not apply to all students.

13.3 Records

Ace College will maintain records relating to satisfactory course progress. These include:

- Assessment of course progress records for each student;
- Assessment results (as required by s.21 of the ESOS Act);
- Records of contact with students;
- Notices of intention to report;
- Complaints and appeals outcomes; and
- Other relevant records in relation to course progress.

13.4 Intervention

Ace College will provide best-practice student academic support and intervention to optimise achievement of learning outcomes as well as satisfy the provisions of Standard 10 of the National Code 2018. Coherent processes including academic monitoring are established to identify and refer at-risk students. The intervention strategies to which students are referred include:

- Attending academic skills programs;
- Attending tutorial or study groups;
- Receiving individual case management;
- Attending study clubs;
- Attending counselling;
- Receiving assistance with personal issues which are influencing progress;
- Receiving mentoring;
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.

13.5 Reporting Student on Course Progress

Where Ace College has assessed the student as not achieving satisfactory course progress, The Ace College will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that they are able to access the Ace College's complaints and appeals process and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 - working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, Ace College will notify DHA through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

14.0 Deferment, Suspension or Cancellation

Ace College can only defer or temporarily suspend the enrolment of a student on the grounds of:

9.3.1 misbehaviour by the student

9.3.2 the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement.

9.3.3 a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Ace College will:

9.4.1 inform the overseas student of that intention and the reasons for doing so, in writing.

9.4.2 advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Definition

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. In these situations, the student is generally allowed to remain on a Student visa, provided they are still enrolled in their course of study and intend to resume their studies.

Ace College will not permit a student to defer commencement or suspend studies except on the grounds of illness as evidenced by a medical certificate indicating that the student cannot attend studies or other exceptional compassionate circumstances beyond the students control e.g. bereavement.

Students must notify Ace College in writing stating the exact reason for the course deferral or suspension of studies and accompany the letter with full documentation.

In the case of deferment or suspension due to sickness the student must provide original doctors certificates – from a registered medical practitioner. No other certificates are acceptable.

Ace College will notify the student in writing as to the decision to cancel the student's registration stating the reasons why.

Any deferment, suspension or cancellation of studies will be notified to DHA within 20 days via PRISMS. Students will need to be counselled that DHA has the final say as to whether reasons are acceptable.

Ace College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Ace College complaints and appeals process. If the student accesses the registered provider's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Prescribed Information about an accepted student who does not commence on the nominated date must include:

1. student's full name, gender, date of birth, country of birth, nationality
2. CRICOS course code
3. Agreed starting day and day when the course is expected to be completed.

Ace College can only defer or temporarily suspend the enrolment of the student on the grounds of misbehaviour by the student (e.g. Disciplinary or plagiaristic reasons)

Procedure

All course deferrals and suspensions will result in the implementation of Ace College Cancellation and Refund Strategy:

1. Student completes all registration processes;
2. COE is constructed with start and end date;
3. If student does not start a course on registered start date Ace College will report to DHA via PRISMS;
4. If student contacts Ace College to defer or suspend a course Ace College will report to DHA via PRISMS;
5. If student contacts Ace College to defer or suspend course due to exceptional circumstances i.e. medical, bereavement Ace College will report to DHA via PRISMS;
6. If Ace College initiates deferment, suspension or cancellation the student will be contacted in writing;
7. Ace College will inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
8. Ace College will make an electronic and manual entry onto student notes and in the student file.

15.0 Code of Practice for Students

15.1 Student Rights and Responsibilities

This Code of Conduct has also been developed to reflect the requirements and obligations of Ace College towards staff and students under State and Commonwealth legislation such as:

Commonwealth of Australia Acts

- Education Services for Overseas Students (Registration Charges) Act 1997
- Education Services for Overseas Students Act – 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2001
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Amendment Bill
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Workplace Surveillance Act 2005

State Based Legislation

- Work Health and Safety Act 2012
- Workers Rehabilitation and Compensation Act 1986

Regulations and Codes

- Education Services for Overseas Students Act 2000 - National Code 2018

The principles of conduct have been derived from and are consistent with Ace College's values which are:

- High academic standards, intellectual rigour and high-quality education;
- Intellectual freedom and social responsibility;
- Recognition of the importance of ideas and the pursuit of critical and open inquiry;
- Tolerance, honesty and respect as the hallmarks of relationships throughout the Ace College community; and
- High standards of ethical behaviour.

15.2 Meeting Student Expectations

Regarding policies and procedures, students can expect that Ace College will:

- Ensure that all admission, selection, enrolment, assessment and academic progress policies and procedures are valid, explicit, fair and reliable;
- Guarantee that changes to courses, administrative procedures and regulations will not be made without appropriate notice and will not disadvantage currently enrolled students provided that satisfactory academic progress is made;
- Ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with procedures;
- Provide a healthy and safe environment in accordance with Ace College WHS policies and procedures; and
- Comply with the privacy act and the freedom of information act and ensure that students have access to information held about them in accordance with these acts.

Ace College will provide students with timely and accurate information as follows:

- Clear statements of the objectives, goals and assessment details of all subjects offered at the commencement of study in those subjects.
- Access to accurate and clear information about financial costs and available support services to enable students to make an informed choice about their applications for study.
- Access to accurate and timely information about subjects and courses including subject objectives, course content, assessment, workloads and attendance requirements.
- Dissemination of results within a reasonable time of completion of subjects or units of study and feedback on those results by teaching staff.

Ace College will assure the quality of its programs of study through:

- A teaching and learning environment that meets quality standards for its courses, its teaching and its physical and academic infrastructure;
- A study environment in which students can engage in rational debate and freely express alternative points of view in that debate; and
- Reasonable access for students to academic staff for individual consultation, support and guidance.

Ace College will enable student participation and feedback through:

- Allowing for, and encouraging considered feedback on students' teaching and learning experience in subjects and courses;
- Incorporating student feedback into Ace College's continuous improvement cycle; and
- Providing for the representation of students on relevant decision-making committees.

Ace College will ensure students' human rights by:

- Providing a study environment that is free from harassment, discrimination and abuse of power, and one which respects the privacy of individuals;
- Treating students with courtesy and respect;
- Providing equitable treatment irrespective of gender, sexual orientation, race, ethnic or cultural background, disability, marital status, age or political conviction; and
- Allowing students to express dissent or political and religious views and to engage in peaceful protest, subject to complying with the laws of Australia and not endangering the safety of other students, staff or members of the community.

15.3 Student Responsibilities

During their time engaged in Ace College activities, Ace College expects students to assume the following responsibilities:

Regarding policies and procedures, students must:

- Ensure that they are aware of, and understand the policies and procedures concerning their enrolment and use of Ace College facilities and any property or facilities used by Ace College to deliver activities, and to comply with Ace College rules and policies and procedures as contained in the Ace College Student Handbook and on the Ace College web site;
- Respect all Ace College property and facilities, including the library and computing resources and to respect the rights of others to use these facilities;
- Maintain academic integrity; and
- Not engage in frivolous complaints or grievances where there are no demonstrable or substantiated grounds for complaint.

Regarding timely and accurate information, students must:

- Attend classes and submit work in a timely manner; and
- Supply accurate and timely personal and other information to Ace College, recognising that Ace College is required to comply with the privacy act and the freedom of information act.

Regarding their educational experience, students must:

- Be well informed about course requirements and to plan appropriately;
- Take joint responsibility for their learning and to accept responsibility for moving towards intellectual independence.
- Monitor their own progress in the teaching and learning environment and academic program, in the context of reasonable access to academic staff for assistance and to the various academic support services;
- Prepare for and actively participate in learning experiences such as discussion and debate;
- Incorporate feedback into their learning experience, and be aware of the specific rules and course requirements applying in the school of their course of study; and
- Conduct themselves in a professional manner while undertaking professional placement and fieldwork and respect the confidentiality of client or commercial information made available to them as part of their placement.

With respect to participation and feedback, students must:

- Provide considered and honest feedback to Ace College and its staff on the quality of teaching and services; and
- Participate actively in and contribute to the committees on which they are representatives or members.

With respect to human rights, students must:

- Treat staff and other students with respect and courtesy;
- Treat other members of Ace College equitably irrespective of cultural background, disability, gender, sexual orientation, marital status, age or political conviction;
- Respect the rights of other members of the Ace College community to express dissent or different political or religious views, subject to those actions or views complying with the laws of Australia and not endangering the safety of other members of the community;
- Show awareness of and sensitivity towards other cultures; and
- Respect the opinions of others and to engage in rational debate in areas of disagreement.

15.4 Standards of Behaviour

This Code of Conduct establishes the following standards of behaviour for students while they are studying at Ace College. At all times students must:

- Follow all Ace College regulations and requirements and respond to all lawful and reasonable directions from staff;
- Be aware that all forms of academic dishonesty or misconduct are unacceptable, and that Ace College may take measures to test compliance;
- Use all equipment and resources appropriately, legitimately and safely following all work health and safety requirements; and
- Follow the recognised policy and procedures for grievances complaints and resolutions.

These Standards also establish any of the following behaviour as unacceptable:

- Wilful unlawful and/or violent and/or unsafe disruptions of teaching, tutorials, lectures, periods of instruction or other learning-based activities;
- Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill-mannered behaviour towards others;
- Interfering with, or causing wilful or negligent damage or defacing to any Ace College property;
- Theft of Ace College or any personal property;
- Attending under the influence, or in possession, of alcohol, drugs or any prohibited substance;
- Attending with weapons or items likely to cause harm or intimidation to others at any time;
- Smoking within five (5) metres of building openings, air-conditioning intakes, gas storage areas or upon any external stairways or balcony; and
- Discriminating against anyone on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity, health status, both known or presumed, including HIV, viral hepatitis or STI status, or engagement in sex work or illicit drug use.

15.5 Breaches of the Code of Conduct

Students who breach the standards of this Policy may be subject to disciplinary action through the Ace College's Counselling & Discipline Policy and Procedures.

Serious breaches may involve permanent expulsion from Ace College and, in cases of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authorities.

15.6 Consumption of Alcohol and Drugs

Alcohol consumption is illegal under the age of 18 and consumption of alcohol at Ace College is not permitted by anyone, except where special permissions are granted by Ace College management for designated functions to be held by and at Ace College, and only for those of 18 years of age and above. Attending Ace College under the influence of alcohol is also considered a breach of the Workplace Health and Safety Act, in that you place yourself and others at risk. Illegal use of alcohol or the use of illegal drugs on the premises of Ace College will be reported to the police. Ace College does not take responsibility for students whose function is impaired using prescription drugs. It is the students' responsibility to inform Ace College staff if they consider themselves in any way compromised by alcohol or drugs so appropriate measures can be taken.

15.7 Use of Communication and Information Devices

Use of mobile phones, I Pods, MP players or cameras in classrooms is not permitted. Electronic learning resources such as computers and associated software, internet, intranet, online learning and e-library are available to students for educational purposes related to their studies at Ace College only and should not be used for unlawful or irresponsible reasons.

16.0 Grievance, Complaint and Appeals Procedure

Ace College will deal with any complaint and/or grievance in an effective and timely manner. Ace College has processes in place for all course students to lodge complaints and/or grievances in relation to any matter including academic decisions in relation to an Ace College course or service.

The grievance procedure allows for:

- a) a process for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept;
- b) each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself;
- c) each party may be accompanied and assisted by a support person at any relevant meetings;
- d) the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and
- e) the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

16.1 Complaint/Grievance Submission and Appeals Procedure

Ace College will manage internal complaints handling and appeals process that is as the following requirements indicate:

- a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally;
 - speak to the person with whom you have the complaint/grievance with and try to resolve the issue or problem.
IF UNRESOLVED
- Lodge a written complaint to your trainer or reception and ensure that it registered;
 - speak to your Trainer.
IF UNRESOLVED
 - speak to the Senior Training Representative
IF UNRESOLVED
 - make an appointment with the CEO.

A student must access the complaint, grievance or appeals process within 20 working days of any issue that becomes the reason for the process. After this period where the issue is concerned with a lack of attendance, poor competence outcomes or failed financial payments Ace College may be required to report the student to DHA.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, Ace College will advise the student of his or her right to access the external appeals process at minimal or no cost.

If the student chooses to access the Ace College complaints and appeals processes, Ace College will maintain the student's enrolment while the complaints and appeals process is ongoing.

If the student is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the authorities listed below.

Overseas Students Ombudsman - Commonwealth

<http://www.ombudsman.gov.au/contact-us>

National Training Complaints Hotline

Telephone – 13 38 73 and select option 4

Email – ntch@education.gov.au

16.2 Appeals Process

A complaints/grievances and assessment appeal process are an integral part of the Standards for Registered Training Organisation (RTO) 2015, and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

A fair and impartial appeals process is available to all students at Ace College. If a student wishes to appeal his/her complaint/grievance/assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

16.3 Grounds for Appeal

An application for appeal will be considered where:

- A student claims to be unfairly treated by fellow students or staff;
- A student claims to be unfairly treated by compliance with the Ace College policy and procedures;
- A student claims a disadvantage because the trainer did not provide a subject outline;
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline;
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her;
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome; or
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to the student, within 20 working days of the result being finalised, and a copy of any communication is also kept on file, both on the complaints register and, in the student's, individual file.

A post-graduate appeal will only be valid if submitted within 30 calendar days of the issue date of the graduation certification or 30 calendar days from the cancellation of enrolment as recorded by PRISMS.

17.0 Ace College Resources

Ace College maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded, as necessary. Ace College maintains administration and training facilities and equipment to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling enough to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Enough power points placed appropriately
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities

Students can also display personal advertisements and messages on the notice boards.

17.1 Computers and the Internet

Ace College does not have computer laboratories with printing or saving facilities. Students are required to supply their own saving device (e.g., USB device) for personal use and are expected to supply their own device such as a laptop, notebook or pad that is capable of Wi-Fi connectivity and loaded with the Microsoft suite of programs

17.2 Ace College Building Security System and Smoke Alarms

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency student are requested to remain calm and follow staff instructions.

Students should familiarize themselves with the Emergency Procedures as posted on the student notice board.

17.3 Equipment

Equipment is available for Ace College purposes only by both staff and students. Please ensure that you always use all equipment safely and follow WHS procedures. Get help if there is a problem.

17.4 Text and Reference books

Ace College has made available textbooks and reference books that are required by students for study purposes. The student textbooks will be provided to students after the completion of payment of the notified material fee. Further students may also make use of Ace College facilities for study purposes and Trainers may take students to local libraries and organise a library representative to explain membership and research techniques.

18.0 Issuance of Qualifications

On completion of a course students will be issued with the appropriate certification/testamur. On completion of delivery units, trainers will submit a Competency Summary Form to Administration for entry into Ace College's SMS. On completion, at a competent level, of all subjects within the appropriate course, students will be eligible to receive qualifications.

Upon exit, if students do not complete all required subjects at competent level, they will not be eligible to receive a Certificate. They will, however, be eligible to receive a Statement of Attainment for their successes.

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

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by as unique Ace College student number – printed on the qualification or statement. Ace College will maintain a record of all qualifications issued for a period of 30 years.

19.0 Course Completions

Students must complete, at competent level, all subjects that comprise a course at Ace College. Both core and elective competency units have been preselected to maximize vocational outcomes and to this end Ace College may have included bonus units at no extra cost to the student.

19.1 Rules Ensuring Comfort & Convenience

As Ace College is a place for training and learning certain rules apply, during the conduct of courses, for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to Ace College.

19.1.1 Alcohol

Alcohol is NOT permitted on Ace College premises. It being an educational Institution, the influence of alcohol spoils the learning environment of the Institution.

19.1.2 Smoking

Ace College is a NON-SMOKING workplace, and we ask for your assistance not to smoke on Ace College premises or within the building.

19.1.3 Chewing Gum

The chewing of gum is NOT allowed on the premises, as all of classrooms and hallways have carpets.

19.1.4 Drugs

You must NOT bring drugs to Ace College. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.

19.1.5 Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

19.1.6 Firearms and Knives

It is against the law in New South Wales to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to Ace College. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

19.1.7 Dress

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed.

19.1.8 Mobile Phones

All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.

19.1.9 Food and Drink

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts. You can use the common room for eating and drinking.

19.1.10 Litter

Please use the rubbish bins provided for the litter.

19.1.11 Other Important Tips

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep Ace College premises clean and do not write anything on the walls or on the desks. All students are required to leave Ace College premises in neat and tidy condition.

20.0 Living Costs in Australia²

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

- **Hostels and Guesthouses** - \$150 to \$250 per week
- **Shared Rental** - \$150 to \$350 per week
- **Homestay** - \$250 to \$350 per week
- **Rental** - \$250 to \$500 per week

Other living expenses

- **Groceries and eating out** - \$150 to \$300 per week.
- **Gas, electricity** - \$80 to \$180 per week
- **Phone and Internet** - \$25 to \$85 per week
- **Public transport** - \$50 to \$80 per week
- **Car (after purchase)** - \$250 to \$350 per week
- **Entertainment** - \$100 to \$150 per week

Minimum cost of living

The [Student visa financial capacity requirements \(visaenvoy.com\)](https://www.visa.gov.au/visas/requirements-for-visa-applicants/financial-capacity-requirements) (opens in a new window) has financial requirements you must meet in order to receive a student visa for Australia. From October 2019 the 12-month living cost is:

- **You** - \$29,710.00
- **Partner or spouse** - \$10,390.00
- **Child** - \$4,449.00

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/> (opens in a new window)

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneySMART.gov.au (opens in a new window)

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your [cost of living](https://www.insiderguides.com.au/cost-of-living-calculator/) (opens in a new window) in Australia www.insiderguides.com.au/cost-of-living-calculator/ (opens in a new window).

If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.

² <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

20.1 About Sydney

The NSW International Student Support Service is a new Study NSW initiative in partnership with Service NSW.

No matter what type of study you're doing, whether you're here for a few months or a few years, we're committed to helping you have a safe and rewarding experience. We want living and studying in Sydney and NSW to be a memorable time for all international students.

<https://www.service.nsw.gov.au/transaction/support-international-students>

20.1 Transport

20.1.1 OPAL Card

Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. Simply add value to your Opal card then tap on and tap off to pay your fares on trains, buses, ferries and light rail – anywhere within the Opal network.

As well as the lowest single fares, Opal cards have lots of benefits for regular travellers.

<https://www.opal.com.au/>

- Trains <http://www.sydneytrains.info/>
- Buses <https://transportnsw.info/travel-info/ways-to-get-around/bus>
- Ferries <https://transportnsw.info/travel-info/ways-to-get-around/ferry>

20.2 Taxis

It is usually easy to find a taxi in Sydney. Prices vary depending on the distance travelled. If you take a taxi on a tollway you will have to pay the toll for the taxi's return journey. You can take a taxi from a taxi rank, book one by telephone or you can 'hail' a taxi from the street.

https://www.131008.com/cgi-bin/cart/newbook.cgi?view_all=1®ion=Sydney&st=New%20South%20Wales

20.3 Weather

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Each day may be a combination of seasons, so be prepared for rain, heat, or cold, wind and sunshine all in the one day. Perhaps you should carry an umbrella and something warm. Listen to the weather forecasts carefully.

<http://www.holiday-weather.com/sydney/averages/>

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
High °C	26	26	26	25	23	20	18	17	18	20	22	24
High °F	79	79	79	77	73	68	64	63	64	68	72	75
Low °C	18	19	19	18	15	12	10	8	9	12	14	16
Low °F	64	66	66	64	59	54	50	46	48	54	57	61
	Summer			Autumn			Winter		Spring			

20.4 Festivals

Sydney has many festivals. Chinese New Year is celebrated every year. Sydney also celebrates New Year's Eve (December 31) with spectacular fireworks over the Harbour. The Sydney Festival is in January every year and lasts for the whole month. The Gay and Lesbian Mardi Gras is held in late February or early March.

https://www.sydneyfestival.org.au/2018/?gclid=EAlalQobChMluaTMqMri1wIVjwsrCh0BjgN0EAAYASAAEgl5qPD_BwE

20.5 Trading Hours

Post Offices are open from 9:00 am to 5:00 p.m., Mondays to Fridays. Banks are generally open from 9:30 am to 4:00 p.m., Monday to Friday. Shops in the city are usually open from 9:00 am to 5:30 p.m. during the week, and many big stores stay open till 9:00 p.m. on Thursdays. They are open from 9:00 am until 4:00 p.m. on Saturdays and many shops are open on Sundays as well.

20.6 Medical Problems

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. If you cannot leave the house, you can ring the doctor's receptionist and make an appointment for the doctor to visit you. In this case the cost will be greater.

If you cannot come to College, the doctors will give you a medical certificate that describes what is wrong with you, stating how many days you may stay at home. Don't forget to give your medical certificate to the receptionist when you return to Medicus College or the time you are away will affect your attendance. Your OSHC may reduce the cost of medical services.

20.7 Telephone and Internet

Australia has a range of phone and internet services available, including public phones, fixed (landline) phones, mobile and internet.

20.7.1 Mobile Phones

It is best to purchase a SIM card or Australian mobile number when you arrive in Australia, as using your home phone number will incur high costs. There are two types of mobile phone accounts you can choose from:

20.7.2 Prepaid

A prepaid service gives you flexibility because you control how much you spend and can stop using the service any time. Pre-paid SIM cards are sold in many shops and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.

20.7.3 Contract

If you will be using your mobile a lot and will be in Australia for a fixed period of time for study, a contract might work out cheaper for you. There are numerous mobile phone operators in Australia, and you can choose from a range of phone plans where you can get the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain amount of calls, text messages and data.

20.7.4 Internet

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans similar to the above. If you choose a contract service, you will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you.

20.7.5 Making international Calls

To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number.

You can read more about telephone, internet and mobile phone services in Australia at: www.communications.gov.au

20.8 Emergency

- Police, Fire, Ambulance 000 (landline service)
- Police, Fire, Ambulance 112 (mobile service)
- Telephone Interpreter Service (TIS) 13-1450

20.9 International Calls

- 0011 + country code + area code + number (country codes may be found in the telephone directory).
- 0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

20.10 Banking

Australia has a range of choices when it comes to managing your money, from banks that cover the whole country to local credit unions and building societies. Here are some quick tips on setting up your bank accounts.

- You can set up a bank account before or after you arrive.
- To open an account, you will need to have your Electronic Confirmation of Enrolment (eCoE), passport, Letter of Offer and other forms of identification
- You may also need an Australian Tax File Number (TFN). You can find information about getting a TFN at the Australian Tax Office ([opens in a new window](#)) website.
- Financial or student support officers at your university or college will be able to give you information on how to set up a bank account.
- You can also read advice from the Australian Government's Moneysmart ([opens in a new window](#)) website.

20.10 1 Australian Currency

The basic unit of Australian currency is the dollar (AUD). There are 100 cents in one dollar (\$1). Australian dollar notes come in denominations of \$5, \$10, \$20, \$50 and \$100. Coins are issued in denominations of 5c, 10c, 20c, 50c, \$1 and \$2.

Prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, you would pay \$1.95 for an item priced \$1.97, but \$2 for an item priced \$1.99.

20.10.2 Accessing Your Money

You can withdraw your money at automatic teller machines (ATMs) which can be found all over Australia. It is generally free to withdraw money from an ATM that is associated with your financial provider. Be aware that if you use another provider's ATM they will usually charge you a fee. The ATM will advise you of the fee at the point of withdrawal.

Even if you haven't set up a bank account before you get here, most ATMs recognise international cards, so you will be able to use your credit or debit card from your home country. Just remember that there are fees associated with withdrawing money from your home account including transaction fees and the currency exchange rate. These vary by provider so check with your home financial provider before you arrive in Australia.

20.10.3 Moving Money Overseas or to Australia

Australian banks offer various services for moving money to and from Australia. For all these services, fees and charges will apply. These can be found on financial provider websites.

You can have funds electronically transferred into your Australian bank account from overseas banks. To send money to another country you will need to provide the banking details of the person you wish to send money to. Your financial provider will then electronically transfer the funds from your account to their account.

20.10.4 Banking Ombudsman

The Australian Banking and Financial Services Ombudsman assists individuals and small businesses to resolve complaints concerning all financial services provided by banks. For example, there may be an instance where you see that money has been withdrawn from your bank account without your consent. In this case, it may be necessary to talk to the banking ombudsman to resolve the issue. Free interpreter services are available. For more information on the banking ombudsman visit: www.fos.org.au (opens in a new window) or call 1300 780 808.

20.11 Accommodation

Once you have confirmed where you will be studying, you can look for accommodation that suits your needs and budget. Some tips when searching for accommodation include:

- The costs will vary depending on your chosen state, city, and type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

Private rental accommodation in and around Sydney ranges in price depending on the individual student needs. Some suggested locations are:

- <https://furnishedproperty.com.au/>
- <http://urbanest.com.au/>
- <http://www.studentaccommodationsydney.com/>

- <http://www.accommodationinsydney.com/>
- https://www.sublet.com/city_rentals/newsouthwales_rentals.asp
- <http://www.homestaynetwork.org/>
- <https://www.yha.com.au/>
- <https://flatmates.com.au/>
- <https://www.realestate.com.au/rent>

20.11.1 Short-term Accommodation

Short-term accommodation options you might want to consider when you first arrive in Australia include:

Hostels and discounted rates on hotels.

Temporary housing which may be offered through your institution while you get settled. Talk to your institution's international support staff or check their website for details.

20.11.2 Rental

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.

For more information on your rights and obligations when renting in Australia you should visit the relevant government Fair Trading agency in your state/territory.

20.11.3 Homestay

With homestay, you will live with a family in their home. Homestay can be a good option for younger students as you will have all the comforts of an established home, often with meals and cleaning included. Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students.

20.11.4 Legal protection

You have certain responsibilities to meet when it comes to paying accommodation expenses on time, cleaning and maintenance. You also have the right by law to feel secure in your property, maintained with working facilities. If there are any problems with your accommodation, talk to your agent or landlord (if renting), your international student support staff for on-campus living or the service where you found your homestay.

There are also organisations such as tenant's unions and consumer advocates that can provide assistance. To find out more visit the relevant government Fair Trading agency in your state/territory.

20.12 Working While you study

Working while you study in Australia can help complement your study and living experience. There are a number of reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area.

Most student visas allow you to work for up to 40 hours every two weeks while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the [Department of Home Affairs](#)(opens in a new window) website.

20.12.1 Paid Work

Australia has a wide range of industries and many have part time employment opportunities, including:

- **Retail** - supermarkets, department and clothing stores.
- **Hospitality** - cafes, bars and restaurants.
- **Tourism** - hotels and motels.
- **Agricultural** - farming and fruit-picking.
- **Sales and telemarketing.**
- **Administration or Clerical roles.**
- **Tutoring.**

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.

20.12.2 Internships

Paid or unpaid internships can be a great way to get exposure to the professional, financial and creative industries. Learn more about getting an internship on the Internships page in the Education System section of this website.

20.12.3 Your Rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

To find out more about your work rights visit the Australian Government's [Fair Work Ombudsman's website](#)(opens in a new window) or call them on 13 13 94. You can also [read about \(PDF 68.6KB\)](#)(opens in a new window) some common myths about being paid and working in Australia as an international student.

If you're a temporary resident working in Australia, your employer has to pay super for you if you are eligible.

When you leave Australia, you can claim your super as a departing Australia superannuation payment (DASP) if you meet all the requirements. To find out more about super for temporary residents visit the [Australian Taxation Office](#) (opens in a new window)website.

In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick. This law is called work health and safety (WHS) or occupational health and safety (OHS).

The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation. If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again.

This covers all workers in Australia, even if you are on a temporary visa. Visit [Safe Work Australia](#)(opens in a new window) for more information or to [download](#)(opens in a new window) the latest checklist.

You will also need to get a tax file number to work in Australia. Visit the [Australian Taxation Office](#)(opens in a new window) website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

20.12.4 Finding Work

There are plenty of ways to find work that suits you, including:

- Newspapers and online job sites.
- Some institutions provide job notice-boards on campus and online. Contact your institution's international student support staff to find out what options your institution offers.
- Register your details at a recruitment firm; many of them help place people in casual or short-term work.

21.0 Students

21.1 Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow three primary safety principles during any emergency:

- Follow the instructions of Public Safety and Fire or Police Department personnel and Ace College staff
- **DO NOT PANIC**
- **DO NOT USE ELEVATORS**

If an emergency condition arises here is what to do:

When you hear the fire bell

- **Don't panic**
- **Listen for a warning that the alarm may only be a test**
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow Ace College staff to the exit signs and use the **Fire Exit stairwells only**
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- **NEVER USE THE ELEVATORS UNLESS DIRECTED BY FIRE DEPARTMENT**
- **Do not return to fire/smoke floor until instructed to do so.**

22.0 Privacy

Ace College will follow the ten National Privacy Principles (NPP) in the handling of personal information of students / employees.

NPP 1 - Collection

Collection of personal information must be fair, lawful and not intrusive. A person must be told the organisation's name, the purpose of collection, any laws requiring the collection, the main consequences if all or part of the information is not provided, and that the person can get access to their personal information.

The organisation must collect personal information directly from the individual if it is reasonable and practicable to do so. An organisation which collects personal information about an individual from someone else must ensure that the individual is or has been made aware of the disclosure required above.

NPP 2 - Use & Disclosure

Ace College should only use or disclose information for the purpose for which it was collected unless the person has consented, or the secondary purpose is related to the primary purpose and a person would reasonably expect such use or disclosure.

Where personal information (other than sensitive information) is used for the secondary purpose of direct marketing and it is not practicable to obtain consent, each direct marketing communication must provide the individual an opportunity of not receiving further direct marketing communication.

NPP 3 - Information Quality

Ace College must take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to date.

NPP 4 - Data Security

Ace College must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

NPP 5 - Openness

Ace College must have a policy document outlining its information handling practices and make this available to anyone who requests it.

NPP 6 - Access and Correction

Generally speaking, Ace College must give an individual access to personal information it holds about that individual on request.

NPP 7 - Identifiers

Generally speaking, Ace College must not adopt, use or disclose an identifier that has been assigned by a Commonwealth government 'agency'. For example, a tax file number or Medicare number.

NPP 8 - Anonymity

Ace College must give people the option to interact anonymously whenever it is lawful and practicable to do. Generally speaking, a person cannot acquire financial services anonymously. However, a person could make a general enquiry (for example, about the policy coverage available) without giving his or her name.

NPP 9 - Transborder Data Flows

Ace College can only transfer personal information to a recipient in a foreign country in circumstances where it is necessary to do so to complete an agreement with a person, or where the information will have appropriate protection, or the person has consented to the transfer.

NPP 10 - Sensitive Information

Ace College must not collect sensitive information (for example, details of a person's race, religion, sexual preferences or health) unless the individual has consented.

23.0 Privacy Notice

Under the *Data Provision Requirements 2012*, The RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Ace College for statistical, regulatory and research purposes. The RTO may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
 - Employer – if you are enrolled in training paid by your employer;
 - Commonwealth and State or Territory government departments and authorised agencies;
 - NCVER;
 - Organisations conducting student surveys; and
 - Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
 - Facilitating statistics and research relating to education, including surveys;
 - Understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

24.0 Student Induction Declaration

Understanding of Ace College Rules

I,Ace College Student ID No:..... acknowledge that all of Ace College and Course Information, Enrolment Terms and Conditions, Registration and Course fees and Refund Policy and Visa terms and conditions have been provided and fully explained to me during my Ace College Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions Ace College will initiate a Warning and Reporting Procedure;
- That if I am in breach of any of these terms and conditions, my enrolment from Ace College will be cancelled and if I am on a visa my details will be forwarded to the Department of Home Affairs with a recommendation for the cancellation of student (Temporary) visa;
- That while I am on a Student (Temporary) Visa in Australia, I am obligated to attend Ace College for 20 contact hours of supervised tuition on-site each academic week from the commencement date of my CoE;
- That I am required to maintain, as Ace College defines (50%), a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), 100% attending all the required classes and being on time on all occasions;
- That I will notify Ace College and update any change of contact details plus at six (6) month intervals;
- That I must always remain 'financial' and will pay all my Fees including Tuition Fees on time;
- That I will always maintain my Overseas Student Health Cover Insurance;
- That I have read and understood all Ace College rules, policies and procedures as detailed in the student handbook, Legislative Requirements Student Information Folder, all course and marketing information and Student Orientation; and
- That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled, and details recommended to DHA for cancellation of student visa.

.....
Student Printed Name and Signature

.....
Date