

International Student Handbook



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WELCOME

To the Australian Centre of Further Education (ACFE) and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you make the most of your experience with us.

This handbook was developed to help guide you through the duration of your study. It contains a series of relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Australian Centre for Further Education.

The first part of this handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

Please take some time to read this handbook and familiarise yourself with its content.

Australian Centre of Further Education was established in January 2009. ACFE started as an IRON (Initial Registration of Overseas Nurses) Program education provider and is successfully delivering the program for five years. As a result, our graduates are now serving the Australian health sector as Registered Nurses. The program is approved by the Australian Nursing and Midwifery Accreditation Australia (ANMAC) and the Australian Health and Practitioner Regulation Agency (AHPRA). The purpose of this program is to provide overseas trained nurses with skills and knowledge required by AHPRA to meet the Australian Nursing and Midwifery competency standards to practice as Registered Nurses(RN) or Enrolled Nurses (EN) in Australian Health Care setting. To date, ACFE has produced more than 300 graduates of the IRON Program and boasts a high rate of employability of its graduate. It has become one of the most reliable and respectable education providers of the IRON Program in Australia.

ACFE is an accredited Registered Training Organisation (RTO) and CRICOS provider.

As an RTO we train and assess students toward nationally recognised Australian Qualifications Framework (AQF) qualifications. We are registered with, and regulated by the Australian Skills Quality Authority (ASQA). ACFE will continue to serve both the International and Domestic markets in various areas of Health and Community Services.

STUDYING THROUGH AUSTRALIAN CENTRE OF FURTHER EDUCATION

The Australian Centre of Further Education is conveniently located in the Melbourne CBD and is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, highly educated staff with recent industry experience and curriculum to ensure that you get a qualification that is highly regarded by industry.

STUDYING LOCATION

Australian Centre of Further Education Pty Ltd

Address: Level 5, 341 Queen St
Melbourne Vic 3000
Tel: 03 8600 8600
Email: info@acfe.net.au
Web: <http://www.acfe.net.au>



CONTACT INFORMATION AND EMERGENCY CONTACTS

Australian Centre of Further Education Main Contact Details

ACFE International Student Support Officer:

Steve Pham, Chief Executive Officer

If you require support or assistance with your course or aspects of your stay in Australia please contact either your Mentor, Course Coordinator or the CEO who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons please make an appointment with the student Administrator – Ann Razon - through reception.

Level 5, 341 Queen St, Melbourne Vic 3000

Tel: 03 8600 8600

Email: info@acfe.net.au

Opening hours: 8.00am to 5.00pm

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Immigration and Border Protection (DIBP)

Dial 131 881

Level 2/2 Lonsdale Street, Melbourne Vic 3000

Local Medical Centers:

- ◆ Melbourne City Medical Centre - 68 Lonsdale Street Melbourne Tel: 9639 9600

Opening hours: Open 7 days a week

Weekdays 8:30am - 6:00pm Weekends 9:30am - 6:00pm

- ◆ Collins Street Medical Centre, Level 7 / 267 Collins Street, Melbourne, VIC 3000 Tel: (03) 9654 6088
- ◆ Swanston Street Medical Centre, 393 Swanston Street, Melbourne, VIC 3000, Tel: 03 9205 7500
- ◆ QV Medical One

Transport:

Melbourne's train and tram services run between 5am and midnight, Monday to Thursday, with extended hours to around 1am on Friday and Saturday nights. On Sunday, trains and trams run from 7am to 11pm. Many of Melbourne's bus routes run from 6am – 9pm Mon – Fri, 8am – 9pm Saturday and 9am – 9pm Sunday

Visit public transport Victoria at <http://ptv.vic.gov.au> Here you will find a Free iPhone app that lets you view service times, use the journey planner and set your favourite stops. The app gives you real-time departures and arrivals for all tram stops. It stores timetables locally on your phone, so it doesn't use your data pack / cap when using offline departures.

Local taxi companies

- ◆ <http://www.13cabs.com.au/> 132 227
- ◆ <http://www.silvertop.com.au/> 131 008

Public Facilities:

Post Office

Melbourne GPO - the strand 250 Elizabeth Street Vic 3000

Phone 13 13 19 or 03 9203 3040

- ◆ Mon – Fri 8:30am - 5:30pm
- ◆ Saturday 9:00am - 5:00pm
- ◆ Sunday Closed

Automatic Teller Machine locations

- ◆ Foodworks Latrobe 323-331 Latrobe Street Melbourne VIC 3000
- ◆ Spqr City Groceries 422 Queen Street Melbourne VIC 3000
- ◆ Queen Victoria Markets Queen Street Melbourne VIC 3000

LIVING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Melbourne.

This first section of the Handbook provides you with information about the courses we offer how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

COURSES PROVIDED BY AUSTRALIAN CENTRE OF FURTHER EDUCATION

Australian Centre of Further Education offers the following courses:

Australian Centre for Further Education offers the following courses:

The Australian Centre of Further Education (ACFE) is a provider of a range of programs accredited by the Australian Nursing and Midwifery Accreditation Council (ANMAC) and is endorsed by the Nursing and Midwifery Board of Australia (NMBA).

ACFE offers programs are aimed at overseas nurses seeking to meet the ANMAC standards in addition to return to practice nurses. These programs are known as:

- ◆ The Initial Registration for Overseas Nurses program (I.R.O.N) for both RN and EN
- ◆ Return to Practice (RTP) for the previously Australian registered RN and EN

On successful completion of either the RTP or IRON program, participants may apply for registration as a Registered Nurse (RN) or Enrolled Nurse (EN).

The courses listed above run outside of our RTO status with the Australian Skills Quality Authority.

As an RTO and CRICOS registered provider, AFCE also offers:

- ◆ HLT55115 Diploma of Dental Technology
- ◆ CHC33015 Certificate III in Individual Support
- ◆ CHC43015 Certificate IV in Ageing Support
- ◆ BSB41115 Certificate IV in International Business
- ◆ BSB42015 Certificate IV in Leadership and Management
- ◆ BSB50815 Diploma of International Business
- ◆ BSB51915 Diploma of Leadership and Management

More information about any of the courses above, including up to date fees and charges, can be found in our course outlines published on our website (<http://acfe.edu.au/courses/>).

ADMISSIONS AND ENROLMENT

Australian Centre of Further Education accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Application for Enrolment Form which can be downloaded from ACFE's website. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL. Each course may have a different level requirement so check the website for the most up to date information.

English language competence can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English speaking country.
- You have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- You have completed the College English Placement Test.
- You have successfully completed your High School in the English Language.

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your Application for Enrolment form and gathered all the necessary documentary evidence, send it to our enrolment officer at Level 5 / 341 Queen St Melbourne Vic 3000 along with the non-refundable application fee of \$250. You will be contacted within 14 days with the outcome of your application and to confirm your details.

If your application is complete and provides the necessary information and we determine that you will be able to meet the entry requirements, you will be invited to participate in an interview with our Compliance Manager who will determine the suitability of your enrolment into the course. This interview will occur via an online meeting/Skype. The Student Admin-International will contact you through email to confirm for the date of the interview.

On approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student Health Cover, payment of fees. Before you arrive you will also need to complete an Enrolment Form which will be provided to you.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognized training completed by an individual. From 2015, all students participating in nationally recognized training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification – as listed on the relevant section of the Enrolment Form.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

COURSE CREDIT

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Australian Centre of Further Education can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do. It also means that there will be no need to make changes to your visa after you have commenced as the duration of your course will be established prior to your arrival in Australia.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees and overall course duration as there is less work involved in offering your course. This will be advised to you in writing and your Written Agreement will reflect these course fees.

You will be advised in writing of the outcome of your Credit Application.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Australian Centre of Further Education has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact the Compliance Manager via the contact details listed at the front of this Handbook.

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<http://www.immi.gov.au/allforms/pdf/applying-student.pdf>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application, or Australian Centre of Further Education has a range of education agents who can assist you with the process of applying for a course to arrival at Australian Centre of Further Education and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid minus the non-refundable application fee.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Australian Centre of Further Education of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution (refer to Transfer between registered provider)

ARRANGING TRAVEL AND DOCUMENTS TO BRING

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

The nearest international Airport is Tullamarine in Melbourne Victoria.

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

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (eCoE)
- Insurance policies (including your health cover)

- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Australian Centre of Further Education at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

ARRIVING IN AUSTRALIA

Getting from Melbourne Tullamarine airport to your accommodation

Melbourne Airport's international and domestic terminals are located under one roof. The airport is a 25 minute drive from the city on the Tullamarine Freeway.

On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information.

Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

There are 2 exit channels after you have collected your baggage.

- ◆ If you have any goods to declare, you must walk through the red channel
- ◆ If you have nothing to declare, you can proceed through the green channel

Travellers information service at Tullamarine Airport

There is an information service on the ground floor of the arrivals hall of the International terminal (T2) and the Domestic terminal (T1). You'll find information on events, tours, accommodation and special needs.

Traveling to your accommodation

The Skybus is a special bus service that runs between Melbourne (CBD) and Melbourne Airport. It leaves from the domestic and international terminals and costs about AUD\$15.

Please refer to the Skybus website for timetable and more information.

All Melbourne taxis are either yellow or silver and are available at each terminal. Taxi fares to the CBD from Melbourne Airport cost approximately AUD\$50 to AUD\$60.

Additional charges may apply for taxis waiting at the airport taxi rank, or those that commute to their destination via tollways.

- ◆ <http://www.maximelbourne.com.au>
- ◆ <http://silverservicetaximelbourne.com.au>
- ◆ <http://www.jetbus.com.au/melbourne/> - single ticket cost is \$15.00

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ACCOMMODATION

Australian Centre of Further Education has a number of approved home stay agencies who can organise a home stay family or individual for international students. The home stay host provides a home for International Students while they are studying in Australia.

Homestays are a great way to get to know your new community and culture, and to improve your English.

There are a few different types of homestay arrangements. Most will require a written set of guidelines or obligations for both the host family and the student.

Full board

- ◆ Your own bedroom (with bed, desk, lamp and wardrobe)
- ◆ Three meals a day (self-serve breakfast and lunch, plus a cooked dinner)
- ◆ Electricity, gas and water bills
- ◆ Involvement in family activities
- ◆ Cost is around \$220 - \$370 a week. Phone and internet use will normally cost extra.

Part board

- ◆ Your own bedroom (with bed, desk, lamp and wardrobe)
- ◆ Electricity, gas and water bills
- ◆ Use of kitchen and laundry
- ◆ Cost is around \$180-\$240 a week

Board in exchange

- ◆ Free or low cost accommodation in return for household duties such as cleaning or childcare.
- ◆ Ensure that you know how many hours of work are required and that the arrangement is fair.

There are other accommodation choices such as rental accommodation or a hostel room. If you plan to rent in Melbourne, you will need to allow for a rental bond equivalent to 4 to 6 weeks rent. Weekly rental costs vary from suburb to suburb and according to the size and quality of accommodation. Rental rates may range from A\$100 to A\$250 per week. Costs for a hostel room in Melbourne ranges from A\$100 to A\$200 per week.

Utilities (Electricity, Gas, Water etc.) cost approximately A\$10 per week plus connection fees if you are renting a property on your own.

You can find further information here

<http://www.studymelbourne.vic.gov.au/where-to-live/finding-somewhere-to-live>

More information

- ◆ Australian Homestay Network
- ◆ Melbourne Homestay Directory
- ◆ Australian Student Accommodation Placement
- ◆ Family stay Australia
- ◆ Homestay Direct Services
- ◆ Student Accommodation Services
- ◆ TCN Homestay

Disclaimer: The agencies listed above are independent agencies and are listed for further information purposes only.

BRINGING YOUR FAMILY WITH YOU

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

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

Typical childcare costs in Victoria are as follows

- Centre-based childcare A\$60 to \$120 x per day
- Family day care \$3.50 to \$7.50 per hour
- Nannies \$10 to \$25 per hour
- Au pairs (living in your home) \$80 to \$120 per week

Find out more at:

<http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/childcare>

For school children, current costs range from \$7,749 for Prep to Grade 6, \$10,250 for Junior Secondary (Years 7 – 10 and \$11,480 for Senior Secondary (\$11,480).

To find out more about application processes and costs go to:

http://www.study.vic.gov.au/shadomx/apps/fms/fmsdownload.cfm?file_uuid=88FBA252-7A97-4C6B-819D-E05A47F06F76&siteName=deecd

You should also be aware that the above costs for childcare and schooling are in addition to living costs which currently estimated as:

- \$18,610 a year for the main student;
- \$6,515 a year for the student's partner;

- \$3,720 a year for the student's first child; and
- \$2,790 a year for every other child and where required.

HEALTH

Emergencies

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

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

Fire

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

Ambulance

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

Medical assistance

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

Overseas Student Health Cover

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

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

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

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

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or

- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

WORKING IN AUSTRALIA

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Immigration and Border Protection (DIBP).

Visit the following website to find out more about working in Australia, including how to find a job.

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

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

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

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- A\$18,610 a year for the main student;
- A\$6,515 a year for the student's partner;
- A\$3,720 a year for the student's first child; and
- A\$2,790 a year for every other child and where required.

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

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Immigration and Border Protection website.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Below is a list of average costs for everyday grocery products in Australia:

- loaf of bread – A\$2.50 to A\$3.00;
- two litres of milk – A\$2.20 to A\$2.90;
- newspaper – A\$1.50 to A\$3.00;
- box of breakfast cereal – A\$3.00 to A\$4.00;
- jar of instant coffee – A\$3.00 to A\$4.00;
- bottle of soft drink – A\$1.50 to A\$3.00;
- bottle of shampoo – A\$2.50 to A\$4.50;
- bar of soap – A\$1.50 to A\$2.50;
- one apple – 50 cents to 80 cents;
- one banana – 60 cents to 90 cents;
- beef (500 grams) – A\$7.00 to A\$8.00; and
- chicken (600 grams) – A\$7.00 to A\$8.00

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

STUDY MELBOURNE

Study Melbourne has a great deal of information that will assist you plan your stay with us. In addition, upon arriving to Melbourne, you can obtain a Student Welcome Pack from the airport.



www.studymelbourne.vic.gov.au

FEES AND CHARGES

A non-refundable application fee of A\$250 applies to all of our courses. This must be paid at the time of submitting your Enrolment Form.

You can find up to date fees and charges information in the course outline for your course.

These fees and charges will be shown in a written agreement that will we send to you with a letter of offer once your application has been accepted. You will receive a tax invoice for the amount you are required to pay and details of how to

pay. You can pay your fees by direct bank transfer. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of Education to International students

Course fees include all materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to 3 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again.

Australian Centre of Further Education has the following of additional charges

- ◆ Fee for replacement testamurs
- ◆ RPL Fees (based on an hourly rate but dependent on the application being considered)

Course fees for international students do not include Overseas Student Health Cover or optional extras such as airport pick-ups. These fees are at an additional cost.

Details are found in the written agreement that you signed at the commencement of your course.

LATE PAYMENT

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due. Australian Centre of Further Education reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will be reported to the Department of Education and Training (DET) via PRISMS under student default.

REFUNDS

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified.

Application fees are non-refundable.

The refund information in the student's acceptance agreement sets out the circumstances in which you can apply for a refund as follows.

Circumstances in which a refund will not be paid – NO REFUND

A student is not entitled to a refund in the following circumstances:

- Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
- Where Australian Centre of Further Education terminates the student's enrolment because of a failure to comply with Australian Centre of Further Education's policies, misbehaviour or unsatisfactory course progress or attendance.
- No refunds will be made after the commencement date of the course unless exceptional circumstances are evident

Circumstances in which a full refund will be paid – FULL REFUNDS APPLY

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- Where a course does not start on the starting date outlined in the Letter of Offer
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- If an international student is refused a student visa (student default) before commencing their course, Australian Centre of Further Education will refund the total amount of course fees paid.
- If a student has supplied incorrect or incomplete information and as a result Australian Centre of Further Education withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid.
- Where a student has not met the conditions included in the letter of offer and withdraws more than 28 days before course commencement, the total amount of course fees paid will be refunded.
- At the discretion of ACFE's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by Australian Centre of Further Education and this is not due to incorrect or incomplete information being provided by the student.

Circumstances in which partial refunds will apply

- Partial refunds will be paid in the event of provider default (after commencement of the course). The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- Partial refunds will also be provided in the same manner as for provider default (as above) where Australian Centre of Further Education fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code 2007.
- If an international student is refused a student visa (student default) but has already commenced their course, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014 .
- Where a student withdraws from a course 0 – 28 days before the course commencement, except for the following reasons, illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child), 50% of the total amount of course fees paid will be refunded.

Any request for refunds must be made in writing via email or letter to Student Administration. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

Australian Centre of Further Education will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment following ACFE's Complaints and Appeals Policy and Procedure.

STUDENT EXPECTATIONS AND GENERAL HOUSEKEEPING

As a student with Australian Centre of Further Education we expect a certain standard of behaviour from you. This means you must:

- Be committed and motivated with regard to your learning
- Demonstrate a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensure you ask questions where you are unsure

- Treat others with fairness and respect
- Be punctual – arriving at training or visits and returning from breaks on time.

Our housekeeping rules include:

- No eating during classroom time. There are designated areas for eating and drinking.
- Switching off your mobile during training sessions.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Australian Centre of Further Education focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

There are units of competency that are delivered and assessed in cluster. Clustering is a process that can be used when developing learning and assessment materials. It involves the development of processes and materials that meet the requirements for groups or clusters of units of competency rather than individual units for a variety of reasons, including the following:

- to meet the required competency profile of the student;
- to reflect the workplace in the learning and assessment experience;
- to maximise the opportunities for holistic evidence gathering in the assessment process;
- to address the co-requisite requirements of the unit of competency; and
- to maximise efficiency of effort for the trainer/assessor and the student

Our course outlines include the details of how we deliver the training to you, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Assessment arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

Level 5, 341 Queen Street

Melbourne Vic 3000

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 14 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. See the section below on course progress requirements.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Australian Centre of Further Education 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. Intervention strategies may include:

- Advising the student on the suitability of the course enrolled in
- Arranging extra learning support or tutorials

- Arranging counselling for assistance with personal issues
- Providing advice regarding study habits (i.e. maintaining required class attendance)
- Providing opportunities for students to be reassessed or to repeat subjects
- Arranging to vary or reduce the enrolment load for the following semester
- Providing advice re-course suitability (i.e. Literacy, Language and Numeracy)
- Allocating a new individualised study program for the following study period. *Such an individualised study program may include repeat units in addition to the normal study program (As specified in the Delivery and Assessment strategy) or in place of units specified in the normal program.*

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 not 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, you will be reported to DIBP for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal the decision to report you to DIBP. However, an appeal will only be considered if Australian Centre of Further Education has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be 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
- 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; or
- Where Australian Centre of Further Education 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.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

ATTENDANCE

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DIBP. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Australian Centre of Further Education has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times 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, Australian Centre of Further Education 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 complete the assessment again.

STUDENT ORIENTATION AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The enrolment form you complete and the information you provide during the pre-training review will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified educators including their phone and email contact details.
- Dedicated mentor and mentor groups for each student.
- Receiving English language support.
- Access to a counsellor if required.

- Review of learning materials with the student and providing information in a context you can understand.
- Providing extra time to complete tasks if required
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Contact us at any time on (03) 8600 8600 to discuss your support needs.

Australian Centre of Further Education - International Student Support Officers:

Bernard Petter, Compliance Manager, Steve Pham, General Manager and Ann Razon, Student Administrator-International.

If you require support or assistance with your course or aspects of your stay in Australia please contact your Mentor, Course Coordinator or the Compliance Manager who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons, please make an appointment with the Student Administrator – Ann Razon - through reception.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Contact us at (03) 8600 8600 for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Adult Migrant English Program <http://www.immi.gov.au/living-in-australia/help-with-english/amep/>

Vision Australia <http://www.visionaustralia.org.au>

Blind Citizens Australia <http://www.bca.org.au/>

Australian Association of the Deaf www.aad.org.au

VicDeaf, Victorian Deaf Society www.vicdeaf.com.au

Access Australia <http://www.accessaustralia.com.au/>

Centre for Developmental Disability Health Victoria www.cddh.monash.org

DEFERRAL, SUSPENSION AND CANCELLATION

Australian Centre of Further Education's Deferral, Suspension and Cancellation Policy and related procedures outline the circumstances in which a student can defer, suspend or cancel their enrolment with Australian Centre of Further Education and where Australian Centre of Further Education can initiate the suspension or cancellation of the student's enrolment.

All documentation relating to the assessment of student deferral, temporary suspension and cancellation applications will be kept in the student's file. All discussions undertaken with the student during the processing of the application will be recorded using a Student File Note as they occur and kept in the student file.

Definitions

Deferral is the postponement of the commencement of your course.

Suspension is the temporary postponement of enrolment during course.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact Australian Centre of Further Education because of a circumstance such as being involved in a car accident.

Cancellation is the cessation of enrolment in course.

Compassionate and Compelling circumstances are circumstances beyond the control of the student and which have an impact on the student's course progress or well-being.

ACFE Initiated Suspension or Cancellation

ACFE may **suspend** a student enrolment in the following instances.

- Student misbehaviour as outlined in the Student Code of Conduct.
- Intervention strategy for unsatisfactory course progress.

ACFE may **cancel** a student enrolment in the following instances.

- Student demonstrates serious misconduct as outlined in Student Code of Conduct.
- Erratic course progress, for example, consistent unsatisfactory course progress in non-consecutive semesters or continuous absence from scheduled course hours.
- Non-payment of outstanding fees.
- A Student who ceases attending a course for 14 working days or does not return from leave for 14 working days and is non contactable will be deemed to have 'inactively' advised ACFE of his/her failure to continue studying. In this case, ACFE is not required to give the student access to the appeals process.

In cases where suspension or cancellation of the student's enrolment is initiated by ACFE, students will be notified and given 20 working days to access ACFE's internal complaints and appeals process (see Complaints and Appeals Procedure).

- The change in enrolment status will not be reported to DET until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student apply.
- Once the deferral, suspension or cancellation is processed, ACFE will notify DET via PRISMS within 14 days.

Student Initiated Deferral, Suspension or Cancellation

- International students may **defer commencement** of a course or temporarily **suspend their enrolment** during their course in the following limited circumstances.
- On the grounds of compassionate or compelling circumstances (at the discretion of the Institute). See Compassionate & Compelling Circumstances.
- Student visa delay.

Students may request a **deferral of the commencement** of their course by completing an Application to Defer, Temporarily Suspend or Cancel Studies Form and submitting it to the Administrative Officer at least 7 days prior to the course commencing.

- Once the deferral is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement.

Students who wish to temporarily **suspend** their enrolment must obtain written approval from the CEO

- Students need to complete an Application to Defer, Temporarily Suspend or Cancel Studies Form and submit it, together with all supporting documentation to the Compliance Manager.
- To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.
- In case of an emergency situation that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived. Please see Compassionate & Compelling Circumstances Policy for further guidelines on what constitutes an emergency situation.
- Once the suspension is approved the student will receive an Approval for Absence Letter from the CEO granting the suspension.
- Students who wish to **cancel** enrolment in their course must obtain approval from ACFE and attend a cancellation appointment.

- Students must complete an Application to Defer, Temporarily Suspend or Cancel Studies Form or where applicable a Transfer between Providers Application Form and submit it, together with all supporting documentation, to the Compliance Manager.
- The CEO will decide the outcome of the student's request for cancellation.
- If the student requests a refund, the student will submit this/her request to the CEO for approval of the refund.
- The student must complete an Application for Refund (Cancellation) Form and submit it with their Application to Defer, Temporarily Suspend or Cancel Studies Form.
- If the student does not accept the outcome of their request for cancellation, the student can make an appeal.
- Once the cancellation is processed, the student will receive a Release Letter from the CEO.

Once the deferral, temporary suspension or cancellation is processed, the Compliance Manager will notify DET PRISMS within 14 days.

If an international student's enrolment is temporarily suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).

- The student will be required to prove that they are returning home, such as providing their airline ticket.
- The Compliance Manager will take a copy of the airline ticket for the student's file.

International students can temporarily suspend enrolment for a maximum period of six months.

In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of ACFE management.

Deferral, temporary suspension or cancellation of enrolment may affect the student's visa.

If an international student's enrolment is suspended for more than six months, the student's visa may be cancelled by DIBP.

Compassionate or Compelling Circumstances

This policy outlines any compassionate or compelling circumstances which may affect a student's enrolment.

Compassionate or compelling circumstances are generally circumstances beyond the control of the student and which have an impact on the student's course progress or well-being. These could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- Unexpected illness or death (bereavement) of close family members such as parents or grandparents,
- Student being caught in a major political upheaval or natural disaster in the home country or, if in Australia, requiring emergency travel for such reasons and this has impacted on the student's studies,
- The student is involved in custody proceedings for their child
- The student is involved in legal proceedings where timing is beyond the student's control,
- The student or accompanying family member has an acute medical condition requiring treatment
- A traumatic experience which could include involvement in or witnessing a serious accident and witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Or where the registered provider was unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa

The above are only some examples of what may be considered compassionate and compelling circumstances. ACFE will use their professional judgement and will assess the documentary evidence provided by the student to support the claim on a case by case basis. ACFE will keep copies of these documents in the student's academic file

For the purpose of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007_Standard 9, the following *additional situation* would be considered 'compelling circumstances' and could support the granting of an extension of the duration of a student's study,

- If the student had failed occasional units throughout the course but had not done so poorly as to be picked up by ACFE intervention strategy for course progress. In this case, ACFE will document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course.

TRANSFER BETWEEN REGISTERED PROVIDER

Under ESOS legislation, students who have completed more than six months of their principal program are not required to formally seek permission to transfer between providers. However, students must advise ACFE in writing of their cessation of studies at ACFE. ACFE will then cancel the Confirmation of Enrolment and notify the relevant Australian Government departments that they are no longer enrolled at ACFE.

Definitions

CoE: Confirmation of Enrolment.

Compassionate: Family, medical or 'well being' reasons for supporting a transfer.

Compelling: Circumstances that are involuntary and such that the applicant has little or no alternative.

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students.

Course: DET terminology for course or program of study.

DIBP: Department of Immigration and Border Protection

Enrolled: Where a student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards completion of course requirements.

ESOS: Education Services for Overseas Students Act 2000 (ESOS Act).

Existing provider: Education provider from whom a student is seeking to transfer

Government Sponsored: An Australian or foreign Government sponsored student for study in Australia

Principal course of study: The main course of study to be undertaken by an international student where a student visa has been issued for multiple courses of study. Where the overseas student arrives in Australia with a student visa that covers multiple courses, the principal course of study would normally be the final course of study.

Receiving provider: The provider with whom the student is intending to enrol

Registered provider: The registered provider for a course for a State, means an approved provider that is registered on CRICOS as a provider for the course for the State.

Release Letter: A letter authorising a student to be released from one provider so that they are able to enrol with another provider

Student Visa: A visa described in the Migration Regulations 1994 as a Student (Temporary) (class TU visa, other than such a visa for:

- a) A person who satisfies the secondary criteria, but not the primary criteria, under those Regulations for the grant of the visa.
- b) an exchange student or AusAID student within the meaning of those Regulations; or
- c) an overseas student who has been approved by the Minister for Defence to undertake a course of study or training under a scholarship scheme or training program approved by the Minister for Defence; or
- d) an overseas student who has been approved under another scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia

Transfer between registered providers: An international student who applies to transfer from another CRICOS registered provider.

Policy

1. Australian Centre of Further Education will not knowingly enrol a student wishing to transfer from another registered provider's course of study except where:
 - the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered or offered;
 - the original registered provider has provided a written letter of release;
 - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
 - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
2. If any of the above conditions apply, Australian Centre of Further Education can enrol a student before they have completed six months of their principal course.
3. Australian Centre of Further Education will not actively recruit a student before the student has completed six months of their principal course.
4. The restriction to not enrol transferring students also applies to any prerequisite courses in a package of courses.
5. Students may transfer to another registered provider before they have completed six months of their course or at least 2 study periods only under one or more of the following conditions.
 - Where it is considered that the course that the student wishes to transfer to:
 - Better meets the study capabilities of the student; and/or
 - Better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
 - The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
6. A transfer to another course will usually not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.

- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered during which time the full range of support services will be provided to the student
 - The student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.
7. All decisions made by Australian Centre of Further Education with regard to a student's requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors.
 8. In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.
 9. A letter of release will always be granted where a student has provided evidence that he or she was misled by Australian Centre of Further Education or migration agent regarding the provider or its course which is in breach of the ESOS Act.
 10. Where a student is under 18, the student must either have written evidence from their legal guardian or parent supporting the transfer or where the student is not being cared for in Australia by a parent or suitable nominated relative, the students request to transfer must also be accompanied by written confirmation that the registered provider to whom the student wishes to transfer will accept responsibility for approving the student's accommodation, support and general welfare arrangements.
 11. There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with Australian Centre of Further Education's Fees and Refunds Policy and Procedure.
 12. Students who are granted a letter of release must contact DIBP to seek advice on whether a new visa is required. To find out more about visa requirements, student should call DIBP on 131881 or visit their website at www.immi.gov.au.
 13. Information about course transfer is provided to students in the International Student Handbook and Course Outlines which are provided to students prior to or upon commencement of a course. These are also available on Australian Centre of Further Education's website at www.acfe.edu.au.
 14. Where the decision is made to refuse a student or Australian Centre of Further Education does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Australian Centre of Further Education Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
 15. All records relating to course transfers will be kept on a student's file.

Procedures

1. Students transferring from another provider

A. Process application from student

- Where an application from a student indicates that they are already enrolled with another provider, check that a Letter of Release has been provided or that any of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply.
- If required, contact the student or student's agent to confirm the student's status with the previous registered provider.
- Where a Letter of Release or any of the circumstances applying to register any of these conditions apply and the student meets other standard enrolment requirements, forward the student's application to the Compliance Manager for approval.
- Where the application is approved by the Compliance Manager, inform the student in writing as per ACFE's Student Administration Policy.
- Where the student is not eligible to transfer because they have not provided a letter of release and none of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply, inform the student in writing that their application has been refused, stating the reasons why.

- Include all documentation on the student's file.

2. Students seeking to transfer to another provider

B. Process application for transfer

- Where a student requests to transfer to another provider, provide the student with an Application for Withdrawal Form for completion. Documentation required is stated on this form, including the requirement for a valid letter of offer from another provider.
- Acknowledge receipt of Application for Withdrawal Form by post and/or email to the student.
- Review the application and supporting evidence provided within 10 working days of receipt of application.
- Where the application is from a student under 18, check the application to ensure there is a supporting letter from a parent or legal guardian or a letter from the registered provider that they will be responsible for approving the student's accommodation, support and general welfare arrangements.

C. Review application

- Make a decision based on the circumstances in which a transfer will be granted as set out in the Policy.
- Where the application is approved, inform the student in writing, including a letter of release, information on any refund of course fees in accordance with Australian Centre of Further Education's Fees and Refunds Policy and advising the student to contact DIBP to confirm whether they will need a new visa.
- Where the application is refused, inform the student in writing, including the reasons for the decision and advising the student of their right to access Australian Centre of Further Education Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter. If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed. If a student's appeal is successful, a letter of release will be granted and emailed to the student.
- Enter Student Course Variation into PRISMS within 14 days of student leaving Australian Centre of Further Education.

Student Administration and Bookkeeper Responsibilities

- Where an application for transfer is approved, Student Administration will withdraw the student from their current program and the bookkeeper will process the refund request in accordance to the ACFE refund policy.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email/phone and through our suggestion/feedback box in our reception area.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Australian Centre of Further Education holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to Australian Centre of Further Education's office staff using the Access to Records Request Form. There is no charge to access your records, however, a fee of 20 cents per page applies for photocopies.

Access to records may be provided by:

- making copies of the records held in a file;
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

Amendment to records

If a student considers the information that Australian Centre of Further Education holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message.

You can let us know of any changes to your details by using the Change of Details Form.

We will also contact you at least once every 6 months to make sure we have your current home address, email address and mobile number.

LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Health and Safety

Under the Work Health and Safety Act 2011, Australian Centre of Further Education must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Australian Centre of Further Education has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.

- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Australian Centre of Further Education emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.).

Harassment, victimisation or bullying

Australian Centre of Further Education is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Australian Centre of Further Education will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Australian Centre of Further Education Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Australian Centre of Further Education aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Australian Centre of Further Education.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Australian Centre of Further Education provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Privacy Act

In collecting your personal information Australian Centre of Further Education will comply with the requirements set out in the Privacy Act 1988 and the Freedom of Information Act 1982.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

COMPLAINTS AND APPEALS

Australian Centre of Further Education's Complaints and Appeals Policy and related procedure have been developed to ensure that Australian Centre of Further Education responds effectively to individual cases of dissatisfaction. This policy outlines Australian Centre of Further Education's approach to managing complaints and appeals and ensures that all clients, students (domestic and international), employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner. There is no cost to any person to access the complaints and appeals process.

This policy ensures compliance with the VET Quality Framework, as well Standard 8 of the National Code 2007 and international students will be informed of, and provided with this, policy and the complaints and appeals procedure during their orientation.

Students will be informed of, and provided with this, policy and the complaints and appeals procedure during their orientation.

- ◆ Complaint – a person's expression of dissatisfaction with any service provided by Australian Centre of Further Education.
- ◆ Appeal – a request to review a decision that has previously been made.

Complaints and appeals systems

Despite all efforts of Australian Centre of Further Education to provide satisfactory services to its students, clients, workplaces and others, complaints may occasionally arise requiring formal resolution.

Individuals are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Australian Centre of Further Education's Compliance Manager and trainers/assessors are available to assist students to resolve their issues at this level and/or to assist the student with logging the relevant documentation for the submission of formal complaint.

Complaints and appeals may be made in relation to any of Australian Centre of Further Education's services, activities and decisions such as:

- ◆ the selection process

- ◆ the enrolment, induction and/or orientation process
- ◆ the quality of training and assessment provided
- ◆ training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
- ◆ access to records
- ◆ decisions made by Australian Centre of Further Education
- ◆ the way someone has been treated.

- ◆ the actions of another student
- ◆ the actions of any ACFE staff
- ◆ the actions of any Third parties (e.g. agents)

Australian Centre of Further Education is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. Australian Centre of Further Education aims to:

- ◆ Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- ◆ Set in place a complaints and appeals handling system that is client focused and helps Australian Centre of Further Education to prevent these events from recurring
- ◆ Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
- ◆ Ensure that, in the case of international students, complaints are resolved promptly as not to impact on an international student's study time in Australia as determined by their visa.
- ◆ Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised
- ◆ Ensure that there is a consistent response to complaints and appeals.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually fourteen (14) working days or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer. If the matter is not resolved within 60 days and it appears as though it will take longer than 60 days to resolve, ACFE will provide updates in writing to parties involved in the matter.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Registers with a detailed record of the complaint and outcomes. This will be kept permanently to allow all parties to the complaint or appeal appropriate access to the records if required. Records of complaints and/or appeals made by a student will be saved in the student's file.

Complaints and appeals will be reviewed by management to identify root causes of the complaint or appeal and to identify any areas requiring improvement to prevent similar recurrences in the future.

There is no cost to access the complaints and appeals process with Australian Centre of Further Education.

All records relating to complaints and appeals will be treated as confidential and will be covered by Australian Centre of Further Education's Information Privacy Policy.

This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. This policy does not circumscribe an individual's rights to pursue other legal remedies.

Making a complaint

Formal complaints may be made in writing to the Compliance Manager using the Complaints and Appeals form or other written format. When making a complaint the complainant should provide as much detail as possible to enable Australian Centre of Further Education to investigate appropriately and determine a solution. This should include:

- ◆ The issue that is the cause for the complaint
- ◆ Any evidence that supports the complaint
- ◆ Details about the steps that have already been taken to resolve the issue
- ◆ Any suggestions for how the issue might be resolved.

The receipt of the complaint will be acknowledged in writing within 5 working days of receiving the complaint.

Upon receiving the complaint, the Compliance Manager will conduct an investigation into the matter and ensure that Australian Centre of Further Education has accurate, complete and relevant information. This may include gaining extra

details from the complainant and any other involved parties about the issue which may be done in writing, over the phone or face-to-face.

Australian Centre of Further Education acknowledges the need for an appropriate independent party to mediate if required and will offer to arrange this for complainants who are not satisfied with the process conducted by Australian Centre of Further Education.

The Compliance Manager will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision within 14 working days of the complaint being made.

Internal non-academic appeals

Appeals against a decision made by Australian Centre of Further Education during the complaints process may be made in writing to the CEO using the Complaints and Appeals form or other written format. Appeals must be made within 20 working days of the original decision being made. When making an appeal the appellant should provide as much detail as possible to enable Australian Centre of Further Education to investigate appropriately and determine a solution. This should include:

- ◆ The issue that is the cause for appeal
- ◆ Any evidence that supports the appeal
- ◆ Details about the steps that have already been taken to resolve the issue
- ◆ Any suggestions for how the issue might be resolved.

The receipt of the appeal will be acknowledged in writing within 5 working days of receiving the appeal.

Upon receiving the appeal, the CEO will conduct an investigation into the matter and ensure that Australian Centre of Further Education has accurate, complete and relevant information. This may include gaining extra details from the appellant, the person who made the original decision and any other involved parties about the issue. These consultations will preferably be conducted face-to-face.

The CEO will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 60 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve. If the appellant remains dissatisfied they may lodge an external complaint or appeal.

In the case of international students, where the internal appeals process recommends a deferral, suspension or cancellation of a student's enrolment, the Compliance Manager will notify The Department of Education through PRISMS of the change to the student's enrolment and the student has 28 days in which to:

- ◆ Leave Australia
- ◆ Show the Department of Immigration and Border Protection (DIBP) a new Confirmation of Enrolment (CoE) with another provider; or
- ◆ Provide DIBP with evidence that he or she has accessed an external appeals process.

Making an appeal of an assessment decision

An appeal of an assessment decision may be made in writing to the CEO using the Complaints and Appeals Form or other written format within 30 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.

Upon receipt of the appeal, an internal review of the assessment will occur and the CEO may request further information from the appellant.

The assessment will then be reviewed which may involve:

- ◆ the appointment an independent, qualified assessor to review the assessment, or
- ◆ the original assessor reviewing the assessment decision and involving another assessor in the decision.

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 60 working days. The CEO will ensure that the appellant is advised in writing of the outcome along with reasons for the decision within this timeframe.

External appeals and complaints resolution

Where the complainant remains dissatisfied with the outcome of the complaints and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.

Complainants have a number of external sources ('external reviewer') where they can raise a complaint or appeal including:

- ◆ Consumer Affairs, Victoria <http://www.consumer.vic.gov.au/> 1300 55 81 81
- ◆ Administrative Appeals Tribunal <http://www.aat.gov.au>
- ◆ Australian Centre of Further Education's RTO registering body, the Australian Skills Quality Authority (ASQA) (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)
- ◆ The Overseas Student Ombudsman

Note: ASQA can only deal with complaints about:

- ◆ the information provided by an RTO about its course/s
- ◆ the delivery and assessment of training received
- ◆ the qualifications issued or to be issued.

International students may also lodge an external appeal to the Overseas Students Ombudsman who offer a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by Australian Centre of Further Education. Students are able to view the Overseas Students Ombudsman website www.oso.gov.au or call on 1300 363 072 for further information.

Australian Centre of Further Education will be bound by the external reviewer's recommendations and the Compliance Manager will ensure that any recommendations made are implemented within 20 working days of receipt of the decision made by the external reviewer.

Enrolment status during complaints and appeals process

For international students, Australian Centre of Further Education will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether Australian Centre of Further Education maintains the student's enrolment as follows:

- ◆ If the appeal is against Australian Centre of Further Education's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Australian Centre of Further Education's decision to report.
- ◆ If the appeal is against Australian Centre of Further Education's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Australian Centre of Further Education will notify the Department of Education through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.
- ◆ For international students, maintaining the student's enrolment means not notifying the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Australian Centre of Further Education reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Australian Centre of Further Education is not permitted to do so by law.

Australian Centre of Further Education must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Contact us for our current fee.

Revocation of Award

- Revocation of an award occurs when the person on whom the Qualification or Statement of Attainment is conferred in error, issued inadvertently, or obtained in any unauthorised manner whatsoever.
- When a Qualification or Statement of Attainment is in question, the Trainer and Compliance Manager will conduct an investigation to determine the circumstances that surround the issuance of the Qualification or Statement of Attainment.
- They will submit its findings and recommendations to the CEO who will decide on the case at hand.
- When the CEO decides to revoke the qualification or Statement of Attainment, the candidate concerned will be notified in writing that the award, Statement of Attainment or Result of Assessment will be cancelled within 21 days of receipt of the letter. The letter also contains the correct result or award documentation. The student is requested to return the incorrect award, Statement of Attainment or Result of Assessment to the institute.

The student may appeal the decision of the CEO in accordance with the ACFE's Appeals Policy.