

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 to 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 of 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 commenced by offering an IRON (Initial Registration of Overseas Nurses) Programme and has successfully delivered the programme for a decade.

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 is also a NEAS, quality endorsed, ELT Centre offering three, high level, English for Academic Purposes Courses.

On behalf of Team ACFE, we look forward to continuing to serve both the International and Domestic markets, in various areas of Health and Community Services, and Leadership and Management.

Dr Darryl Gauld OAM
CEO

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.

STUDY LOCATION

Australian Centre of Further Education

Address: Levels 5 & 9, 341-345 Queen Street
Melbourne Vic 3000

Tel: 03 8600 8600

Email: info@acfe.edu.au

Web: <http://www.acfe.edu.au>



CONTACT INFORMATION AND EMERGENCY CONTACTS

Australian Centre of Further Education Main Contact Details:

Levels 5 & 9, 341-345 Queen St, Melbourne Vic 3000

Tel: 03 8600 8600

Email: info@acfe.edu.au

Opening hours: 8.30 am to 5.00 pm

Dr Darryl Gauld OAM, Chief Executive Officer

If you require support or assistance with your course or aspects of your stay in Australia please contact your trainer, VET Academic Manager 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 Student Support Officer – Sony Gurung through reception or email <SonyG@acfe.edu.au>.

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs

Casselden Place, Level 2/2 Lonsdale Street, Melbourne Vic 3000

Tel: 131 881

Opening Hours: 9 am to 4 pm - Monday to Friday

Local Medical Centres:

- ◆ Melbourne City Medical Centre - 68 Lonsdale Street Melbourne Tel: 9639 9600
Opening hours: Open 7 days a week
Weekdays 8:30 am - 6:00 pm Week-ends 9:30 am - 6:00 pm
- ◆ 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 <https://www.medicalone.com.au/centre/medical-one-qv>

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
- ◆ <https://www.uber.com/en-AU/cities/melbourne/>

Public Facilities:

Post Office

Melbourne GPO - the strand 250 Elizabeth Street Vic 3000

Phone 13 13 19 or 03 9203 3040

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

As an RTO and CRICOS registered provider, Australian Centre of Further Education offers:

Vocational Education and Training (VET) Courses:

- ◆ HLT55118 Diploma of Dental Technology
- ◆ HLT54115 Diploma of Nursing
- ◆ CHC33015 Certificate III in Individual Support
- ◆ CHC43015 Certificate IV in Ageing Support
- ◆ BSB51918 Diploma of Leadership and Management

ELICOS Courses:

- ◆ EAP 1 (English for Academic Purpose)
- ◆ EAP 2
- ◆ EAP 3

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 (www.acfe.edu.au)

ADMISSIONS AND ENROLMENT

Australian Centre of Further Education accepts applications from all students who meet the entry requirements published in the course information on ACFE website. 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 International Student Application 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 on the application 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, PTE or TOEFL etc. Each course may have a different level requirement; so, check the website for the most up-to-date information.

English entry requirements for each course are specified on *Assessing English Language Proficiency Qualifications and Work Experience Policy and Procedures* which can be found on ACFE website www.acfe.edu.au.

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. Please refer to *Credit Transfer and Recognition of Prior Learning Policy and Procedures* which can be found on ACFE website www.acfe.edu.au.

Once you have completed your International Student Application Form and gathered all the necessary documentary evidence, send it to our Marketing Manager at Level 5 / 341-345 Queen St Melbourne Vic 3000 or email to admissions@acfe.edu.au. 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, the Marketing Manager will determine if you have met the entry requirements. On approval of your application by the Marketing Manager, you will be sent a letter of offer that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in. You will need to sign and return the letter of offer, and pay the deposit required so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed letter of offer from you, as well as evidence of Overseas Student Health Cover and payment of fees.

The detailed enrolment procedures are specified on Australian Centre of Further Education's *Student Enrolment Policy and Procedures* which can be found on ACFE website www.acfe.edu.au.

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 recognised training completed by an individual. Since 2015, all students participating in nationally recognised 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 application 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.

The fee for Course Credit(s) transfer is AUD\$100/application submitted.

To apply, fill in the Credit Transfer Application Form and submit it as part of your enrolment/application, 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 Transfer 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 letter of offer will reflect these course fees.

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

The detailed Credit Transfer procedures are specified on Australian Centre of Further Education's *Credit Transfer and Recognition of Prior Learning Policy and Procedures* which can be found on ACFE website www.acfe.edu.au.

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 apply for RPL at the time of enrolment, in order to determine and confirm your course duration.

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 VET Academic Manager via the contact details listed at the front of this Handbook.

The detailed Recognition of Prior Learning procedures are specified on Australian Centre of Further Education's *Credit Transfer and Recognition of Prior Learning Policy and Procedures* which can be found on ACFE website www.acfe.edu.au.

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:

<https://www.homeaffairs.gov.au/trav/visa-1/500->

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 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.

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 granted with a 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 is not safe, it 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 <http://www.agriculture.gov.au/travelling/arriving-in-australia>

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.

Travelling 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\$18.

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\$60 to AUD\$70.

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> - single one-way ticket cost is \$10.00
- ◆ <https://www.starbusshuttle.com.au/> - Return to Melbourne Airport, door-to-door \$38 from City

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

Where you have dependent children who 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/en/how-to-apply/Pages/default.aspx>

You should also be aware that the above costs for childcare and schooling are in addition to living costs which are currently estimated as: (From 1 February 2018, the 12 month living cost is):

- student or guardian – AUD 20,290
- partner or spouse – AUD 7,100
- child – AUD 3,040

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 Border Protection 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 <https://www.nib.com.au/overseas-students>

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 Home Affairs.

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 February 2018, 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 of 12 months:

- student or guardian – AUD20,290
- partner or spouse – AUD7,100

- child – AUD3,040

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 Home Affairs 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 generally open from 9.00 am to 5.30 pm seven days a week, with late night shopping until 9.00 pm 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

POLICIES AND PROCEDURES

Australian Centre of Further Education ensures that students have access to relevant policies and procedures. Students are required to read and understand the following policies and procedures before enrolment with Australian Centre of Further Education:

1. Fees and Refunds Policy and Procedure
2. Complaints and Appeals P&P
3. Academic Appeals Policy and Procedure
4. Privacy Policy and Procedure
5. Student Enrolment Policy and Procedures
6. Assessing English Language Proficiency Qualifications and Work Experience Policy and Procedures
7. Identifying Support and Learning Needs Policy and Procedure
8. Credit Transfer and Recognition of Prior Learning Policy and Procedures
9. Course Progress and Intervention Strategy Policy and Procedures
10. Transfer Between Registered Providers Policy and Procedures
11. Deferral Suspension or Cancellation Policy and Procedures
12. Student Code of Conduct
13. Assessments of Unit of Competency Policy and Procedures
14. Completion within the Expected Duration of Study Policy and Procedures
15. Under 18 International Student Policy and Procedures.

For the details of the above policies and procedures, please refer to Australian Centre of Further Education Website: www.acfe.edu.au

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.

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 Application Form you complete and the information you provide 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

PLACEMENT FEES AND CHARGES

| Fees during the enrolment period | |
|---|--|
| Repeat of unit | As per Unit cost as outlined in scheduled fees |
| RPL assessment (Application Fee) | \$100.00 |
| RPL fee for Certificate III and Certificate IV courses | \$300.00 (per unit) |
| RPL fee for Diploma courses | 600.00 (per unit) |
| Credit Transfer (per Application) | \$100.00 |
| Clinical Placement fee (Diploma of Nursing only) | \$4,000.00 |
| Application fee (Onshore) | \$200.00 |
| Application fee (Offshore) | \$350.00 |
| Catch-up for each unit | \$250.00 |
| Catch-up for dental practical/s (depending on practical activity) \$350 | \$350.00 |
| Catch-up for missing practical/s this includes observations and simulated assessments | \$350.00 |
| Catch-up for missing theory | \$250.00 |
| Re-issuance of CoE | \$250.00 |
| Airport pick-up | \$160.00 |
| Replacement Diploma/Certificate | \$100.00 |
| Late payment fees of \$20.00 per day will be applied after the due date (max at \$200.00) per payment due date | \$200.00 |
| Bank dishonour fee | \$95.00 |
| Replacement ID card | \$20.00 |
| Fees during the enrolment period | |
| Additional statement of attainment (one statement of attainment will be provided free of charge) | \$50.00 |
| Set-up fee for customised payment plan | \$50.00 |
| Reassessment fee after 3rd submission of an assessment | \$250.00 |
| Administration and processing fee for health insurance arranged by ACFE (Included in the OSHC insurance total amount) | \$20.00 |
| Domestic Postage of Certificates | \$15.00 |

| Academic support class (per two-hour class) | No charge |
|---|------------|
| Moderation on appeal (per assessment task per unit) | No charge |
| “One-on-one” mentoring (per hour) | No charge |
| Material Fees | |
| BSB51918 Diploma of Leadership and Management – CRICOS Course Code:098814G | \$200.00 |
| BSB611015 Advanced Diploma of Leadership and Management – CRICOS Course Code: 0101309 | \$200.00 |
| BSB80615 Graduate Diploma of Management (Learning) – CRICOS Course Code: 0101310 | \$1,000.00 |
| HLT55118 Diploma of Dental Technology – CRICOS Course Code: 097989C | \$3,000.00 |
| HLT54115 Diploma of Nursing – CRICOS Course Code: 096431E | \$2,000.00 |
| CHC33015 Certificate III in Individual Support – CRICOS Course Code: 092131E | \$250.00 |
| CHC43015 Certificate IV in Ageing Support – CRICOS Course Code: 092132D | \$250.00 |
| AUR30616 Certificate III in Light Vehicle Mechanical Technology – CRICOS Course Code: 0101307 | \$1,500.00 |
| AUR40216 Certificate IV in Automotive Mechanical Diagnosis – CRICOS Course Code: 0101308 | \$1,500.00 |
| HLT45015 Certificate IV in Dental Assisting – CRICOS Course Code: 0101257 | \$1,000.00 |
| CHC43115 Certificate IV in Disability – CRICOS Course Code: 0101254 | \$250.00 |
| CHC52015 Diploma of Community Services – CRICOS Course Code: 0101255 | \$1,000.00 |
| CHC53315 Diploma of Mental Health – CRICOS Course Code: 0101256 | \$1,000.00 |
| General English (Elementary to Advanced) – CRICOS Course Code 0100288 | \$450.00 |
| English for Academic Purposes 1 – CRICOS Course Code 098555K | \$150.00 |
| English for Academic Purposes 2 – CRICOS Course Code 098557G | \$150.00 |
| English for Academic Purposes 3 – CRICOS Course Code 098556J | \$150.00 |

- 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:

Student Support Officer: Sony Gurung
Tel: 03-8600 8600
Email: SonyG@acfe.edu.au
Office: Level 5, 341-345 Queen Street, Melbourne VIC 3000

If you require support or assistance, you can also contact your trainer, the VET Academic Manager, the Compliance Manager and 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 at ACFE reception: Level 5, 341-345 Queen Street, Melbourne VIC 3000.

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: <https://www.readingwritinghotline.edu.au>

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

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 of 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: 1300 292 153

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 | https://www.homeaffairs.gov.au/trav/life/help/Learn-English |
| Vision Australia | www.visionaustralia.org/ |
| 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 |

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.

Access to records may be provided by:

- making copies of the records held in a file;
- sending a copy via email to you;
- 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.

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 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.legislation.gov.au/Details/C2017C00292>

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 behaviour 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 details 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.

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 ACFE's Appeals Policy.