



AUSTRALIAN COLLEGE
of
COMMUNITY & HEALTH SERVICES

International Student Handbook



Contact Details

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Welcome to Australian College of Community and Health Services

Australian College of Community and Health Services (ACCHS) is a Registered Training Organization (RTO No: 45182), which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA).

ACCHS is also listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enroll, and teach overseas students. (CRICOS No: 03687F). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

ACCHS is committed for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organization must meet to be an RTO and ensure the integrity of nationally recognized training provided by registered training organizations.

ACCHS's pledge is to enrich your life, provide you with learning in a fun, caring and responsive environment and open a world of opportunity for you.

Our campus

ACCHS operates one campus, providing conducive facilities to support students' educational experiences:

- Parramatta Campus: Unit 107, 30 Cowper Street, Parramatta NSW 2150 (AC Building). Located in the suburb of Parramatta, this is our primary campus. It offers a wide range of resources to ensure a supportive and engaging learning environment.

Campus facilities

Our campus is designed with student needs in mind, featuring modern facilities to enhance both learning and comfort:

- Classrooms: Each classroom is equipped with advanced teaching aids, including televisions used as projectors, to support interactive and effective learning. The spacious and well-lit classrooms are conducive to both individual and group learning activities.
- Library and Study Areas: Our campuses provide well-stocked libraries with a wide range of academic resources. Quiet study areas are available for students who prefer a focused environment for their academic work.
- Computer Labs: Equipped with the latest technology and high-speed internet, our computer labs provide students with the necessary tools for research and completing assignments.
- Kitchen Facilities: Both campuses have kitchen areas available for student use. These kitchens are equipped with ovens, refrigerators, kettles, and dishwashers. Additionally, we provide disposable utensils free of charge, ensuring that students have access to all necessary conveniences for meal preparation.
- Student Lounges: Comfortable lounges are available for students to relax, socialize, and collaborate on group projects between classes. These areas are designed to provide a welcoming atmosphere, helping students to unwind and engage with their peers.
- Wi-Fi Access: Free high-speed Wi-Fi is available throughout our campus, allowing students to

stay connected and access online learning resources anytime and anywhere on campus.

These amenities are aimed at providing a conducive learning environment and ensuring student well-being. We believe that a supportive and resource-rich environment significantly enhances the educational experience.

Pictures of our campus are shown below.

Classrooms at ACCHS (Parramatta Campus)



Related Facilities



Our Vision and Aim

The vision of the Australian College of Community and Health Services is to offer professional training supported with dedicated student support services. Our aim is not just to impart professional skills and knowledges but to foster values that set our students apart, empowering them to make a meaningful impact and pursue their ambitions with confidence while securing fulfilling employment opportunities.

Benefits of studying in Australian College of Community and Health Services

At ACCHS, our management and staff adhere to the principle of “Do the Right Things and Do Them Well.” We are committed to:

- Recruiting and employing professional trainers and assessors with over 2 years of industry experience in the AQF qualifications they teach.
- Embedding self-value enhancement in our training routines to foster personal growth and improvement upon course completion.
- Providing dedicated 24/7 Student Support Services. Our CEO/PEO is available at any time for personal or academic assistance.
- Establishing strong industry connections to facilitate work placements for our students and to be “job-ready”.

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- Promoting openness, discipline, teamwork, ethics, innovation, and excellence.

This handbook

This information booklet is designed to provide you with information about the services provided by ACCHS and its approach to providing you a safe, fair, and supported environment to participate in training and assessment. See the Student Resources page on the website for full versions of the policies and procedures and various forms.

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 Sydney.

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

Admissions and enrolment

ACCHS accepts applications from all students who meet the entry requirements published in the course information.

Available courses

ACCHS currently offers the following courses:

- BSB50120: Diploma of Business
- BSB50420: Diploma of Leadership and Management
- BSB60120: Advanced Diploma of Business
- CHC30121: Certificate III in Early Childhood Education and Care
- CHC33021: Certificate III in Individual Support
- CHC43015: Certificate IV in Ageing Support
- CHC50121: Diploma of Early Childhood Education and Care
- CHC52021: Diploma of Community Services
- General English Course (Elementary to Intermediate)
- English for Academic Progress (Intermediate to Advanced)

Entry requirements for the courses in scope

Qualification	AQF Level	Entry Requirements
CHC30121 Certificate III in Early Childhood Education and Care	3	<ul style="list-style-type: none"> – You must be at least 18 years of age at the time of course commencement. – You must have at least completed the equivalent of Year 12. – You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL 60-78 or PTE Academic 51.6) or if unavailable, be subjected to undertake the ACCHS's VET English Placement Assessment. – You must complete ACCHS's Language, Literacy, Numeracy (LLN). – You must provide academic certificates/transcripts of the highest level of education attained (if any) and/ or having work experience in the related field.
CHC33021 Certificate III in Individual Support	3	<ul style="list-style-type: none"> – You must be at least 18 years of age at the time of course commencement. – You must have at least completed the equivalent of Year 12. – You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL 60-78 or PTE Academic 51.6) or if unavailable, be subjected to undertake the ACCHS's VET English Placement Assessment – You must complete ACCHS's Language, Literacy, Numeracy (LLN). – You must provide academic certificates/transcripts of the highest level of education attained (if any) and/ or having work experience in the related field.
CHC43015 Certificate IV in Ageing Support	4	<ul style="list-style-type: none"> – You must be at least 18 years of age at the time of course commencement. – You must have at least completed the equivalent of Year 12. – You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL 60-78 or PTE Academic 51.6) or if unavailable, be subjected to undertake the ACCHS's VET English Placement Assessment – You must complete ACCHS's Language, Literacy, Numeracy (LLN). – You must provide academic certificates/transcripts of the highest level of education attained (if any) and/ or Having work experience in the related field.



<p>CHC50121 Diploma of Early Childhood Education and Care</p>	<p>5</p>	<ul style="list-style-type: none"> – You must be at least 18 years of age at the time of course commencement. – You must have at least completed the equivalent of Year 12. – You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL 60-78 or PTE Academic 51.6) or if unavailable, be subjected to undertake the ACCHS’s VET English Placement Assessment – You must complete ACCHS’s Language, Literacy, Numeracy (LLN). – You must provide academic certificates/transcripts of the highest level of education attained (if any) and/ or Having work experience in the related field. – It is pre-requisite requirement to complete the CHC30121 Certificate III in Early Childhood Education and Care.
<p>CHC52021: Diploma of Community Services</p>	<p>5</p>	<ul style="list-style-type: none"> – You must be at least 18 years of age at the time of course commencement. – You must have at least completed the equivalent of Year 12 – You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL 60-78 or PTE Academic 51.6) or if unavailable, be subjected to undertake the ACCHS’s VET English Placement Assessment – You must complete ACCHS’s Language, Literacy, Numeracy (LLN). – You must provide academic certificates/transcripts of the highest level of education attained (if any) and/ or having work experience in the related field.
<p>BSB50120 Diploma of Business</p>	<p>5</p>	<ul style="list-style-type: none"> – You must be at least 18 years of age at the time of course commencement. – You must have at least completed the equivalent of Year 12 – You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL 60-78 or PTE Academic 51.6) or if unavailable, be subjected to undertake the ACCHS’s VET English Placement Assessment – You must complete ACCHS’s Language, Literacy, Numeracy (LLN). – You must provide academic certificates/transcripts of the highest level of education attained (if any) and/ or having work experience in the related field.
<p>BSB50420 Diploma of Leadership & Management</p>	<p>5</p>	<ul style="list-style-type: none"> – You must be at least 18 years of age at the time of course commencement. – You must have at least completed the equivalent of Year 12 – You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL 60-78 or PTE Academic 51.6) or if unavailable, be subjected to undertake the ACCHS’s VET English Placement Assessment – You must complete ACCHS’s Language, Literacy, Numeracy (LLN). – You must provide academic certificates/transcripts of the highest level of education attained (if any) and/ or having work experience in the related field.

<p>BSB60120 Advanced Diploma of Business</p>	<p>6</p>	<ul style="list-style-type: none"> - You must be at least 21 years of age at the time of course commencement. - You must have at least completed the equivalent of Year 12 - You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL 60-78 or PTE Academic 51.6) or if unavailable, be subjected to undertake the ACCHS's VET English Placement Assessment* - You must complete ACCHS's Language, Literacy, Numeracy (LLN). - Prior to enrolment, you must have successfully completed an RTO AQF level 5 equivalent diploma or other relevant/ higher AQF qualification. - Having work experience in the business-related field
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Introduction to Australian vocational education and training what is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by ACCHS must be automatically recognized by all Registered Training Organizations (RTOs) across Australia. In turn, ACCHS recognizes the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognized.

What is competency-based training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organizations. The training package also specifies the relevant qualification rules including the compulsory core units which are included in a course and the elective units which are available.

Delivery of training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Results and certificates

On completing the training program with ACCHS, you will receive a nationally recognized qualification. The qualification is recognized within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognized throughout Australia. A qualification issued by ACCHS will be accompanied by a transcript which will detail the units of competency issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment, barring the requirement of work placement completion required in a CHC qualification. A Statement of Attainment is issued by a Registered Training Organization when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organizations within Australia. A statement of results will be available to you upon request throughout your training, if you undertake the BSB qualification. For CHC qualification, it will be assessed if the units has work placement requirement. Statement of Attainment cannot be issued if the unit requires a completion of the work placement.

Australia country education profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally in qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

Country Education Profiles—an online recognition tool providing guidance on comparability.

- of overseas qualifications to qualifications on the AQF, lists of recognized institutions and information about education systems for 126 countries.
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see www.internationaleducation.gov.au

Providing students with entry requirements information

Students will be informed of their entry requirements by way of:

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- Website – downloading course information.
 - Requesting a hard copy of course information
 - Receiving information from an education agent

To apply to enroll in a course, you must complete an Application for Enrolment Form which you can download from our web site, or it can be emailed or posted to you. 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).

Once you have completed your Application for Enrolment form and gathered all the necessary documentary evidence, send it to ACCHS for initial assessment. You will be contacted within 5 days with the outcome of your application and to confirm your details and assessment outcome.

On approval of your application, you will be sent a Letter of Offer document and Acceptance of Offer document 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 initial deposit, payment amounts and timing for payments. You will need to sign and return the Acceptance of Offer so that your enrolment is confirmed with initial payment of your deposit.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of initial deposit.

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.

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.

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 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 us of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- 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.

Financial Capacity

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

Documentary evidence of financial capacity

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

12 months of funds option:

- Provide evidence of funds to cover travel to Australia and 12 months living, course and (for school aged dependants) schooling costs for the student and accompanying family members
- If you are coming to Australia for a short course, you will only need to show evidence of funds for the intended period of stay.

Annual income option:

- Provide evidence that you meet the annual income requirement.

Minimum required funds to meet financial capacity requirements	Financial capacity requirement before 10 May 2024	Financial capacity requirement after 10 May 2024
primary applicant	AUD24,505	AUD29,710
spouse or de facto partner of the Student primary applicant (not applicable to Student Guardian applicant)	AUD8,574	AUD10,394
dependent child	AUD3,670	AUD4,449
annual school costs	AUD9,661	AUD13,502
personal annual income if there is no member of the family	AUD72,465	AUD87,856
personal annual income where there is a member of the family unit	AUD84,543	AUD102,500

Department of Home Affairs (DHA) will assess applications lodged before 10 May 2024 under the financial capacity requirements in effect at the time of application. You need to have enough money that is genuinely available to you to pay for your course fees, travel and living costs for you and your accompanying family members while you are in Australia.

Genuine access to funds

You and your accompanying family members must demonstrate that you will have access to the funds while you are in Australia.

Some examples of how to evidence genuine access include:

- When another person or business is providing funds, show evidence of the relationship and any history of financial support provided to the student or any other students. It is also good practice to provide identity documents for the person providing the funds or evidence that the business is currently operating.
- If relying on a money deposit, any recent large deposits must be explained. You may also consider explaining ongoing deposits – like wages.
- If you have an education loan to cover tuition fees or living expenses (such as accommodation) disbursement should occur according to the agreement between the bank, provider and yourself. Evidence of any disbursement which occurs before the visa application has been finalised, should be provided. Evidence of the terms of the loan and the full amount of the loan that will be disbursed should be attached.

ACCHS must be informed and made aware of the conditions placed on the education loan.

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 Sydney at least 2 weeks before your course orientation to give you time to settle in.

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
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications.

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 if required.

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 an

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 www.aqis.gov.au.

Getting from location airport to your accommodation

ACCHS can arrange transport for you if required. You can also get from the airport to your accommodation by taxi or by public transport.

Keeping in contact

Before you leave home, you should provide your family and friends, and ACCHS 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 have not 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 in Sydney, 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

ACCHS does not have accommodation facilities but can refer you to a homestay agency who can assist you with accommodation. Most students choose to stay in a homestay or share house. This gives you the opportunity to improve your English, if necessary, and to learn more about Sydney. It is recommended that you look at two or three properties prior to deciding. If you sign a lease, you are protected by the Residential Tenancies Act.

Renting an apartment or flat varies greatly in cost and conditions. For a long-term stay, it is strongly advised that you become familiar with the suburb or area. For the purposes of bond payment and moving arrangements you will need to sign a lease agreement. For this reason, you are advised to use short term accommodation while you become more familiar with Sydney.

For more information about renting and your rights and responsibilities, visit this web site:
<https://www.facs.nsw.gov.au/housing/living/rights-responsibilities/tenants-rights-and-responsibilities>
You may also contact us if you need details or advice on this.

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

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

Typical childcare costs in Sydney are as follows.

- Centre-based childcare is AUD\$167 per day for babies and \$166 per day for kindergarten.
- Family day care AUD\$20 to AUD\$30 per hour
- Nannies AUD\$30 to AUD\$35 per hour
- Au pairs (living in your home) AUD\$1,000 to AUD\$1,500 per week.

For school children, current costs range from AUD\$5,000 for primary public schools for 1 school year and at private schools from AUD\$12,000 yearly.

To find out more about application processes and costs go to:
<https://education.nsw.gov.au/public-schools/going-to-a-public-school/enrolment>
<https://privateschoolsguide.com/nsw-private-schools>

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

- AUD\$24,505 a year for the main student.
- AUD\$8,574 a year for the student's partner.
- AUD\$3,670 a year for a child.

Working in Australia

If you are a student visa holder, you can work up to 48 hours a fortnight during term time and as many hours as you like during holidays. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor. You can visit the following website to find out more about working in Australia, including how to find a job.

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

Student working rights are intended to add to student income rather than be the main supporting factor. To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

Online Application:

- Go to www.ato.gov.au and apply online.
- Go to 'For Individuals' and click 'Apply for a Tax File Number'.
- Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'
- Go to 'Apply for Tax File Number'
- Scroll to the bottom of the page and click 'next'.
- Follow the instructions until you are finished.
- Appointment: Call 13 2861 to make an appointment

Visit the Australian Taxation Office (ATO) 100 Market Street Centrepoint Tower, Sydney

Note: International students will need a passport number and an Australian address.

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 can 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 October 2023, 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:

- AUD\$24,505 a year for the main student.
- AUD\$8,574 a year for the student's partner.
- AUD\$3,670 a year for a child.

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 Study in Australia website at: <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

Personal 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 childcare, 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 expenses

All Australian major town centers and capital city shopping facilities' opening hours are 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, 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 – AUD\$2.50 to AUD\$8.50.
- two liters of milk – AUD\$3.10 to AUD\$6.90.
- newspaper – AUD\$2.50 to AUD\$4.00.
- box of breakfast cereal – AUD\$2.50 to AUD\$12.40.
- jar of instant coffee – AUD\$3.70 to AUD\$20.00.
- bottle of soft drink – AUD\$1.10 to AUD\$4.25.
- bottle of shampoo – AUD\$2.00 to AUD\$9.00.
- bar of soap – AUD\$2.00 to AUD\$5.00.
- one apple – 61 cents to AUD\$1.21.
- one banana – 72 cents to AUD\$1.08.
- beef (500 grams) – AUD\$6.50 to AUD\$12.00; and
- chicken (600 grams) – AUD\$7.00 to AUD\$12.00

Shopping for clothing

While there are no set rules on clothing in Australia, 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 several quality varieties 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.

Your safety

ACCHS has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the Work Health and Safety Act 2011.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing. The following are some of those situations that may cause problems and some advice on how to avoid them.

Unsafe locations

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with the areas in which you need to be careful you can check with our CEO/PEO or any staff of ACCHS.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc. are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

If there is an emergency in the campus

- Building Alarms OR other Emergencies
- In the Event of Fire – dial “000”
- Alert other occupants and evacuate Do not use the elevator, use the stairs.
- A First Aid kit is located at reception.

Up and about in the evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from the college.
- Be careful of your personal belongings.
- Do not leave them unattended.
- Notify your homestay family if you are not coming home or staying out late.
- Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver.
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade

Creating a banking account

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- ACCHS Certificate of Enrolment (apply at reception)
- Passport
- Driver’s license, credit card or bill (if you have been in Australia longer than 4 weeks)

-
- To get money sent from overseas, the easiest way is via direct transfer over the internet.
 - Banking hours are Mondays to Thursdays 9:30am to 4:00pm and, Fridays 9:30am to 5:00pm

Seeing a doctor

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to ACCHS, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

Seeing a dentist

Reception can provide a list of nearby dentists in an emergency.

Looking for a hospital

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.

Looking for public transport

- Bus Train Ferry Information Line
- PH: 131 500 www.131500.com.au

An OPAL Card is for use on buses, trains, and ferries. It's free to get, the student just must top up the credit for travelling. The opal card can be ordered online at newsagents or at the train station. There are also free bus timetables available. For all Sydney Trains and Ferries, you need to get an Opal card from a rail station or order online: <https://www.opal.com.au/ordercard/?execution=e1s1>

In case of 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.

Australia 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.

When there is a 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.

Requesting for an ambulance

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

Seeking 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 centers. 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 (OSHC)

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 Home Affairs 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 World care 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

Other useful contacts and information

Emergency – Police/ Ambulance/ Fire	000
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Department of Home Affairs (queries related to Visas)	131 881
Medibank (OHSC)	134 148
BUPA (OHSC)	1800 888 942
Legal Aid NSW	1300 888 529
Lifeline Crisis Support	131 114
Beyond Blue	1300 224 636
St Vincent's Hospital	02 8382 1111
Translation and Interpretation Services	131 450
Taxis Combined	133 300
Consulate	<p>To find a country's consulate address and details:</p> <ul style="list-style-type: none"> ○ URL: http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx <p>Yellow Pages under 'Consulates and Legations'</p>

Registration and orientation

Registration and orientation are the essential first step for ACCHS students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements. Orientation is conducted 2 weeks before the course commencement. You will be notified via email.

On the first day at ACCHS students attend registration and orientation and cover the following:

- Filling up Registration Form/Orientation Acknowledgement Form/Agent Evaluation Form/Orientation Feedback Form
- Undergo Language, Literacy, Numeracy (LLN)
- Additional English Placement Assessment may be conducted at the discretion of our CEO/PEO
- Taking photos for Student ID
- Verification and scanning of your Passport
- Policy & Procedure, Code of Conduct
- College Tour
- Brief on our Student Learning Management System (Axcelerate) and Course Timetable

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

Language, literacy, numeracy (LLN) Assessment.

The term 'language, literacy, numeracy' refers to several core skills: speaking, reading, writing using digital tools and apply mathematical concepts. The LLN test evaluates the level of ability in these core skills according to the Australian Core Skills Framework (ACSF).

It is essential that ACCHS VET students have the LLN skills sufficient to successfully participate in training and assessment in the VET sector. Additional support will be rendered to the individual if he/she is found to be deficient in one aspect.

Unique Student Identifier (USI)

The Australian College of Community and Health Services (ACCHS) will implement the national requirements for the USI for all students enrolled or enrolling into accredited courses. ACCHS will adhere to all legislative requirements under the USI legislation and regulations (2014) and any amendments; this includes all Privacy requirements.

ACCHS will ensure that:

- All students undertaking an accredited Qualification, course or Unit of Competency are provided with information on the USI and are made aware of the requirements for providing and applying for a USI prior to the commencement of training.
- USI's are only applied for on behalf of a Student by ACCHS once written permission is received and suitable identification documents are supplied. Should ACCHS apply for a USI on the student's behalf, the student is required to read the USI privacy notice issued to them and sign a USI declaration confirming that they have been explained and understood the consent for the collection, use or disclosure of personal information as detailed in the USI Privacy Notice. The USI privacy notice can be found at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>.
- All Unique Student Identifiers provided to ACCHS by students are verified with the designated ACCHS staff prior to using or recording the number in any systems or databases.
- Any USIs which are not successfully verified by the designated ACCHS staff are not used or recorded until the discrepancy is rectified with the student.
- No AQF Certification documentation is issued to students unless a USI has been provided by the student and verified with the Registrar (except for cases where a USI exemption applies).
- USI's are not printed on any AQF Documentation, are treated as confidential and are stored in a secure location that is password protected.
- Should a USI exemption apply, the student is made aware prior to enrolment or training that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar.

Non-commencement and non-recommencement

This policy is created in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018. National Code of Practice, requires providers of CRICOS course, to report any student who does not commence his/her course when expected.

This information must be reported through PRISM within the specified periods below:

- 7 days – if the student is onshore.

-
- 14 days – if the student is offshore.

Non-Commencement of studies can be due to various reasons:

- Delay in Student Visa being granted (where student is outside Australia)
- On-shore students elect to return permanently to their home country and not commencing the course.
- Students do not commence the course and no reason is provided.

Non-recommencement of studies can be due to various reasons:

- On-shore students elect to return permanently to their home country and not re-commence the course.
- Students do not re-commence the course and no reason is provided.

a) OFF-SHORE STUDENTS

Students who are offshore waiting for their student visa to be granted and course commencement date has passed, must submit:

- A Deferment Application Form within 14 days of their Agreed Starting Date, requesting to defer their course commencement to the next available intake.
- If a student submits the required documents as mentioned above within 14 days, ACCHS will perform the deferment of the Course Start Date to the next available intake and enter the relevant comments in PRISM within 14 days of the Agreed Starting Date.
- If a student fails to submit the Deferment Application Form within 14 days, ACCHS will initiate the process of enrolment variation and report such instance on PRISM within 14 days of the agreed starting date of the course under Non-Commencement of Studies.

b) ON-SHORE STUDENTS

Should an On-shore student elect to withdraw from a course and return permanently to their home country, they must submit the following:

- A completed Withdrawal Application Form
- Copy of 1-way Flight Ticket.
- Copy of the acknowledgement letter from DHA regarding the application to voluntarily cancel the student visa.
- If a student fails to submit the Withdrawal Application Form and related documents within 7 days of their course start date, ACCHS will initiate the process of enrolment variation and report such instance on PRISM within 7 days of the agreed starting date.

c) ON-SHORE AND OFFSHORE STUDENTS

For the above students whose visa is already granted, if the students do not commence and have not contacted ACCHS to defer their course, in this instance, Admin or/and Student Support Officer must endeavor to contact those students within a week of agreed starting date.

If the students do not commence the course or request a deferral within 14 days of the agreed starting date, then ACCHS will initiate the process of enrolment variation and report such instance on

PRISM within 14 days of the agreed starting date.

Reminder on non-commencement

If it is noted a student has failed to commence their course on the agreed starting date, the Admin or/and Student Support Officer will send a reminder email to students within a week of the agreed starting date.

Education services for overseas students' (ESOS) framework

Australia provides rigorous protection for international students through the Education Services for Overseas Students (ESOS) legislation, which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities, and services. Breaches of the Act are treated seriously, and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182> provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent.
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and ACCHS.
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed on another course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services.
 - Who the contact officer is for overseas students?
 - How to apply for course credit.
 - How to apply for enrolment deferment, enrolment suspension or cancellation.
 - The provider's requirements for satisfactory progress in the courses of study.
 - How to use the provider's complaints and appeals process.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with ACCHS.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.

Tuition fee protection

ACCHS is required to apply for the Student Tuition Protection Service (TPS) through the Commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

<http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>.

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data. Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa. PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Conditions of your Visa

All international students applying to enter a training program being offered by ACCHS must:

- Be over the age of 18.
- Demonstrate good command of written and spoken English.
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience.
- Meet the following Student Visa 500 subclass requirements:
 - Be a genuine student.
 - Meet English language test score requirements.
 - Demonstrate financial capacity.
 - Hold Overseas Student Health Cover (OSHC)
 - Meet the health requirements.
 - Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is

dependent on the level of risk rating of each student visa application which is determined by considering the risk rating allocated to the country from where the student originates combined with the risk rating allocated to ACCHS as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective overseas student to utilize the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page.

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Student requirement and health and character criteria.

Permission to work arrangements.

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 48 hours per fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Work placement hours are not considered as work hours. Your family members are not allowed to work until you begin the scheduled course. Family members can always work up to 48 hours per fortnight after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: Meet the following Student Visa 500 subclass requirements.

Fair Work Ombudsman (FWO)

The Fair Work Ombudsman (FWO) is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system. The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

Complaints about work

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace. The Office of the Fair Work Ombudsman will decide about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues.
- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

The Fair Work Ombudsman's (FWO) top tools and resources for International students

The table below provides an overview and includes links to the FWO's top five tools and resources most relevant to international students.

Tool or Resource	Description	Links to resources
General information for international students	The Fair Work Ombudsman (FWO) has tailored information on its website for visa holders, including international students. It covers basic workplace relations information, common issues faced by students, such as unpaid work and information about visa protections.	<ul style="list-style-type: none"> - www.fairwork.gov.au/internationalstudents - Visa protection - International student's fact sheet - Jessica's story - Unpaid work - Student Placement and Internships
Community presentation package	The working in Australia community presentation package is designed to assist people like international student support officers and advisors train their colleagues about workplace laws. Anyone can use the package – the user does not need to be an industrial relations expert.	<ul style="list-style-type: none"> - www.fairwork.gov.au/presentationpackage
Record My Hours app	The Record My Hours app assists workers to easily record and store their hours of work. The app is free to download, available for both Apple and Android, and developed with young visa workers in mind. It's available in 18 languages and automatically detects the language settings on a user's smartphone.	<ul style="list-style-type: none"> - www.fairwork.gov.au/app - iTunes store
Anonymous Report	An online interactive form allows anyone to report a workplace concern anonymously. Information provided to the FWO helps it plan its current and future education and enforcement activities. The form is available in English and 16 other languages.	<ul style="list-style-type: none"> - www.fairwork.gov.au/tipoff - www.fairwork.gov.au/inlanguageanonymousreport
In language content	The FWO website translates into 40 different languages and recognizes browser settings automatically translating content into a user's preferred language. The FWO's website also delivers professionally translated information in 30 languages. The content includes downloadable resources and more detailed topic-based information to address the common questions asked by international students. It	<ul style="list-style-type: none"> - www.fairwork.gov.au - www.fairwork.gov.au/languages

	also includes in-language video resources in 16 languages.	
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If you have any questions about the Fair Work Ombudsman's tools and resources, please contact the FWO at community.engagement@fwo.gov.au.

Course delivery and assessment delivery of courses

Students are required to undertake 20 hours' study per week during these terms. Students must bring their own laptop for the training. ACCHS courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

ACCHS adopts a Course Progress Policy and whilst poor attendance is not reported, attendance is monitored as a component of unsatisfactory academic progress. Students are provided with course materials via our Student Learning Management System (Axcelerate).

As part of ACCHS committed service to our students, we offer academic support to assist our students in making good progress with their academic. To assist you to meet ACCHS course completion within duration requirements, the CEO/PEO or the trainer and assessor supported with our Student Support Officer will discuss with you and establish a support program (an intervention strategy) which may include one or more of the following:

- Attending one on one tutorial (Academic Support)
- Attending academic counselling
- Receiving mentoring (Personal Support)
- Receiving individual case managements (Academic Intervention Strategies)
- Receiving assistance with personal issues which are influencing progress.
- Being placed in a suitable alternative subject within a course or suitable alternative course; or
- A combination of the above

Course progress

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

Course progress is regularly monitored and assessed both throughout the study period and at the end of each study period. Any student who achieves competency in 50% or more of the units/subjects studied in the current term of a course is identified as progressing satisfactorily. Students are required to successfully achieve competency in the various assessment tasks which may include demonstration/ observation checklist, reports, written assessment, case projects and work placement observations. Assessment tasks and dates are set out in the student learning management system (Axcelerate) and also in the timetable, which are distributed/ provided access at the commencement of their course.

Each study block is 10 weeks, followed by a term break of 3 weeks. Unsatisfactory progress will be deemed if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a study period. The student will be given an outline of the course requirements at

the start of each block.

International students who are not making satisfactory progress:

- Will be advised, where appropriate, on the suitability of the course in which they have been enrolled.
- Will be assisted by being advised of opportunities for the students to be reassessed for tasks in blocks in which they have not demonstrated the required competency.
- May be provided additional catch-up classes.
- Will be advised of their unsatisfactory course progress at the end of each block and that they could be reported to DHA and have their visa cancelled subject to the outcome of the appeals process.

Monitoring course progress for vet programs

Satisfactory course progress - Any student who achieves competency in 50% or more of the units/subjects studied a current term of study is identified as progressing satisfactorily. Students will be required to re-enroll in the units/subjects failed/not yet competent and undertake when next offered.

Unsatisfactory course progress - Unsatisfactory progress means that at a minimum where student has failed or is not deemed competent in 50% or more of units/courses/attempted in a term (10-week period) of a course. Submission of assessment/s must be made no later than the next new unit is conducted to ensure that the student is able to keep pace with the training activity. A late assessment submission fee of \$100.00 would be imposed for each assessment. Students must ensure that there is a minimum of fifty percent (50%) academic course progress in any given term period as mandated by DHA Course Progress Policy.

The CEO/PEO or their delegate will review all students' course progress and record all results in the Student Learning Management System (Axcelerate) and the monitoring of course progress occurs by the following process:

First term course progress review will be done on Week 5 on student's academic course progress with an Intervention Opportunity & Strategies Letter and subsequent course progress review will be done on Week 10 (before the term break or 3 weeks prior to following term) for students identified as being at risk of not achieving satisfactory course progress (for example due to lack of attendance or other), is issued a 'First (1st) Warning Letter – Unsatisfactory Course Progress' within ten (10) working days or as soon as practicable after being identified at risk of failing.

The letter includes reason for being identified at risk, outline of support available to assist them to achieve satisfactory academic progress, and advice to make an appointment to meet with the applicable teaching staff member to implement intervention strategies (students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled, academic skills support, additional English support, additional tutoring/study group, increased monitoring, a mentor program, personal counselling, placement in a more appropriate class; and reduction in course load, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress during the first four [4] weeks of the term period).

Note: If the student achieves satisfactory course progress for unit #1 but has yet to achieve satisfactory course progress for Unit #2, then an Intervention Opportunity & Strategies Letter would be issued instead.

Second term course progress review will be done in Week 5 on student's academic course progress with an Intervention Opportunity & Strategies Letter and subsequent course progress review will be done on Week 10 (before the term break or 3 weeks prior to following term) for students identified as being at

risk of not achieving satisfactory course progress (for example due to lack of attendance or other), is issued a 'Second (2nd) Warning Letter – Unsatisfactory Course Progress' within an additional seven (7) working days or as soon as practicable after being identified at risk of failing.

The letter includes reason for being identified at risk, outline of support available to assist them to achieve satisfactory academic progress, and advice to make an appointment to meet with the applicable teaching staff member to implement intervention strategies (students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled, academic skills support, additional English support, additional tutoring/study group, increased monitoring, a mentor program, personal counselling, placement in a more appropriate class; and reduction in course load, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress during the previous term.

Any student who has not yet achieved competency or pass grade in 50% of the courses studied in the current term is identified and actions taken in accordance with this policy will be issued a written notice "Intention to Report (ITR) letter" which will notify to DHA through PRISMS (as well as to the student's agent) and cancellation of his or her visa depending on the outcome of any appeals process (for international students). You will have 20 days to appeal. Students who receive this letter are required to attend a meeting with the CEO/PEO.

This will be the final meeting to discuss the students' options and the CEO/PEO will provide evidence that, despite the course of action taken, the issue persists. If the student fails to attend the meeting may result in management cancelling the student's enrolment or Certificate of Enrolment (CoE) and contacting the DHA through PRISMS. An unsatisfactory outcome of the meeting may also result in the cancellation of the enrolment or cancellation of CoE which could lead to the cancellation of the student's visa. Students may have a support person with them at the counselling session.

If the intervention strategies conducted previously do not result in any improvement, ACCHS will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

Assessment requirements

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

Written exercises	Written exercises may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, and reports.
Case study/written report	Case studies and reports require the student to analyze, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding
Presentations /role plays	Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.
Portfolio	A Portfolio usually contains several documents, gathered over a period, displaying evidence of the ability to perform several practical skills or tasks.
Workplace Observations	For all CHC qualifications, it is mandatory to complete the required hours of work placement. During the work placement, you will be observed and assessed by the trainer and assessor to ensure that you are able to apply the knowledge and skills required the units which they undertake.

Assessment submission

Students will receive an assessment summary at the beginning of each unit. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the due date for each assessment. Students **MUST** submit all assessments by the due date. Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as a missed assessment. Students need to inform the CEO/PEO in writing if they could not submit the assessment on time and provide a reason for late submission. Late submission of assessment will only be approved by the CEO/PEO. If approved, no cost will be charged to the students.

Non-submission of assessment

In cases where a student has not submitted an assessment and also did not request for extension in writing to the CEO/PEO, the Student Support Officer and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Student Support Officer and Trainer will consider the:

- The student's history in submitting assessments.
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access ACCHS complaints and appeals process if they are not satisfied with the outcome.

Attendance requirements

Attendance will be taken for each student and recorded to ensure management of their safety and welfare, and for student non-commencement requirements.

ACCHS oversees monitoring students' attendance records on a weekly basis. Students whose attendance

falls below eighty percent (80%) and who will be unable to achieve seventy percent (70%) by the end of a study period will be monitored and counselled.

Such reminders will be as follows:

- 1st Warning Letter- Low Attendance template – overall current attendance is less than 90%
- 2nd Warning Letter - Low Attendance template – overall current attendance is less than 85%
- Termination of Enrolment – Missing class for 5 consecutive days, without a medical certificate.

Students must inform the CEO/PEO or/and the trainer and assessor in writing (email), text message or phone call if they are sick, late or could not attend the class prior to the commencement of the class.

Recognition of prior learning (RPL)

ACCHS has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

ACCHS ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package.
- Is conducted in accordance with the principles of assessment and rules of evidence.
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated.

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

ACCHS provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students' file.

National recognition (credit transfer)

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognized by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by ACCHS. These documents will provide the details of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of

attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in ACCHS's scope of registration.
- Students are encouraged to apply before commencing a training program. This will be reduced unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

If the Students application is successful, the CEO/PEO or their delegate will provide a letter advising so. Where CT or RPL is granted before the issue of a visa grant, the net course duration (as reduced by CT/RPL) will be indicated on the CoE issued for that student. Where CT/RPL is granted after the issue of a visa grant (which results in a shortening of the CoE course duration), the resulting change will be reported via PRISMS within 10 working days and a new CoE will be issued to the student. The Marketing and Admin Manager are responsible for ensuring that all enrolment documentation reflects the reduction in course duration.

If the Students application is not successful, the Admin Manager or their delegate will provide a letter specifying the reasons for the decision and the next available course of action. Students may appeal any decision.

Assessment outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement and asked to resubmit their material and/or redo their assessment.

If the student does not agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believes that they have been treated unfairly, they can appeal. Full details of the Appeals process are contained in this Student Handbook.

Re-assessment conditions

Participants will be allowed three (3) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an

assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring/coaching session if required. After that they will be charged a re-assessment fee.

Reassessments are organized by the Student Support Officer and a cost of \$100.00 will be incurred per assessment unit/ task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the institute's policy.

Student Support will advise us of the cost of repeating a unit of competency and the cost for re-assessment. Repeating a unit of competency is subject to timetable availability.

Plagiarism/ collusion

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book/ internet etc. and year and place of publishing) or may be included in brackets in the text.

Plagiarism, copying from others, or seeking external help for assignments not only undermines the educational process but also has severe consequences, resulting in the suspension or cancellation of your course enrolment or student visa.

Note: Students who assist others to have access to their assignment material will be deemed equally guilty of plagiarism.

Issuing qualifications and Statement of Attainment (SOA)

ACCHS will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that ACCHS is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to ACCHS have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- Statement of Attainment is issued when the student has achieved one or more units of competency because of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all the units of competency to receive the full qualification.

Deferring, suspending, or cancelling a course.

Under the requirements of the ESOS Act and National Code of Practice, international students enrolled at ACCHS are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- compelling or compassionate circumstances beyond the control of the student

Students who do not attend the student induction and orientation program day prior to the commencement of their course as indicated in the CoE will be given a grace period of 14 days (onshore) or 30 days (offshore) to register for them confirmation of enrolment. Failure to attend would place students in breach of their visa requirements and ACCHS (ACCHS) would be obligated to inform the students' non-commence status to the DHA accordingly.

ACCHS may suspend or cancel a student's enrolment based on misbehavior, the student's failure to pay their fees, or breach of course progress requirements. The college will inform the students of its intent to suspend or cancel their enrolment and advise them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension, and cancellation may affect a student's visa and ACCHS must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, suspended, or cancelled. If a student defers or suspends their studies on any other grounds, ACCHS must report the student to DHA via PRISMS, as not complying with visa conditions.

Process for transferring to another provider.

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. ACCHS will only consider giving a release to a student who has a valid enrolment offer from another registered education provider. No concurrent CoE is allowed in ACCHS.

Students must also complete an application to Transfer between Registered Providers form. An administration fee of \$200.00 applies. All requests for a transfer are recorded on PRISMS by ACCHS including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the institute's complaints and appeals process within 20 working days if they want a review of the decision. Applications for transfer from ACCHS will be assessed and replied to within 7 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Request to Terminate Form
- Students must complete all sections, in particular the reason and circumstances for the transfer to another provider with documentary evidence.
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.

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- The student must then make an appointment to meet with the CEO/PEO or their delegate to discuss the transfer request.
 - The CEO/PEO or their delegate will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request, including when a transfer may be considered detrimental to the student.
 - Assessing and replying to the student transfer request will be completed within 7 business/working days unless insufficient evidence has been submitted with the application.
 - In straightforward requests, students will be provided with an immediate signature from the CEO/PEO or their designate during the interview either accepting or rejecting the transfer and termination letter request.
 - In cases where other evidence needs to be provided and considered, all requirements will be noted on CEO/PEO with required future actions.
 - In all cases, students who have not had their termination request approved may access ACCHS's complaints and appeals process within 20 days.
 - Evidence will be retained in the student file.

Extension of study period

ACCHS will only extend the duration of a student's study when the student will not complete the course within the expected duration as specified in the students CoE because of:

- Compassionate or compelling circumstances (e.g.: illness, where a valid medical certificate states that the student was unable to attend classes or where ACCHS has not been able to offer a pre-requisite unit of competency)
- ACCHS is implementing the intervention strategy for at risk students not meeting satisfactory course progress.
- ACCHS approved deferment or suspension of studies granted under the National Code of Practice

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, ACCHS records this variation and the reasons on the student file and student learning management system (Axcelerate). ACCHS will then report to the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study. A fee of \$50.00 per new Coe issued applies.

The student is advised to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa. Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at ACCHS specified in the student CoE will not exceed the CRICOS registered course duration.

Reduction of study period

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS. When a student course completes early, ACCHS will notify this early course completion to DET via PRISMS.

Course transition policy & procedure

The nationally accredited courses in Australia are updated in a 5 – 6-year cycle and this means that all registered training providers are required to update their courses in their training scope from its existing training product to its successor. When such an update of courses occurs, the registered training providers would need to be resourcing, registration and transfer of students, which includes:

- Transition allocations are required to change the delivery operations of an RTO from an existing training product to an endorsed replacement training product. It includes consideration of resourcing, registration, and transfer of students.
- Transition Period must be completed within 12 months from the endorsement date published on the national register.
- Transitioning students when a training package or course is superseded. ACCHS will transition students into the new course as soon as the course has been added to ACCHS's scope of registration.
- Training Package is a set of nationally endorsed standards and qualifications used to recognize and assess the skills and knowledge people need to perform effectively in the workplace.
- Superseded Date is the date that the new training package is published on the national register.

Procedure to follow:

- A meeting of all relevant stakeholders of ACCHS will be held to discuss the changes made and formulate an action plan on the implementation of the new requirements before the formal release on the National Register.
- The strategy will be documented and formalized into an action plan.
- The auction plan and the implementation process will be reviewed at each management meeting until the new changes have been implemented successfully.
- The action plan and the implementation process will be reviewed at each management meeting until the new changes have been implemented successfully.
- Equivalency – when equivalency of the training product is identified. The ACCHS CEO/PEO/PEO will ensure all related training products are updated and version controlled ready for implementation within three (3) months of the release date on the National Register and when the scope of registration has been updated listing the new qualification or training product.
- Non-Equivalency - Gaps in training package outcomes or the other training product are identified, and a strategy formulated by the assessors to address the gap/s.
- Documentation to close the identified gaps will be developed by the ACCHS CEO/PEO/PEO or external sourced.
- Training & delivery will be adjusted according to the strategy & assessment undertaken to ensure students receive training in the newly released component.
- Students who are affected by the changes in outcomes they are currently studying will be offered gap training at no extra cost.
- Validation of new tools, training, and assessment strategies, learning material and /or any other material relating to the qualification occurs and is documented.

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- Exemptions – records will be kept which relate to any exemption approved by the VET regulator to demonstrate how the learner would have experienced genuine disadvantage if made to transition earlier.
 - Students will be advised on an individual basis on when there has been new release of training product, and they will be transferred to the newly release components as soon as it is on the scope of registration if the learner is unable to complete within transition period. A current student will be advised, a timeline agreed upon and formalization to ensure the course is completed before the transition period expires where the learner does not undertake the gap training.

Internal Paperwork/Systems

The CEO/PEO, in consultation with Trainers/Assessors will:

- Develop a new Training Assessments Strategy (TAS) for the new course.
- Develop transition plan/schedule to clearly detail the timelines for transition and ensure all affected students are smoothly transitioned to new course.
- Call a meeting with key staff to consider the transition strategy.
- Update employers and funding providers and other stakeholders about the changes and possible effects.
- Update all affected documents and internal paperwork with new titles, codes and descriptions of qualifications/courses/units including:
 - Client/Student Handbook(s)
 - Marketing Material (including website if applicable)
 - Student Records Management System (Axcelerate)
 - Learning Materials
 - Assessment tool
 - Other social media websites

Staff professional development

CEO/PEO ensure relevant staff attend the industry-based run workshop (s) if applicable. Map current staff qualifications and experience to the revised Training Package. Conduct Professional Development with trainers and assessors who will be delivering the revised Training Package. Validate learning and assessment materials to ensure they meet the needs of the new Training Package.

Holidays and leave

ACCHS has a timetable of suitable holidays for students undertaking courses, so students are not permitted to have additional holidays. ACCHS closes on all official Federal and state Public Holidays.

Special leave consideration

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but

are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes.
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided).
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies:
- a traumatic experience which could include:
 - Involvement in, or witnessing a serious accident; or
 - Witnessing or being the victim of a serious crime,
 - This has impacted on the student (these cases should be supported by police or psychologist reports).

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study because of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

Other fees and charges

Enrolment Fee	\$200
Material Fee per term	\$250
Student ID card	\$0
Late Assessment Submission Fee	\$100
Cancellation/withdrawal /suspension/transfer Fee	\$200
COE Variation Fee* (<i>charged if there is an amendment to intake/ change of course</i>)	\$100
Reissuing of certificate/s, Statement of attainment	\$100
Reissuing of student ID card	\$25
Enrolment Fee	\$200
Material Fee per term	\$250
Student ID card	\$0
Credit card payment (<i>charged at 2% of the amount paid per transaction</i>)	
Late payment fees:	
If overdue within 7 days	\$100
If overdue over 7 days	\$200

Course Instalment Schedule

Information about course instalment schedule will be provided to the students in the Letter of Offer. The students will be able to access their invoice and make payment via the Student Learning Management System (Axcelerate) when the course commences.

Disclosure of information

Information about students will not be provided to any other third party without the prior written consent of the student except for relevant government departments, when the information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept in the student's file.

Information about a student from the student, including:

- Students have access to all information kept on their file based upon written request.
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed.
- Information about a student from a third party
- Information requests about students from a third party will be denied unless there is written consent from the student.
- Information about students will not be provided to any other third party without the prior written consent of the student except for government departments, when the information will be provided with or without the consent of the student.

In all cases, conditions of the Privacy Act 1988, Australian Privacy Principles (APPs), will be followed and adhered to by staff members and students at ACCHS. ACCHS is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment was completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases ACCHS will seek the written permission of the student for such disclosure. ACCHS will not disclose your information to any person or organization unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorize this access otherwise this access will be denied.

You have the right to access information that ACCHS is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records". If you have concerns about how ACCHS is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>.

Discrimination and harassment

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical

appearance, age, marital status, or economic status.

Harassment is unwelcome conduct that humiliates, offends, or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or ultimately safely. Examples of bullying behavior include excessive criticism, publicly insulting or shaming an individual and making threats.

ACCHS ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any participants. In cases where the allegation is proven with concrete evidence, the student, or staff member risk termination.

Complaints and appeals

ACCHS is committed to providing a fair complaints and appeals process. ACCHS recognizes that a complaint and an appeal are different and therefore require a different process for responding to each.

What is a complaint?

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by ACCHS in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are generally made by students.

The complaint may be about the student's dealings with ACCHS, the RTO's education agents or any related party it has an arrangement with to deliver the overseas student's course or related services.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavorable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the people involved.

Complaint and appeals handling.

ACCHS undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by ACCHS including all details of lodgment, response, and resolution.

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- A complainant or person lodging an appeal is to be provided with an opportunity to formally present his or her case at no cost.
 - Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
 - The handling of a complaint or appeal is to commence within 10 working days of the lodgment of the complaint or appeal and all reasonable measures are taken to finalize the process as soon as practicable.
 - The complainant or person lodging an appeal is to be provided with a written statement of the outcome, including details of the reasons for the outcome.
 - ACCHS shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
 - Decisions or outcomes of the complaint or appeals process that are found in the favor of the student shall be implemented immediately.
 - Complaints and appeals are to be handled in the strictest of confidence. No ACCHS representative is to disclose information to any person without the permission of ACCHS CEO/PEO or/and Principal Executive Officer (PEO). A decision to release information to third parties can only to be made after the complainant has given permission for this to occur.
 - Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement through a report to the PEO.

ACCHS considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within ACCHS's internal structures.

Complaints handling procedure.

Matters that cannot be resolved at the time they occur should be referred to ACCHS CEO/PEO/PEO for review. The following procedure is to be followed when a complaint form is received:

- A Complaints and Appeals Form is received by ACCHS and is to be immediately recorded into ACCHS Complaints and Appeals Register.
- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register.
- The Complaints and Appeals Form is to be forwarded to the CEO/PEO/PEO who is to review the matter and make a recommendation as to how to respond to the matter. The CEO/PEO/PEO may choose to consult with others within ACCHS or relevant agencies external to ACCHS in determining their recommendation.
- The CEO/PEO/PEO may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.
- The CEO/PEO/PEO is to finalize his response to the complainant and provide the complainant with a response as soon as possible but no later than 10 working days from when the complaint is received.
- The CEO/PEO/PEO is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third-party or via electronic communication such as e-mail.

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- The CEO/PEO/PEO is to seek feedback from the complainant about their level of satisfaction with the complaint's outcome. And advise the complainant of their options if they are not completely satisfied with the outcome.
 - Complaints must be resolved to an outcome within thirty (30) calendar days of the complaint being initially received. Where CEO/PEO/PEO considers that more than 30 calendar days are required to process and finalize the complaint, the CEO/PEO/PEO must inform the complainant in writing, including reasons why more than 30 calendar days are required. As a benchmark, ACCHS should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interests of ACCHS and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals.
 - If complainant is not satisfied with the outcome of the complaint handling, the CEO/PEO/PEO may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at <http://www.oso.gov.au/making-a-complaint> phone:1300 362 072.
 - In addition, ACPET has suggested Resolution Institute, the national association of dispute resolvers, as an appropriate third party. Head Office details are as follows:

Address: Level 1, 13 Bridge Street Sydney NSW

Phone: (+61 2) 9251 3366

Free call: 1800 651 650

Email: infoaus@resolution.institute

Website: <https://www.resolution.institute>

- Staff are to aid students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified because of the complaint.

Appeals handling procedure.

Applications by students for reconsideration of an unfavorable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student appealing an assessment decision is to be referred immediately to the CEO/PEO/PEO. The CEO/PEO/PEO is to arrange for a reassessment of the student as soon as possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different assessor than conducted the initial assessment. The student may be offered up to 3 re-assessments.
- If after the reassessment, the student remains not competent and is dissatisfied with the assessment outcome, the student is to meet with the CEO/PEO/PEO or their delegate to discuss the assessment process and the assessment outcome.

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- If after consultation with the Principal Executive Officer, the student remains unsatisfied with the assessment process, the student is to be provided the Complaints and Appeals Form and the matter is to be dealt with in accordance with the complaint handling procedure.
 - If the student is seeking a refund of their tuition fees based on an unfavorable outcome, this may be considered by the CEO/PEO/PEO on its merits. If the CEO/PEO/PEO does not approve a refund and considers that ACCHS has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to Office of Fair Trading.
 - The Student Support Officer is to inform the applicant of the improvement actions identified.
 - The Complaints and Appeals Register is always to be kept up to date to accurately reflect how the matter was responded to and the duration from the date the appeal was received to the date the appeal was resolved.

Internal support services

Student wellbeing support and counselling services

ACCHS has appropriate support services available to all enrolled students to assist them in achieving their learning goals and satisfactory academic progress, and to ease their transition into life and study with ACCHS and in Australia. This includes providing additional educational or personal support to students with special needs. This policy applies to:

- students enrolled in ACCHS courses.
- all ACCHS staff members involved in the promotion, recruitment, admission, academic delivery, management, and administration of students.

These services are in line with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code 2018

Student support services and wellbeing counselling personnel

Designated wellbeing team

At ACCHS, the Student Support Officer (SSO) is the designated member of staff to be the official point of contact for students. The SSO maintains up-to-date details of the college's support and welfare services. All staff members are bound by their duty of care to assist students by referring them initially to the Student Support Officer.

The SSO will determine the necessary person in the college's management staff who is the most appropriate to provide the student with the advice and support required. The SSO will make an appointment for the student to meet with that person.

In addition to the SSO, the Marketing, Admin Manager, and the CEO/PEO/PEO(s) are responsible for the provision of advice and support services to students. Students will be referred to external counselling services as required.

ACCHS also provides all students with access to Wellbeing Counsellor(s), who will be available for professional, free of charge, confidential one-on-one support sessions in person or via phone/email as

needed by students who face difficult issues in their personal lives such as illness, bereavement, relationship issues, or adjusting to a new lifestyle. During orientation students are made aware of this service, who the individual counsellor is, and the process for booking an appointment. In case of urgency, ACCHS will have Wellbeing Counsellor(s) available for students as needed and wherever possible meet students request for a specific counsellor.

ACCHS Wellbeing Counsellor provides independent support services with appropriate certificates in counselling or psychology and has a compiled up-to-date catalogue of relevant services in Sydney from which to provide referral to relevant internal and external services.

All requests for bookings can made in person at the student support reception desk or be emailed to student support. Students can also make an appointment with counsellor directly so that confidentiality can be respected.

Sufficient student support personnel

ACCHS ensures that sufficient student support services personnel are employed to meet the needs of enrolled students, which presently include:

- Reception staff that are available to assist with enrolment and general enquiries.
- Student Support staff who provide advice on student welfare matters
- Wellbeing counsellors who provide emotional and practical support such as referral and information on services to students with psychological difficulties
- Wellbeing counsellors who investigate the reasons for a student's attendance problems, and make recommendations designed to improve student's attendance.
- ACCHS CEO/PEO/PEOs and Education team that assist with academic issues including intervention strategies.
- Trainers who are a primary contact for students, governing all student academic performance and consulting Education Managers when students are at risk of not meeting academic progress requirements.
- Education Manager who oversees complaints and appeals, intervention strategies, academic compliance and governance, student welfare, critical incidents, and any regulatory student reporting requirements
- Finance division, who can assist with fee schedules and payment plans.
- Student Support Officer, who is available to assist students with accommodation information and placements.

Assisting students in adjusting to study and life in Australia

ACCHS requires that all students attend an orientation session upon commencement of their studies with ACCHS. Orientation provides age and culturally appropriate information that assists students in adjusting to life in Australia and study with ACCHS.

An introduction to Student Support Services staff in orientation and in the *Student, Handbook* ensures all

students are aware of the support available throughout their study in Australia.

All enrolled students are provided with the name and direct contact details of ACCHS CEO/PEO/PEO to request for assistance and advice where necessary.

Student Support Services are available to discuss and assist with issues that may arise, including:

- understanding and adapting to Australian culture
- coping without student's friends and family - homesickness
- issues with accommodation
- course progress and attendance requirements
- language problems
- relationship problems on campus or socially
- coping with pregnancy and support available.
- becoming the victim of a crime or having an accident
- violence at home or in a relationship
- cultural diversity
- childcare concerns
- religious issues
- complaints process
- referring student to the wellbeing counselling services provided by ACCHS, and how to book an appointment.
- making students aware of workshops offered by external agencies pertaining to: employee's rights, mental health, motivation, harassment etc.

These services are provided at no additional cost to the student. Where Student Support are not qualified or when it is not appropriate to assist a student, a free referral will be provided to external support services.

Additional support provided by student support.

- Accommodation support: ACCHS can assist with information and placement in short-term and long-term accommodation and airport transfers.
- Work reference and employment opportunities support: ACCHS CEO/PEO or staff will assist student to improve their resume, cover letter so that they can apply for jobs while studying in Australia.
- Migration support: ACCHS cannot and will not provide any assistance with regards to migration advice and all enquiries regarding migration will be referred to a registered Migration Agent.

Assisting students in meeting expected learning outcomes

ACCHS provides enrolled students with access to and encourages participation in services designed to assist meeting course and attendance requirements. ACCHS students are also monitored and supported throughout their studies.

To help students meet expected learning outcomes ACCHS strongly encourages students to access academic support services including but not limited to:

- Learning skills
- English support classes

Trainers work closely with SSO to identify and support all students at risk of not meeting academic progress and/or attendance requirements. This includes:

- contacting students who have been absent for more than five consecutive days without approval.
- referring students to the ACCHS CEO/PEO to help identify if the academic progress or attendance issues are due to psychological difficulties in their personal lives such as illness, bereavement, relationship issues, or adjusting to a new lifestyle.
- intervention strategies and action plans for students who are at risk of course failure.

Assisting students in meeting expected attendance requirements

According to National Code 2018 Standard 8, all registered providers must monitor overseas student's attendance, identify, and offer support to those at risk of not meeting attendance requirements. ACCHS CEO/PEO and SSO offer attendance counselling services to all ACCHS students, which cover the following:

- Enforce college attendance through legal action according to National Code 2018.
- Investigating upon referral the reasons for a student's attendance problems, and making recommendations designed to improve student's attendance.
- Counselling students who have attendance and psycho-social problems.
- Preparing and maintaining confidential reports and records.
- Liaising and advocating between trainers and ACCHS Staff, led by ACCHS CEO/PEO/PEO on the intervention strategies and plans.

The earlier the referral, the better the chance for student success. Early identification of students with potential attendance issues can help to prevent future problems at ACCHS. A referral should be made to the ACCHS CEO/PEO/PEO when:

- A student is absent five or more days in a row without a good reason.
- A pattern of absence begins to show (Monday or Friday absence, being late, skipping class, etc)
- A student has received the first and second attendance warning letters, but the overall attendance has not improved, and is about to receive the third warning letter.
- A student receiving written Intention to Report letter (ITR).
- Absent begins to affect academic progress
- Attempts by the college to contact the student have been unsuccessful.
- Attendance becomes a problem due to chronic illness/stress without a doctor's note.
- A trainer asks for help.

ACCHS advocates and foster the inclusion of all students in reaching their full learning potential through respectful collaboration within the students, student support officer, trainers and ACCHS staff.

Booking procedures:

1. Students may ask a Student Support Officer to help make a booking at the reception desk or email a SSO for help.

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2. SSO will decide who is the best person that the student should be speaking to and check preferred schedule and staff availability.
 3. Send booking time to staff through Microsoft Outlook and update Axcelerate.
 4. Send confirmation email to student via Axcelerate
 5. Student may also contact the ACCHS CEO/PEO/PEO directly by sending emails to CEO/PEO@acchs.edu.au.

Booking procedures for attendance or academic progress counselling:

1. Referrals regarding poor attendance are made to trainer or SSO, the record of attendance is attached.
2. SSO to check preferred schedule and CEO/PEO's availability.
3. SSO to send booking time to counsellor through Microsoft Outlook or Google Calendar and update the Axcelerate
4. SSO to send confirmation email to student via Axcelerate
5. Student may also contact the CEO/PEO directly to discuss any concerns related to attendance or progress by sending emails to CEO/PEO@acchs.edu.au.

Staff obligations regarding legislation

All staff members who interact directly with students are required to undertake relevant and appropriate training to ensure ACCHS's obligations under the ESOS framework and National Code 2018 are met. Staff awareness and training includes:

- position descriptions which include reference to ESOS Act and knowledge of ESOS Act as both a job requirement as well as desirable criteria in the selection of applicants.
- induction training and checklist on the ESOS Act and National Code, staff sign off confirming understanding of legislative requirements.
- all staff employed in Training and Assessment, Student Support Services, Administration and Marketing undertake the ACCHS annual internal training and tutorial and demonstrate their understanding of the National Code 2018
- emails and discussions at staff meetings to communicate the ESOS framework.

Staff Role

ACCHS employees must ensure that they are conversant with this policy and adhere to the procedures and delivery of services according to their designated roles.

Student Role

Students are expected to attend all orientation sessions and to familiarise themselves with information contained in the Student Handbook. Students are also expected to avail themselves of services offered

and to seek assistance in a timely manner.

This policy will be reviewed this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa. The Student Support Services Policy is made available via the ACCHS share-point internally and externally on the ACCHS website.

Critical incidents

ACCHS is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at ACCHS. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimize any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide.
- Serious accident or injury.
- Death or serious illness of a student's family or friends overseas (in their homeland).
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault,
- aggravated burglary, biological or chemical weapons found/ present.
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms.
- Threat of widespread infection or contamination.
- Civil unrest.
- Serious damage to essential facilities and or extreme disruption to operations at ACCHS; and
- Information which has the potential to negatively affect the reputation of ACCHS in the media and/or wider community.

Staff responsibility

In the first instance, the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

If possible, the PEO is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

- The Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.
- Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an emergency is occurring the Designated Officer is to contact Emergency Services by dialing 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.
- Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimize further damage or injury. This may involve organizing willing bystanders to provide support.
- The ACCHS CEO/PEO/PEO or their delegate or most senior staff member available is to assume responsibility for assessing the incident and forming a Student Support Officer if deemed necessary.

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- As soon as practical the ACCHS CEO/PEO/PEO or their delegate or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where people affected include current students, a copy of the Student Written Agreement should accompany the report.
 - The ACCHS CEO/PEO/PEO or their delegate and Student Engagement Officer/ other staff members, will review the situation, set priorities, allocate tasks/responsibilities, and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
 - Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the ACCHS CEO/PEO/PEO or their delegate as necessary.
 - The Student Support Officer will organize ongoing response/follow up (including staff briefing, counselling, review, and reporting) as part of the process.
 - The Student Support Officer will organize a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
 - The Student Support Officer will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

Tasks and responsibilities

The ACCHS CEO/PEO/PEO or their delegate or most senior staff member available will:

- Head the Student Engagement Officer.
- Liaise with emergency services.
- Liaise with Diplomatic Post/Embassy/Consulate.
- Provide notification of critical incident to most Senior Staff Member.
- Liaise with immediate family members or guardians if appropriate.
- Convene Student Engagement Officer.
- Formulate and execute critical incident plan; and
- Organize debriefing, counselling, and follow-up.

Informing the Police

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the coroner.
- Notifying Next of Kin.
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).

Notifying next of kin

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

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- What is the appropriate manner of contact?
 - What were the circumstances of the tragedy?

Ongoing support

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Student Support Officer will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 and Australian Privacy Principles to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimize distress

It is important to return to normality as soon as possible. The ACCHS CEO/PEO/PEO or their delegate should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

Emergency evacuation procedure

During the event of an emergency that requires the evacuation of any ACCHS campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class MUST stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

ACCHS agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- The fire alarm sounds, and the class prepares to evacuate immediately.
- Students must line up ready and not waste time collecting belongings.

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- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway.
 - Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
 - Attendance will be taken at the assembly area to ensure that all students and staff are present, and no one is left on campus.
 - Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.

Student support services & resources

ACCHS students are provided with academic and non- academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

Student resources

ACCHS provides students with access to a range of learning resources in its learning management systems (Accelerate), which contains a variety of additional materials to support the student's learning experience.

Student counselling

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or to the Student Support Officer.

The Student Support Officer can suggest access to specialized support for those who may need further external help. All discussions regarding this are in the strictest of confidence.

General administrative matters change of address or contact details.

Students must notify ACCHS of changes to their contact details, address, email address (if any), mobile phone number (if any) within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where ACCHS issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to college communication and is reported on PRISMS.

Student card

To obtain a student card, students must go to reception to take a photo for Student Identification, which

will be ready within 5 business/working days. Students must always carry the ACCHS student card when on ACCHS campus. The ACCHS student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees of \$25.

Termination of course

Students wishing to terminate their course earlier than the course completion date must complete an ACCHS termination form stating the reason with attached evidence and attend an interview with the ACCHS CEO/PEO/PEO or their delegate. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc.

A \$200.00 administration fee applies. If a student requests termination of a principal course of study within the first six months, the student must apply for a letter of release which will only be granted in accord with the conditions in the National Code of Practice. If a student fails to inform ACCHS that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

Extending course duration

Students requiring an extension of time to complete their course must make an appointment with the ACCHS CEO/PEO/PEO or their delegate. The only reasons for extension of course duration is:

- Compassionate or compelling circumstances
- Result of intervention
- Suspension of studies

ACCHS is required to issue a Student Course Variation (SCV) on PRISMS and include the reason.

Student request forms

Students may request information from Reception. All student forms are available at reception and any required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

Student code of conduct

ACCHS students must adhere to the following:

- Behave and speak to everyone at ACCHS in a polite and friendly manner.
- Respect all nationalities, religions, genders, etc.
- Always maintain valuable items securely
- Respect the teaching and learning process.
- Follow the published complaints and appeals processes to solve problems.
- Access ACCHS complaints and appeals process with a positive attitude.
- Contribute to a positive learning environment.

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- Treat ACCHS equipment and facilities with respect
 - Maintain personal hygiene.
 - Contribute to the safe learning environment.
 - Refrain from smoking on campus

ACCHS will contact relevant government authorities if a student brings any of the following to the ACCHS campus:

- Drugs
- Alcohol
- Weaponry
- Pornography

Students who bring any of the above to ACCHS campus will be reported to authorities, immediately and terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by Australian Immigration.

Student responsibilities

All students, throughout their involvement with ACCHS, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- Not harass, victimise, discriminate against, or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for teaching purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to ACCHS in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Make regular contact with their trainer.
- Prepare appropriately for all assessment tasks and lessons.
- Notify ACCHS if any difficulties arise as part of their involvement in the program.
- Make payments for their course within agreed timeframes, where relevant.

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.

ACCHS classroom guidelines

During theory and practical classes students will:

- Turn off mobile phones.
- Develop group and cooperation skills in the learning process.
- Maintain a positive attitude when learning becomes difficult.
- Participate in all activities.
- Follow the trainer's instructions.
- Respect the right of all classmates to learn.
- Respect the right of the trainer to train and assess.
- Request the trainer's permission if it is essential to leave the classroom.
- Submit formative and summative assessments on time.

Harassment, victimization, or bullying

ACCHS is committed to providing all people with an environment free from all forms of harassment, victimization, and bullying. ACCHS will not tolerate any behavior that harms, intimidates, threatens, victimizes, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behavior 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 rumors, offensive jokes, ignoring someone.

Victimization 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, victimized, or bullied by a staff member or student, you should follow these steps. If you feel that you are being harassed, victimized, or bullied, ideally you should tell the person that you do not like the behavior and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the ACCHS Complaints and Appeals procedure and detailed in this Handbook.

Student feedback

Students will complete the following:

- ACCHS General Feedback (at any time during study via Moodle)
- ACCHS Student Feedback (at the end of each study period via email)
- ASQA Learner Quality Indicator (at the end of the course in person)

Students are requested to answer these feedback forms honestly to assist ACCHS to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at ACCHS, this information can be provided directly to the trainer or ACCHS CEO/PEO/PEO or their delegate at any time.

Course requirements and payments

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- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course.
 - Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider.
 - If the student has nominated an authorized agent, ACCHS will honor that agent until the completion of the enrolled course.
 - Students must pay the enrolment application fee, first tuition instalment and resource fees in full prior to commencement.
 - Students must pay the full tuition fee instalment for each 10 weeks' delivery in advance.
 - In the case where instalment payments are indicated as the preferred option ACCHS will invoice for subsequent payments which are payable four weeks before commencement of the 10-week delivery period or defined as the next term
 - Note that there is a late fee charged per day for late payments. The fee for this is listed in the Fees and Charges document in Student Resources page on the website.
 - Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid.
 - Students' enrolment can be cancelled due to unsatisfactory academic progress, academic misconduct, or non-academic misconduct.

Terms and conditions

After the applicant is offered a place on a course and signs ACCHS Letter of Offer and International Student Acceptance Agreement a binding contract is made between the student and ACCHS. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before course commencement. However, to be eligible for acceptance on a course payment should be made when returning the signed International Student Acceptance Form to ACCHS. Students have the option to pay more than 50% of their fees upfront if they wish.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into ACCHS Student Fees Account. When the student commences their course, ACCHS will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in a ACCHS course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise ACCHS reserves the right to defer the students start date until the next available course intake.

Refund and cancellation

All requests for a refund of fees must be made in writing using the Application for Refund form which

may be obtained from ACCHS Reception or from the website. The form must be signed by the student. Details of the cancellation fee and refund and how it is calculated are available in the Student Support section of the website.

ACCHS enrolment and accommodation placement fees are non-refundable in all circumstances. In the case where a student enrolls through a registered ACCHS agent a refund will be paid to this agent. If the visa application is rejected, tuition fees are refunded in full. ACCHS requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a VISA. ACCHS refunds are not transferable to another person.

No refunds will be made for classes missed due to exams, excursions, internships, or other obligations that fall outside the normal schedule of classes. In the case of student suspension or expulsion there will be no refund of fees.

ACCHS reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that ACCHS is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided.

Alternatively, enrolment may be offered on a different course by ACCHS. In the unlikely event that ACCHS is unable to provide a refund or place a student on an alternative course, (provider default) ACCHS will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

ACCHS reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice. Changes in tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access ACCHS' complaints and appeals processes and to also take further action under Australia's consumer protection laws.

ACCHS reserves the right to deny a student access to ACCHS' premises and to withdraw its other services if their conduct disrupts the normal operation of the college. ACCHS's complaints resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by ACCHS will be made within four weeks of receiving ACCHS Application for Refund form. The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

Statutory cooling off period

The Standards for Registered Training Organizations require ACCHS to inform people considering

enrolment of their right to a statutory cooling off period. A statutory cooling-off period (which is 10 days) is a period provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that ACCHS do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the refund policy.

Change of session

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory academic progress is the priority.

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 (ESOS)

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://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.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.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, ACCHS 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. ACCHS has policies and procedures in place to ensure your safety and on commencement of your course you will provide 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.

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- 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 ACCHS emergency evacuation procedures and in 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.

Privacy Act 1988

An organization must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organization must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- both of the following apply:
 - The secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection.
 - The individual would reasonably expect the organization to use or disclose the information for the secondary purpose; or
- the individual has consented to the use or disclosure.

Privacy and principles

- Personal information is collected from individuals in order that ACCHS can carry out its business functions. ACCHS only collects and stores information that is related to its business purposes and legal requirements.
- In collecting personal information, ACCHS complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which the Institute operates.
- This means ACCHS ensures everyone:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Can access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about ACCHS if you consider that your personal information has been mishandled.

Collection of information

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- In general, personal information will be collected through course application and/or enrolment forms, study records, assessment records and online forms and submissions.
 - The types of personal information collected include:
 - personal and contact details.
 - employment information, where relevant
 - academic history
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - study, participation, and assessment information
 - fees and payment information

Storage and use of information

- ACCHS will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorized access, misuse, or disclosure. Personal information will be stored electronically in a secure environment to which only authorized staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about course opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress, and outcomes.
- ACCHS may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

Disclosure of information

- The personal information about students enrolled in a Course with ACCHS may be shared with the Australian Government and designated authorities. This includes personal details, contact details, course enrolment information and study outcomes.
- ACCHS will not disclose an individual's personal information to another person or organization unless:
 - They are aware that information of that kind is usually passed to that person or organization.
 - The individual has given written consent.
 - ACCHS believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorized by, or under, law.
 - The disclosure is reasonably necessary for the enforcement of criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organization to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

Access to and correction of records

- Individuals have the right to access or obtain a copy of the information ACCHS holds about them including personal details, contact details and information relating to course participation, progress, and attendance.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that ACCHS holds about them; however, there is a \$100.00 charge fee for any copies made i.e.: certificate, transcripts, or statement of attainment. Arrangements will be made within 10 working days for the individual to access their records.

Complaints about privacy

Any individual wishing to make a complaint or appeal about the way information has been handled within ACCHS can do so by following the ACCHS Complaints and Appeals Policy and Procedure.

Access to your records

You may access or obtain a copy of the records that ACCHS 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 Administration using the Access to Records Request Form. There is a \$50.00 charge for any copies made i.e.: certificate, transcript statement of attainment.

Within 10 working days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of an ACCHS staff member. Where copies of records are to be provided via post, records will only be sent to the home address the Institute holds on file for the student.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file; or
- other means necessary to grant access to current and up-to-date records.

Amendment to record

Where student requests for incorrect records held about them to be corrected, they can do so by filling

an *Amendment to Records Request Form*. If it is a change of address or contact details of a current student, they can use the *Change of Details Form*. ACCHS will review your request and if records are incorrect, update records accordingly. You will be advised in writing of the actions taken to follow up your request.

Anti-Discrimination Act 1991

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education, and accommodation. Anti-Discrimination applies to a person's race, religion, color, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favorably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The purposes of the Act are to:

- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy, or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1998

Copyright is a type of property that is founded on a person's creative skill and labor. It is designed to prevent the unauthorized use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g., broadcasts made available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a

part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labor obligations.
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards, and national minimum wage orders.
- Enabling fairness and representation at work and the prevention of discrimination by recognizing the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve complaints and disputes, and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following URL: <https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation>

Important policy and procedures

Student refunds

Any student wanting to request a refund for whatever reason must do in writing and within 14 days of the incident taking place. An application for a refund must be made in writing and addressed to the PEO, clearly stating the reason for the cancellation.

You can nominate an adult family member, over the age of 18, other than yourself, who can receive a refund on your behalf. Administration fees and processing charges as well as fees paid to education agents are non-refundable.

A 75% refund of the course fees will be given by the Institute only up to twenty eight (28) days prior to the nominated course commencement date. If more than fourteen (14) but less than twenty eight (28) days notice is given of the intention to withdraw from the course then a 50% refund will be given. If less than fourteen (14) notice is given of the intention to withdraw from the course then a 25% refund will be given. If a student fails to commence, whether the student notifies the Institute or not, no refund will be available except in special circumstances.

“Special circumstances” under which a refund will be considered and which are beyond the students control:

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- In the case of serious illness – varified by a medical certificate
 - Family or personal tragedy
 - Acts of God
 - Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
 - Where a student’s visa has not been granted

If required, or when ACCHS agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, fees paid to education agents). If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

ACCHS agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 4 weeks (20 working days). All monies paid shall be refunded in full. The Institute will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters the contract with the Institute (the student) unless they provide written directions to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

In the unlikely event that ACCHS is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. You can nominate an adult family member, over the age of 18, other than yourself, who can receive a refund on your behalf. Alternatively, you may be offered enrolment in an alternative course by ACCHS at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If ACCHS is unable to provide a refund or place you in an alternative course our Tuition Protection Service will ensure you are able to either:

- a) complete your studies in another course or with another education provider or
- b) receive a refund of your unspent tuition fees.

Go to <https://tps.gov.au/StaticContent/Get/StudentInformation> for more information.

Course transfer

The requirements for transferring from one provider to another and vice-versa for overseas students. This procedure details for assessing applications to transfer prior to completion of 6 months of their principal course. Students who have studied longer than this period can apply as normal, and no letters of release need to be sighted or produced.

ACCHS's policies support the intent of Standard 7, considers individual circumstances, and will provide a letter of release at no cost to the student if a successful application is made for release. ACCHS will always advise a transferring student of the need to contact DHA to seek advice on whether a new student visa is required. ACCHS will ensure this policy is available to both staff and students by including it in the Staff Policy and Procedure Folder available on all staff computers and the Student Handbook.

Under this policy, ACCHS will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may require support to transition to study in Australia.

ACCHS enrolling a transferring student from another provider.

ACCHS will **not** enrol any transferring overseas student prior to completion of 6 months of their principal course unless:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

ACCHS assessment process for current students wishing to transfer to another provider prior to completing 6 months of their principal course.

ACCHS will only allow a current overseas student to transfer to another provider prior to completing 6 months of their principal course if:

a) The following steps are followed.

1. Students make a written request by filling up Student Transfer Application Form to the PEO, or their delegate to transfer from ACCHS. A \$250.00 administration fee applies.
2. The student provides a valid offer of enrolment from the new institution.
3. With the valid offer of enrolment, the Institute will assess the circumstances surrounding the transfer request (see below)

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4. If the circumstances are deemed sufficient, and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DHA to determine if they need to obtain a new visa.
 5. The Institute reports student's termination of studies through PRISMS

If any of the information received regarding the transfer request is unclear, the PEO, or their delegate will need to interview the student and gain a fuller understanding of the circumstances. All requests, considerations, decisions, and copies of letters of release should be placed in the student's file.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy. ACCHS will not finalise the student's refusal status if applicable in PRISMS until the appeal finds in favour of the Institute, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.

ACCHS will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

b) Circumstances in which ACCHS will grant the request.

ACCHS will grant the request if the transfer is deemed to be in the student's best interests. These circumstances can include:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with ACCHS's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
- there is evidence of compassionate or compelling circumstances.
- ACCHS fails to deliver the course as outlined in the Acceptance of Offer document.
- there is evidence that the overseas student's reasonable expectations about their current course are not being met.
- there is evidence that the overseas student was misled by ACCHS or an education or migration agent regarding the Institute or its course and the course is therefore unsuitable to their needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

c) Refusing to provide a letter of release.

ACCHS will not issue a letter of release to a student unless the student has a valid letter of offer of enrolment from another provider and has studied for at least 6 months in the course. When a request for

release is refused, the student will be provided with a written response stating the reason for the refusal. The student will be given advice in writing that they may access the student complaints and appeals process within 20 working days as detailed in the Student Handbook if they seek a review.

d) Timeframe for assessing and replying to a transfer request.

ACCHS will decide regarding accepting or refusing a transfer request within 10 working days of receiving a written request. In situations where students are eligible for a Letter of Release, ACCHS will provide such a letter within 10 working days of receiving a written request.

Process for reporting unsatisfactory course progress.

Where **ACCHS** has assessed the overseas student as not meeting course progress requirements, the College will give the overseas student a written notice as soon as practicable, using the ***Intention to report*** letter.

In this letter, **ACCHS** will:

- notify the overseas student that the College intends to report the overseas student for unsatisfactory course progress.
- inform the overseas student of the reasons for the intention to report.
- advise the overseas student of their right to access **ACCHS's** complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

A student may appeal on the following grounds:

- **ACCHS** has not recorded or calculated your marks correctly, or
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress, or
- **ACCHS** has not implemented our intervention strategy in accordance with our documented policies and procedures, or
- **ACCHS** has not implemented other policies which may impact upon your results, or
- **ACCHS** has not made a relevant policy available to you. (Please specify)

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- If the appeal shows that there was an error in calculation, and the student made satisfactory course progress, **ACCHS** does not report the student, and there is no requirement for intervention.
- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through **ACCHS's** intervention strategy, and **ACCHS** does not report the student.

ACCHS will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if.

- the internal and external complaints processes have been completed and the decision or recommendation supports **ACCHS**, or

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- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
 - the overseas student has chosen not to access the external complaints and appeals process, or
 - the overseas student withdraws from the internal or external appeals processes by notifying **ACCHS** in writing.

Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- 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 (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies.
- a traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident or;
 - a crime committed against the student or;
 - the student has been a witness to a crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances.

ACCHS will use its professional judgment to assess each case on its individual merits.

When determining whether compassionate or compelling circumstances exist, **ACCHS** will consider documentary evidence provided to support the claim. **ACCHS** will keep copies of these documents, together with a record of why the decision was made, in the student's file.

Process for reporting unsatisfactory attendance.

Where ACCHS has assessed the overseas student as not meeting course attendance requirements, the Institute will give the overseas student a written notice as soon as practicable, using the ***Intention to report*** letter.

In this letter, ACCHS will:

- notify the overseas student that the Institute intends to report the overseas student for unsatisfactory attendance.
- inform the overseas student of the reasons for the intention to report.

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- advise the overseas student of their right to access ACCHS's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

A student may appeal on the following grounds:

- ACCHS has not recorded or calculated your attendance correctly, or
- There are compassionate or compelling reasons which have contributed to your unsatisfactory attendance, or
- ACCHS has not implemented our intervention strategy in accordance with our documented policies and procedures, or
- ACCHS has not implemented other policies which may impact upon your attendance, or
- ACCHS has not made a relevant policy available to you.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- If the appeal shows that there was an error in calculation, and the student has satisfactory attendance, ACCHS does not report the student, and there is no requirement for intervention.
- If the appeals process shows that the student does not have satisfactory attendance, but there are compassionate or compelling reasons for the lack of progress, ACCHS may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at **least 70 per cent of the scheduled course contact hours.**

ACCHS must only report unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports ACCHS, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying ACCHS in writing.

Deferring, suspending, or cancelling the overseas student's enrolment.

This outlines the requirements and procedures when ACCHS wishes to suspend and cancel a student's enrolment and the requirements and procedures when a student requests a deferment or suspension, including:

- ACCHS will ensure this policy is available to both staff and students by including it in the Staff Policy and Procedure Folder available on all staff computers and the Student Handbook.
- ACCHS will maintain a record of any decisions made regarding deferring, suspending, or cancelling

an overseas student's enrolment.

- ACCHS has a process for assessing, approving, and recording a deferment of the commencement of study or suspension of study request by an overseas student.

Student request for deferment of the commencement of study or suspension of study Course deferment

Students who are unable to arrive and start their course on time as agreed, or no later than seven (7) days after the agreed start date, will have to apply to ACCHS to defer their studies.

If a student wants to start their course more than seven (7) days after the agreed date, they must contact ACCHS and request an *application to defer or suspend form* by email.

They would need to fill out this form and return it to the Institute. For the application to be approved, the student would need to demonstrate compassionate or compelling circumstances in the form of a letter, and other supporting documentation, if necessary, as to why they want to delay starting their studies.

Suspension from study

Students who would like to suspend their studies must first speak to the ELICOS Coordinator or their delegate. An *application to defer or suspend form* must be completed which will need to be approved by the ELICOS Coordinator or their delegate. Prior to applying to suspend their program, students must ensure that they have paid any outstanding Institute fees.

They would need to fill out the application to defer or suspend form and return it to the Institute. For the application to be approved, the student would need to demonstrate compassionate or compelling circumstances in the form of a letter, and other supporting documentation, if necessary, as to why they want to delay their studies. A fee of \$50.00 per issuance of new CoE applies.

Procedure for recording deferments or suspensions

- Student requests deferment or suspension of course studies
- Request made in writing using *application to defer or suspend form* and evidenced with a medical certificate or letter outlining the exceptional circumstances for which they are seeking a deferment or suspension.
- Request to be assessed by the ELICOS Coordinator, using *review form*.
- If circumstances are deemed exceptional a deferment or suspension will be granted
- Student will be granted a deferment or suspension for up to 12 months before an enrolment will be cancelled.
- Requests involving circumstances not deemed exceptional will not be granted.
- Institute reports student to Secretary of DET via PRISMS
- Student sent *letter to student* from the Institute outlining decision and reasons why.
- The *application to defer or suspend form*, the *review form*, and the *letter to student* from the Institute will be placed in the student file, along with any other supporting documentation.

ACCHS suspending or cancelling a student's enrolment.

ACCHS may suspend or cancel a student's enrolment including, but not limited to, based on:

- misbehaviour by the student
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement.
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

General misconduct

Students are expected to respect other students, staff, and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Institute property or the property of others; alters/defaces Institute documents or records; prejudices the good name of ACCHS, or otherwise acts in an improper manner.

ACCHS will report all criminal acts committed by its students to the relevant authorities. The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- contravenes any rules or acts.
- prejudices the good name or reputation of ACCHS.
- prejudices the good order and governance of ACCHS or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the Institute.
- fails to comply with conditions agreed to in the contract.
- wilfully disobeys or disregards any lawful order or direction.
- refuses to identify him or herself when lawfully asked to do so by a staff member of ACCHS.
- fails to comply with any penalty imposed for breach of discipline.
- misbehaves in a class, meeting or other activity under the control or supervision of the Institute, or on Institute premises or other premises to which the student has access as a student of ACCHS.
- obstructs any member of staff in the performance of their duties.
- acts dishonestly in relation to admission to ACCHS.
- knowingly makes any false or misleading representation about things that concern the student as a student of ACCHS or breaches any of ACCHS's rules.
- alters any documents or records.
- harasses or intimidates another student, a member of staff, a visitor to ACCHS, or any other person while the student is engaged in study or other activity as an Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason.
- breaches any confidence of ACCHS.
- misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from ACCHS premises while

acting as an Institute student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others.

- steals, destroys, or damages a facility or property of ACCHS or for which the Institute is responsible; or
- is guilty of any improper conduct.
- fails to attend and participate in classes regularly.

Penalties for general misconduct

- Penalties imposed will consider the nature and the extent of the misconduct.
- A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from ACCHS.

If the student admits to the alleged misconduct, the ELICOS Coordinator or their delegate may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from ACCHS.

The VET ACCHS CEO/PEO/PEO may then impose the penalty of permanent exclusion from ACCHS in the case of physical or verbal abuse of students or staff of **ACCHS**, repeated or severe misconduct, or in the case of criminal acts.

Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a trainer about their knowledge, ability, or the amount of original work they have done.

a) Student's responsibilities:

Written Assessment

- Students must not help or receive assistance from other students.
- Students must not request the loan of or lend materials or devices to other students.
- Students must not bring any materials into the test room other than those specified for that test.
- Students must not use computer software or other devices during a test other than those specified.
- Students must not copy or paraphrase any document, audio-visual material, computer-based material, or artistic piece from another source except in accordance with the conventions of the field of study.
- Students must not use another person's concepts, results or conclusions and pass them off as their own.

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- In cases where the assessment task is intended to be individual work and not groupwork, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
 - Students must not ask another person to produce an assessable item for them.

b) ACCHS's responsibilities:

Procedural fairness

- Students must be treated fairly, with dignity and with due regard to their privacy.
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

c) Penalties

- Penalties imposed will consider the nature and the extent of the misconduct.
- A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from ACCHS.
- The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the course, exclusion from ACCHS.

Financial misconduct

Any student who fails to maintain up-to-date payments for their course will be breaching their financial obligations. Any student who falls more than one study term in their payments will be notified that if they do not make payment within 7 days of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct.

Breach of course progress or attendance requirements

ACCHS will refer to the **Monitoring Overseas Student Progress Policy** or the **Monitoring Overseas Student Attendance Policy**, depending on the circumstances.

Prior initiating a suspension or cancellation.

Before initiating a suspension or cancellation of an overseas student's enrolment ACCHS will:

- thoroughly investigate the matter, using the *review form*.
- inform the overseas student of that intention and the reasons for doing so, in writing (*letter to student*)
- advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Provision of notification and appeal

- Students must be notified in writing of penalties because of any misconduct. The misconduct will be outlined in detail.
- The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision.

Students have the right to appeal a decision by ACCHS to suspend or cancel their studies and ACCHS will not notify DET of a change to the enrolment status until the internal complaints and appeals process is completed.

Appeals must be lodged in writing with the CEO/PEO within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

When there is a deferral, suspension or cancellation action taken

When there is a deferral, suspension or cancellation action taken ACCHS will:

- inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa.
- report the change to the overseas student's enrolment under section 19 of the ESOS Act.

Please Note:

The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Complaints and appeals policy.

ACCHS has and implements when required a documented and fair internal complaint handling and appeals process and policy for the resolution of any type of dispute involving a student that includes access to an independent external body. In addition, ACCHS provides overseas students with comprehensive, free, and easily accessible information about that process and policy.

ACCHS will respond to any complaint or appeal the overseas student makes regarding his or her dealings with ACCHS, the ACCHS's education agents or any related party ACCHS has an arrangement with to deliver the overseas student's course or related services.

ACCHS's internal complaints handling, and appeals process and policy are fair and documented. ACCHS provides the overseas student with comprehensive, free, and easily accessible information about that process and policy – through the Student Handbook.

ACCHS will maintain the student's enrolment while the complaints and appeals process are ongoing. This does not necessarily mean that a student will remain in class.

Process for the overseas student to lodge a complaint or appeal.

Informal complaint procedure

- Student has a complaint
- Approaches CEO/PEO or Student Support Officer with complaint
- CEO/PEO or Student Support Officer resolves complaint internally on an informal basis

Formal complaint procedure

- Student has a complaint.
- Student lodges the complaint in writing to the CEO/PEO or the Student Support Officer within 5 working days of the incident occurring.
- The written complaint will be acknowledged by ACCHS Staff in writing, along with an outline of the processes to be followed and an estimated time frame.
- You will be given an opportunity to formally present your case at minimal or no cost and be assisted by a support person at any relevant meetings.
- Assessment of the complaint to begin within 10 working days of the written complaint being received by the CEO/PEO. The assessment will be conducted in a professional, fair and transparent manner.
- Student's enrolment will be maintained during the assessment process.
- A written statement of the outcome of the complaint assessment, including detailed reasons, will be given to the student as soon as practicable, with detailed reasons for the outcome.
- A written record of the complaint will be kept by Student Support Officer, including a statement of the outcome and detailed reasons for the outcome.

In the event of a favourable outcome for the student, CEO/PEO will immediately advise and implement any decision.

Internal appeal

If a student is unhappy with the result, they will be able to lodge an internal appeal. This appeal is a separate process to the procedure outlined above and will be carried out by a minimum of two senior staff of ACCHS, including the Director. All time periods and rules related to the initial procedure outlined above also relate to the appeals process.

ACCHS will commence assessment of the appeal within 10 working days of it being made in accordance with ACCHS complaints handling and appeals process and policy and finalize the outcome as soon as practicable. ACCHS will conduct the assessment of the complaint or appeal in a professional, fair, and transparent manner.

External review

If the overseas student is not successful in the registered provider's internal complaints handling and appeals process, ACCHS will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost.

ACCHS will give the overseas student the contact details of the appropriate complaints handling and external appeals body – see below:

External bodies

- NSW Ombudsman: <https://www.ombo.nsw.gov.au/>
- ASQA: <https://www.asqa.gov.au/complaints>

Note: ASQA will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate.

A decision in favor of the overseas student

If the internal or any external complaints handling or appeal process results in a decision or recommendation in your favor, we will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise you of that action

Leave application procedure.

Where students require special leave, Leave Application Forms are available from reception and the website and must be completed with supporting documentation attached to set an appointment with the Student Support Officer or their delegate. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately.
- Minor matters worthy of approval will be processed within 5 business/working days.

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress.

Sick leave

Students who are absent for 2 consecutive classes due to medical reasons MUST provide a medical certificate from a registered doctor and fill up the ACCHS Leave of Absence Form. Where illness is for an extended period, the student must notify ACCHS as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, ACCHS records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student learner management system.

Students must keep the original medical certificate(s) to provide to DHA if required. ACCHS maintains copies of medical certificates in the student file.

Payment of tuition fees

Students must pay their tuition fee payments by the due date to be registered for a class. If a student has not paid their fees, they are deemed to be non-financial. Non-financial students may be subject to the following:

- Students will not be registered/allocated to a class while non-financial.
- Students will be charged a late payment fee.

Notification of non-payment of fees

- Reminder Letter – will be sent 7 working days before the due date.
- First Warning letter – will be sent 7 working days after the due date.
- Second Warning letter – will be sent 7 working days after receiving the first warning letter.
- ITR – will be sent 72 hours after they received the second warning letter.