

International Student Handbook



Table of Contents

1.0	Introduction	4
2.0	Training Locations	5
	Level 3, 123 Lonsdale Street, Melbourne, 3001	6
	537 Kessels Road Macgregor Queensland	7
3.0	Qualifications	7
4.0	Orientation and Induction Program	8
5.0	Pre-Enrolment Information	8
5.1	Adjusting to life in Australia	8
	Melbourne	8
5.2	Climate	9
5.3	Accommodation options	9
	Private Rental/Share accommodation	10
5.4	Shopping and Food	10
5.5	Culture Shock	10
	Some common examples of Australian slang:	11
	Public Holidays	12
5.6	Transport	13
5.7	Employment	13
5.8	Emergency Assistance	14
5.9	Local Medical & Health Services	14
5.10	Special Services	14
5.11	Legal Services	15
6.0	Student Recruitment, Selection and Enrolment Procedure	15
6.1	Course & Admission Requirements	16
6.3	Language Literacy & Numeracy	16
7.1	Student Support Services	16
8.0	International Student Visa Requirements	17
8.4	Education of Dependent Children	18
9.0	Overseas Student Health Cover	19
10.0	Course Content, Assessment	19
10.1	Course Delivery	20
11.0	Full Time Study & Satisfactory Academic Performance/Course Progress	20
11.1	Satisfactory/Unsatisfactory Academic Performance/Course Progress	20
12.0	Qualifications to be issued	22
13.0	Pathways to Further Study	22
14.0	Applying for Course Credit: Credit Transfer or Recognition of prior learning (RPL)	22
15.0	Relevant legislation	25
16.0	Access & Equity policy	26
17.0	Student Code of Conduct	26
18.0	Complaints & Appeals Procedure	26
19.0	Course Deferral, Suspension or Cancellation	27
19.1	Student Initiated Deferral, Suspension or Cancellation	27
20.0	Transfer of student enrolment	29
21.0	Refund Policy	30
21.1	Full refund of Tuition Fees	30



AUSTRALIAN COLLEGE OF TRADE

Number:	ES0054
Version:	2018 V2
Date of Issue:	MAR 2018
Student Category:	INT

21.2	Partial refund of Tuition fees	30
21.3	No Fee Refund.....	30
21.4	Refund Requests	31
21.5	Approvals	31
21.6	Payment of Refunds.....	31
22.0	Course Fees	31

1.0 Introduction

Australian College of Trade (ACOT) has its main and original campus in Thornbury, an inner suburb of Melbourne, Victoria, Australia. Recently it has added locations in the Melbourne CBD and Brisbane, Queensland. It is a Registered Training Organisation that meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia.

The various Commonwealth and State authorities that monitor and audit ACOT's training and assessment include:

- Australian Skills Quality Authority-ASQA
- Skills Victoria (SVTS) as part of the Victorian Government's Skills First Funding Program
- Licensing and Regulation Division of Victoria Police (LRD)

ACOT provides several courses to meet the needs of its student cohorts. ACOT provides educational services to numerous students from diverse backgrounds and walks of life. Our ideally located college has all the advantages of a new generation, multi-disciplinary school, with accredited courses and quality assurance.

Thornbury is an affordable, vibrant and fast developing suburb of Melbourne, perfectly suited for students who want to live near their college. As you read this handbook, we encourage you to consider ACOT as your college of choice, where professional standards in education, a supportive environment that translates into academic success and achievements, are always a priority.

Our class sizes, accessible teaching staff and learning facilities provide the personal attention to support students in gaining their qualifications. Studying at ACOT is an investment in your future through:

- Accredited, nationally recognised programs, delivered in accordance with Commonwealth Education Services for Overseas Students (ESOS) Act
- Personalised training
- Value for money
- ACOT's extensive facilities that allow us to embed industry standard training into our courses ensuring relevant outcomes
- Comfortable transition to studying and living in Australia for international students

"We look forward to welcoming you to your college."

2.0 Training Locations

859 High Street, Thornbury

The majority of ACOT's training is conducted at The Thornbury Theatre, 859 High Street, Thornbury VIC 3071

ACOT has revived the historic Thornbury Theatre as a dynamic Entertainment, Event and Training Complex. Since 2008 ACOT has been utilising the grand facilities of the Thornbury Theatre to enhance the student experience. All hospitality students are provided with the opportunity to gain workplace training in any of the many and varied functions and events held regularly. The on-site facilities include two large commercial kitchens and two separate ballroom areas capable of entertaining up to 1100 patrons at a time.

Consisting of over 2000 square metres of floor space, the beautifully restored and renovated Thornbury Theatre has ample space for training areas and a combination of practical and theory classes.

Features of the immediate area

Facilities are conveniently and centrally situated in the centre of Melbourne's CBD and are easily accessed via public transport. This central location lends itself to shopping, dining, touring, recreational activities with the advantages that a cosmopolitan urban lifestyle will offer.

At both above training locations, training and assessment facilities include:

- Fully equipped classrooms with desks, chairs, projection equipment
- Computer and printer lab
- Resource Library
- Recreation areas that have coffee & tea facilities

Specific facilities at Thornbury also include:

- Industry relevant training in the fully equipped training kitchens as well as function and event facilities at the Thornbury Theatre.
- Free Access to many entertainment and music events held at the Thornbury Theatre.

Level 3, 123 Lonsdale Street, Melbourne

This campus location is utilised by ACOT for theory classes and caters to those students studying specific courses and who preferred to study in the Central Business District and at specific times and days of the week. To this end, the campus hours are late afternoon during the week and all days on

537 Kessels Road Macgregor Queensland

This campus location is utilised by ACOT for classes in the Certificates II & III in Security Operations. Campus operates five days each week during the hours of 9 am and 9 pm. Features of the immediate area including public transport

Facilities are conveniently and centrally situated in the suburb of Macgregor which is half an hour's drive from Brisbane's CBD. It is serviced by public transport in the form of buses with stop 58 being within short walking distance. There are large and easily accessible shopping centres within a short walk and sports and fitness facilities including QSAC.

For more information on public transport in Brisbane: <https://translink.com.au/weekends>.

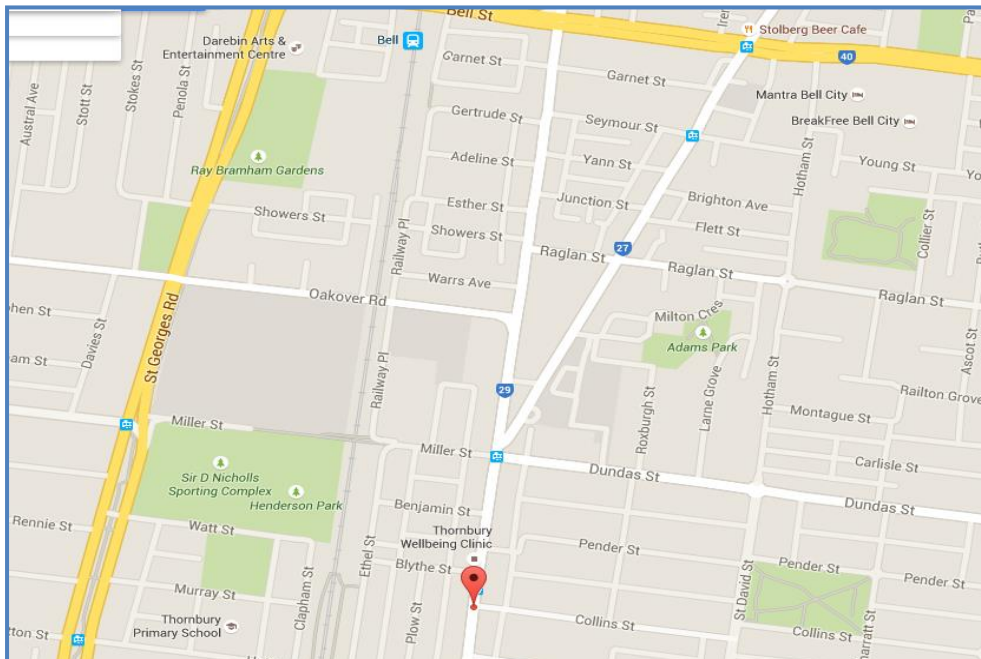


AUSTRALIAN COLLEGE OF TRADE

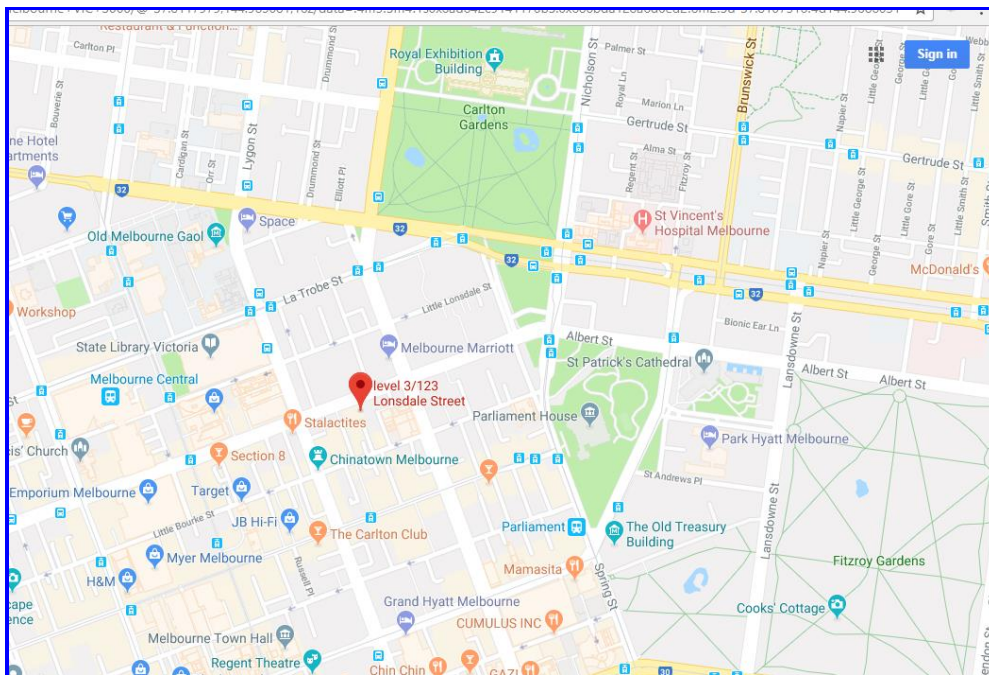
Number:	ES0054
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CAMPUS MAP LOCATIONS

859 High Street Thornbury, 3071



Level 3, 123 Lonsdale Street, Melbourne, 3001



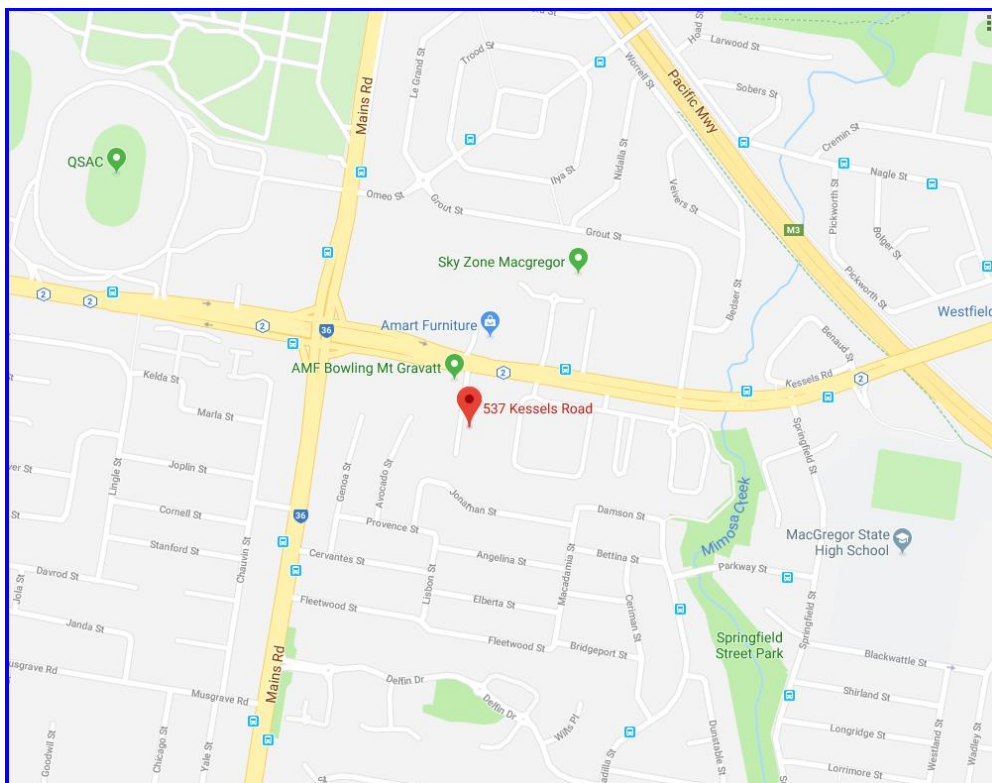


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AUSTRALIAN COLLEGE OF TRADE

Number:	ES0054
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3.0 Qualifications

ACOT offers the following accredited and nationally recognised qualifications to international students:

Business – Management

- Certificate IV in Leadership & Management (BSB42015)
- Diploma of Leadership & Management (BSB51915)

Hospitality

- Certificate III in Commercial Cookery (SIT30816)
- Certificate III in Hospitality (SIT30616)
- Certificate IV in Commercial Cookery (SIT40516)
- Certificate IV in Hospitality (SIT40416)
- Diploma of Hospitality (SIT 50416)
- Advanced Diploma of Hospitality Management (SIT60316)

Accounting

- Certificate III in Financial Services (FNS30115)
- Certificate IV in Bookkeeping (FNS40215)
- Certificate IV in Accounting (FNS40615)
- Certificate IV in Hospitality (FNS50215)

Security Operations

- Certificate II in Security Operations (CPP20212)
- Certificate III in Security Operations (CPP30411)

Address and Contact Details

You must advise us of your home address and contact details (phone number and email) in Australia, at the time of enrolment. If these details change during your period of study with us, **it is your responsibility to inform about your new contact and/or address details within 7 days. This is an obligation of your student visa** and will ensure that we are able to contact you and issue your Certificate or Statement of Attainment in a timely manner.

4.0 Orientation and Induction Program

An extensive induction and orientation program provides information on studying at ACOT and living in Australia. Held during the first day of course commencement, the program covers detailed information on enrolment, the school, tuition fees, immigration, health cover and much more. Its purpose is to fully inform new students of most aspects of life at ACOT. In addition, The college staff will be introduced, a tour of the college, the Thornbury Theatre and the surrounding area will take place, presenting an ideal opportunity to meet other international students and sample some of the local attractions.

Your first few days at ACOT will be spent getting to know all about the college, its facilities, meeting your coordinator and teachers, asking questions about your course and learning a little about life in Australia. This will assist you in learning how to settle in quickly and enjoy your time here.

It is important that you attend the Orientation/induction program as many things are covered in this compulsory program.

- Welcome by the CEO, Director of Studies
- Introduction to the VET Coordinator, classroom teachers and fellow students
- Completion and quality checking of personal details and student enrolment information
- Information about the requirements of ACOT and Department of Home Affairs (DHA)
- Presented with an orientation pack, which will include this Handbook
- All policies and procedures relevant to you, explained and copies included in the Orientation Pack
- Discussion covering living, studying and working in Australia
- Tour of campus including classrooms and recreation areas, WHS and Fire Evacuation Procedures
- Credit transfer & Recognition of Prior Learning (RPL) process discussed
- Informed of course progress requirements
- Assistance with banking arrangements
- Informed about study pathways available after completion of your studies at ACOT
- Issued with a student identification card

5.0 Pre-Enrolment Information

5.1 Adjusting to life in Australia

Melbourne

Melbourne is the capital of Victoria and has a population of about 4.5 million. The city is situated on Port Phillip Bay on the south-eastern coast of Australia. Melbourne is a clean, safe city with lots of beautiful parks and gardens. It is a cosmopolitan, multicultural city - famous for its wide variety of restaurants, shopping centres, entertainment venues and sporting facilities. Melbourne has a low

crime rate and has excellent emergency and hospital facilities making it a comfortable, easy city in which to live.

5.2 Climate

Melbourne has a comfortable temperate climate with 4 seasons. Summer is generally hot and dry, and winter is cool with occasional rain. It is a good idea to bring a woollen jumper or windproof jacket for the winter months. In summer, light cotton clothing is best. Most students dress casually: T-shirts, jeans, sweaters, shorts, windcheaters and comfortable shoes.

- Summer: (Dec, Jan & Feb) January and February are the hottest months. Daily maximum temperatures are between 25-30°C. On a hot day the temperature can be between 35-40°C.
- Autumn: (Mar, Apr & May) Most days are pleasantly mild.
- Winter: (June, July & Aug) Days can be cold and windy. Temperatures range between 10-15°C
- Spring: (Sept, Oct & Nov) Days are slightly warmer. Temperatures range between 15-27°C

5.2 Living costs in Australia

Australia is a modern, welcoming and affordable country, which enjoys one of the highest standards of living in the world. A single student should budget approximately \$18,000 per year, or about \$350 per week, for living expenses. The cost of living in Melbourne varies greatly, depending on your personal needs and tastes. Exchange rate fluctuations may also affect your budgeting. For more information about living and accommodation expenses in Australia please see the following links:

www.studiesinaustralia.com/living_in_australia

www.studiesinaustralia.com/studying-in-australia/accommodation

Some indicative costs are provided below:

- Food and drink (weekly \$70; annually \$3,640)
- Travel (up to 10 km from city) (weekly \$30; annually \$1,560)
- Telephone (weekly \$10; annually \$520)
- Gas, electricity, water (weekly \$20; annually \$1,040)
- Personal expenses (clothes, entertainment) (weekly \$40; annually \$2,080)

5.3 Accommodation options

ACOT can assist future international students with advice regarding accommodation located near ACOT's facilities.

Home stay \$165–\$325 a week

Home stay offers students the opportunity to experience everyday Melbourne living in a family home. Hosts are normally welcoming and helpful which makes it a popular choice for younger students and those studying short-term English courses. Meals are usually included in the cost. Single or shared rooms may be offered, with rent priced accordingly. Self-catering home stay, if available, can be particularly economical. For details on how to arrange a home stay see <http://homestaynetwork.org>

Hostels and guest houses \$140–\$320 a week

Hostel living in Australia, a convenient and cost-effective option for students, is operated by organisations such as Youth Hostels Australia and the Young Men's Christian Association (YMCA). Generally, students share kitchen and bathroom facilities.

Private Student Studio Apartments

There are many private companies that offer student accommodation, usually in the form of studio or one-bedroom apartments. We have listed some of the providers closest to VIMT. The weekly charges range from \$255 to \$500 per week and are subject to six or twelve-month lease agreements, depending on the Landlord's requirements.

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

<https://unilodge.com.au/lodge/cobden>

<http://urbanest.com.au/melbourne>

Private Rental/Share accommodation

Landlords require a security bond equal to one month's rent as well as one month's rent in advance. Rental prices for properties will vary depending on location, furnished or unfurnished but sharing can make private rental more affordable. Share weekly rates start around \$180 per week with extra charges for electricity etc.

Students at ACOT who choose to rent accommodation with friends or fellow students usually must provide their own furniture. Landlords require a security bond equal to one month's rent as well as one month's rent in advance. If you wish to share rent with people other than friends or fellow students you can find share rental on web sites such as www.easyroommate.com or www.housemates.com.au.

5.4 Shopping and Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. There are also many retail outlets that specialise in vegetarian and vegan foods as well as organic markets. Halal and kosher foods are also available in different parts of Melbourne. Melbourne's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Malaysian, Greek, Indian, Thai, Vietnamese, French and Indonesian.

Thornbury and the surrounding area have many large shopping centres including Northland, the Preston Market, department stores, discount stores and supermarkets that can be reached easily by public transport.

5.5 Culture Shock

Moving to a new country and culture different from your own can be difficult. Although a change in culture is exciting, you may experience some "culture shock". The people, customs and language are unfamiliar and not always easy to understand and it is very common to feel homesick. Remember - it is only temporary!

What is Culture Shock?

Culture Shock or Homesickness may be experienced as a feeling of nervousness, fear, loneliness, unhappiness or any unpleasant feelings that affect us, when we are living in a different place that is new to us or in a culture very different from our own home country or family culture.

It happens to everyone, including people born in Australia who move away from family and friends in order to study and work. For most people, it is mild and doesn't last long. For some, it is stronger and makes them want to go straight home. Allow yourself some time to become acclimatised to your new surroundings and make the most of this great opportunity to learn lots of new things about the world and develop as an individual.

Keep in regular contact with family and friends in your own country and tell them all about your new experiences. Try to make friends in Australia and do as many 'new' activities as possible. Be positive about your new activities. Joining a local sports club, special interest or church group can help introduce you to people.

Trainers at ACOT can help you deal with any problems you may experience. Drop in for a chat or make an appointment to speak to your Trainer or the Student Support Officer, if you do get sad or lonely.

Aussie language

It may take a week or two to get used to the Australian pronunciation of the English language. Even those of you who have studied English for some years may think that Australian English is a completely new language. Some Australian people tend to speak very quickly and run words together.

Many Australians also use a lot of 'slang'. If you are not sure what something means don't be afraid to ask. You will learn some interesting expressions! "Carn, give it a shot!" (Come on, give it a try!)

Some common examples of Australian slang:

Mate = friend; G'day = Good day/Hello; Good on ya = well done; Footy = Australian Rules football

Arvo = afternoon; Aussie = Australian; Barbie = barbecue/BBQ; Hang on = wait a moment;

I dunno = I don't know; Beaut = Great/fantastic; Bikkie = biscuit/cookie; Bloke = man/ guy

Brekkie = breakfast; Bring a plate = bring a plate of food to share; Brunch = Combined meal for breakfast & lunch, around 11:00am

BYO = bring your own (drink); Cracked it = to get very upset , annoyed.

Dodgy = suspicious or dishonest; Doona = bed quilt usually filled with feathers

Jumper = Pullover/Sweater; Lollies = sweets, candy ; Na/Nuh/Nope = no;

No worries = no problem; See ya = good bye; Yeah/Yep = yes ; Ya reckon? = Do you think so?

Places to visit in Melbourne

There are many exciting and interesting things to do while living in Melbourne. Worthwhile places to visit include:

Melbourne Zoo

Experience the wonders of wildlife at the award-winning Melbourne Zoo.

Melbourne Aquarium

Wiggle with an octopus and see sharks being fed at the Melbourne Aquarium.

Melbourne Museum

Enjoy impressive and informative, world-class exhibitions.

Southgate Arts and Leisure Precinct

Southgate has been a popular meeting place for Melbournians since its opening in 1992. There are three levels of high quality shopping, bars and restaurants. During a stroll down the promenade you may also encounter some unique street performers. Bring your camera along too to get some great photos of the city skyline day or night.

City Circle Tram

See central Melbourne aboard the free and convenient City Circle Tram. Get on and off the distinctive maroon trams at any of the marked tram stops around the CBD.

Further from Melbourne but still within a day trip's reach are:

Healesville Sanctuary: A unique Australian animal park offering a rare insight into Australia's unusual flora and fauna.

The Great Ocean Road: A magnificent 250 km drive along Victoria's south western coast offering spectacular ocean views and rugged coastline.

Sovereign Hill, Ballarat: Step back into time and discover where gold was found in Victoria. Visitors can experience life as it was in the 1850s during the Gold Rush.

Phillip Island: This beautiful island is well known for being the location of Australia's fairy penguins.

If you would like more information about places to visit, Melbourne's Tourist Information Office is at Federation Square, opposite Flinders Street Station. It is open 7 days a week and you can find information about Melbourne and Victoria. You may also check the following websites:

- <http://www.visitvictoria.com>
- <http://www.visitmelbourne.com>

Things to do in Melbourne

Festivals

International Comedy festival
International Festival of the Arts
Chinese New Year Parade
Moomba Festival
Bells Beach Surf Classic

International Sporting Events

Spring Racing Carnival & Melbourne Cup
Australian Open (Grand Slam Tennis)
Grand Prix Racing
World Series Test Cricket

Public Holidays

There are several national and state public holidays. During these days government departments, banks, businesses and some leisure centres may not be open:

New Year's Day	1st January	Easter Monday	Different every year
Australia Day	26th January	Queen's Birthday	2nd Monday in June
Labour Day	2nd Monday in March	Melbourne Cup Day	1st Tuesday in November
ANZAC Day	25 April	Christmas Day	25th December
Good Friday	Different every year	Boxing Day	26 December

5.6 Transport

Melbourne has an extensive public transport system of buses, trains and trams. All can be accessed using one ticket. Ticketing is controlled via the use of a fully automated smart card called MYKI. For more information please follow the link to www.myki.com.au. Cars travel on the left side of the road. Drivers can use their home country licenses for three months from the date of entry to Australia. An international license can be used providing the license from the country of origin is also valid. The following links will help you to get around in Melbourne Street directories:

- www.whereis.com.au
- www.street-directory.com.au
- www.victrip.com.au (provides information on the public transport system in Melbourne, including costs and timetables.)

5.7 Employment

Working in Australia can be fun and a great way to make friends.

Australian immigration laws allow students to work for a limited number of hours, however students should not rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

To be eligible to work in Australia, international students must apply to the Department of Home affairs (DHA) for the right to work after the commencement of their studies. International students should not expect to cover the costs of their tuition fees and living expenses from casual or part time employment. Holders of a student visa with work rights are entitled to work up to 20 hours per week however, students must ensure that work does not interfere with their study.

Although Australia is generally experiencing a skills shortage part time employment may not be easily obtained. Students should refer to the Department of Home affairs for advice on their allowable hours in which they can gain employment and work. For more information on visa conditions please visit: <https://www.homeaffairs.gov.au>

5.8 Emergency Assistance

Police, Fire & Ambulance (Emergency)	000
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5.9 Local Medical & Health Services

Dundas Street Medical Clinic, 4 Dundas St, Thornbury	(03) 9484 2007
Medical Clinic, 753 High St., Thornbury	(03) 9429 5677
The Alfred (Hospital), Commercial Road Prahran	(03) 9076 2000
Monash Medical Centre (Hospital) 246 Clayton Road, Clayton	(03) 95946666
St Vincent's Private Hospital, Fitzroy	(03) 9417 1055
Jessie McPherson Private Hospital, Clayton	(03) 9594 2555
Epworth Freemasons Hospital, East Melbourne	(03) 9418 8188
Melbourne Private Hospital, Parkville	(03) 9349 3566

For further Information about medical services available in your area, please visit
www.ahm.com.au/Hospital-Network or <http://www.doctors-4u.com/melbourne/areas.htm>

5.10 Special Services

24-hour Women's Domestic Violence Crisis Line	(03) 9373 0123 or Free call 1800 015 188
Vic Deaf Hearing Services	(03) 9657 8199
Beyond Blue National Depression	1300 224636
Victorian Poisons	13 11 26 (24hrs, 7 days a week)
Vic Roads	13 11 71
24 Hour Drug and Gambling Counselling Information and referral service	(03) 9416-1818
Alcoholics Anonymous	(03) 9429 1833
Gamblers Anonymous	(03) 9696-6108
Grief Line	(03) 9596-7799 (12pm to 12am)

5.11 Legal Services

Law Institute Victoria Legal Referral Service	(03) 9607 9550 referrals@liv.asn.au
Victoria Legal Aid	(03) 9269 0234

6.0 Student Recruitment, Selection and Enrolment Procedure

Applications of prospective students who apply for admission into any courses (Diploma/Certificate) at ACOT are reviewed by the college's Administration Staff, who are also responsible for assessment of the Application for Enrolment Form. Applicants will also be assessed to determine whether they have the required entry-level competencies enabling them to be admitted into the applied for courses.

In the case of international students having reached an admission decision, the prospective student's English language skills will also be assessed. If an applicant cannot produce a satisfactory IELTS (or equivalent) score, and doubts arise about their English language proficiency to cope in an academic environment, the applicant will be advised to enrol in an English (ELICOS) or ESL course for an appropriate duration until the student achieves an IELTS or equivalent score of 5.5 or higher. In a situation where the student can demonstrate that he or she can communicate in English, but cannot produce any formal English qualification as described above, the student will be required to complete an IELTS or equivalent test in Melbourne and achieve an IELTS or equivalent score of 5.5 or higher.

In some instances, an applicant will be asked to complete an English assessment with the college's Director of Studies or Student Support Officer.

If the applicant is deemed as having an English level which will enable them to complete the applied for course, their admission will proceed.

The participants for each program offered by ACOT will be selected in a manner reflecting access and equity principles.

- As far as possible all applications and course enquiries will be dealt with in a timely fashion.
- All correctly completed applications forms that do not require closer evaluation or additional information will be "turned-around" within a period of 5 working days.
- A Student Contract (Enrolment Acceptance Agreement) will be signed before fees are handled and the student fully enrolled.
- Where additional information or evaluation is required it will be requested and/or evaluated within a 5-working day period.
- Students will be formally enrolled and a student number allocated on the student induction day (Please refer Student Induction Process Flowchart – Step 1 at the following link http://www.acot.vic.edu.au/student_area/induction.html)
- Student applications from overseas jurisdictions will undergo a process to determine the status of academic qualifications. Offshore applications will also have a detailed process to satisfy DHA Genuine Temporary Entrant requirements.
- It is noted that if the student has obtained a student visa then there has been a measure of validating the authenticity of the qualification through the process of gaining the visa.
- Where students apply for course credit with qualifications which fall outside of Australian mainstream awards they may be asked to validate the qualification through AEI-NOOSR at their cost.

6.1 Course & Admission Requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria:

Refer to Admission Requirements within Course Details of ACOT Website (www.acot.vic.edu.au)

- All international students must be 18 years of age, or older, and have satisfactorily completed minimum of Year 11 or an equivalent level.
- A proficiency in English language level or its equivalent is required for all international students.

6.2 Admission Requirements for International Students

- The following English language requirements, as a minimum, must be achieved:
- IELTS score (Academic version) of 5.5 overall band-or equivalent, with no individual band lower than 5, OR equivalent Or
- TOEFL score of 530
- The medium of instruction at school was English and satisfactory grades in English were achieved in final examinations

6.3 Language Literacy & Numeracy

Student's language, literacy and numeracy levels are expected to be as described below.

Reading and writing

Student is expected to be able to read, understand and write a range of texts within a variety of contexts.

Oral communication

Student is expected to be able to use and respond to spoken language, including some unfamiliar material within a variety of contexts.

Numeracy and mathematics

Student is expected to be able to recognise and use some of the conventions and symbolism of formal mathematics including measurement, graphs and simple statistics, use of maps and directions and an introductory understanding of the use of formulae and problem solving strategies. Limited language assistance will be provided in the form of modified teaching and assessment where required.

7.0 What Services are available to me at ACOT?

7.1 Student Support Services

All students enrolling at ACOT are assigned a student contact person normally their Pastoral Trainer/Assessor who will arrange for additional assistance from the Director of Studies and/or the Student Support Officer. The Pastoral Trainer/Assessor has the role of helping students cope with the many challenges students face when studying away from their home country. Every effort is made to assist students to make the transition to their new surroundings and help them feel at home.

We regularly consult with students to gather feedback on their experience at ACOT and continually develop and improve our services accordingly. The result is a supportive and safe environment that plays a crucial role in ensuring that every student is able to perform at their best.

ACOT is actively involved in providing support to students in relation to meeting course progress requirements.

ACOT will also provide support to students in other areas, including:

- Access to local library resources applicable to the training program being studied
- Student social outings - such as barbecues, trips to local attractions, etc

ACOT cares about its students and seeks to ensure your stay with us is not only academically rewarding, but also that it is an enjoyable one.

7.2 Administration

During your induction, the team at ACOT will inform you about all the college's services and facilities. If you are not sure about where to go or who to ask about anything, ask at the reception desk and staff there will be happy to help you.

7.3 Services at ACOT Reception Desk

- Reception is the first point of contact for students, administrative services and visitors
- Submit forms – Enrolment Variation, Cancellation of Enrolment, Application for refund, Amendment to personal details, Student Complaint form, and Student Appeal form.
- Enquire about enrolments, student fees and the status of a student request form or an application that has been submitted.
- Receive support in regard to completing forms
- Obtain a new or replacement Student Card
- Enquire about other student support services including Counselling and welfare services
- Documents printed or photocopied for students.
- Obtain a map or ask for directions around the campus and local area.
- Check if lost property has been handed in.
- Enquiries regarding courses available.

7.4 Student ID card

When you complete your induction at ACOT you will receive a student ID card which can be used as identification if required. This card will also be used for any borrowing of books or equipment.

Please note: Students must notify ACOT within 24 hours if cards are lost or stolen. A fee of \$15.00 will be charged for replacement of lost or stolen cards.

8.0 International Student Visa Requirements

An international student is a person who is not an Australian citizen, permanent resident or a New Zealand citizen, and is enrolled at an Australian education institution with a valid study visa. Such visas can take up to six months to process. For all visa inquiries and applications, please contact your Australian Embassy, or High Commission.

The Department of Home Affairs (DHA) requires that: "to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visas is available on the DHA website: <https://www.homeaffairs.gov.au>

8.1 Use of Personal Information

The information provided by a student to ACOT will be treated with respect in strict accordance with the Privacy Information Act though may be made available to Commonwealth and State agencies and the TPS Director of the Tuition Protection Service, pursuant to our obligations under the ESOS Act 2000 and the National Code 2017.

Information provided by students may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code. ACOT is required, under Section 19 of the ESOS Act 2000, to tell the Department about: changes to a student's enrolment, as well as any breach by students of student visa conditions relating to attendance or satisfactory academic performance.

The implementation of the Unique Student Identifier as of January 2015 means that all prospective and continuing students will be required to apply for their individual USI using the following web link www.usi.gov.au. Students that do not register will be unable to be issued with certificates of completion until they have supplied the college with this detail

8.2 Student Contact Details

It is a condition of your student visa to inform the ACOT of any change to your address. **Students MUST confirm and update the address details within 7 days of the change.** Please ensure if your personal details have changed that you also notify ACOT by emailing info@acot.vic.edu.au. ACOT is required, under the ESOS Act 2000 (s19), to inform about: changes to student's enrolment; and any breach by students of student visa conditions relating to satisfactory academic performance.

8.3 Department of Education and Training

This Student Handbook outlines your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. ACOT's website also contains a link to the ESOS framework. Further information is available at:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

8.4 Education of Dependent Children

In Victoria, school is compulsory for all children aged between five and fifteen years of age. The government provides public schools. Churches and other groups run private schooling. You will need to check with the Department of Education for their criteria and fee assessment in public schools. Fees are also payable for private schooling.

Note: Students holding temporary visas may be required to pay full school fees for their dependent children. Check with individual schools for details.

9.0 Overseas Student Health Cover

International students are required to obtain a private health cover by joining a private health insurance scheme. The premium cover must be paid before a student visa is issued. It covers the cost of medical and hospital care which international students may need while in Australia and will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved health cover policy from a registered health benefits organisation before applying for your visa. ACOT can arrange health cover for you before you come to Australia, if you choose to pay the health cover charges with your tuition fees.

Please be mindful that ACOT does not take any responsibility if you do not pay or make prior arrangements for your overseas student health cover. Remember that you will also need to maintain it throughout your stay in Australia. You can find out more information about overseas student health cover at: www.health.gov.au

International students may choose from the following providers:

- Australian Health Management: www.ahm.com.au
- Medibank Private: www.medibank.com.au/oshc
- OSHC World care: www.oshcworldcare.com.au
- BUPA Australia OSHC: www.overseasstudenthealth.com
- Check the Department of Health and Ageing website for details and conditions: www.health.gov.au

10.0 Course Content, Assessment

Students follow competency based training and assessment methods and will be assessed per established industry standards that will equip them with the essential skills and knowledge to gain a firm footing in their chosen industry area. Students who successfully complete their course will be awarded with qualifications that are nationally recognised.

Courses provided by the college are led by qualified and industry current trainers and include classroom sessions, practical sessions, work placements, workshops, seminars. These are conducted over a minimum period of 20 hours of contact per week (for full time students), with hands on training approach and assessments. In general terms, assessment during training will involve:

- Observation of performance of practical tasks in class
- Observation of and collaborative assessment of practical tasks in work based applications
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written tests and exams
- Students will be given warning of the time and form of any assessment and will not be expected to sit an assessment they have not been given time to prepare for.
- Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt and have the right to appeal to ACOT if they feel that their result is not as they expected.

10.1 Course Delivery

Training is delivered by qualified and industry current trainers and include classroom delivery, classroom sessions, practical sessions, kitchen work placements, workshops, seminars. Integrated delivery of some units will also occur. Face to face training and assessment will be conducted at ACOT's training facilities.

ACOT has revived the historic Thornbury Theatre as a dynamic Entertainment, Event and Training Complex.

Consisting of over 2000 square metres of floor space this beautifully restored and renovated building has ample space that can be utilised as training areas for a combination of practical and theory classes. The training and assessment facilities include:

- Fully equipped classrooms with desks, chairs, projection equipment
- Industry relevant training in the fully equipped function and event facilities at the Thornbury Theatre
- Computer lab with printer
- Resource Library
- Recreation areas that have coffee & tea facilities
- Free Access to all entertainment and music events held at the Thornbury Theatre

Established in 1925, it ran as a grand picture palace until the 1960's when it was reconfigured as a reception centre. It consists of a grand entrance hall with an ornate domed ceiling, a bar and lounge, two commercial kitchens, ground floor banquet hall and a 1st floor grand ballroom.

This magnificent venue is truly a one of a kind facility, capable of running a diverse range of events; from fully catered weddings, local business conferences and dinner dances, to fashion parades, live music events and comedy festival performances in addition to operating as a Training College.

11.0 Full Time Study & Satisfactory Academic Performance/Course Progress

International students must be enrolled in full time study and are required to achieve satisfactory academic progress in order to satisfy their student visa conditions. For further information, please refer to <https://www.homeaffairs.gov.au>

11.1 Satisfactory/Unsatisfactory Academic Performance/Course Progress

All international students are required to maintain satisfactory academic performance/course progress in their studies so that they can complete their studies within their specified visa duration. (Trainer/Assessors will advise students on their unit progress where requested)

As per international student visa requirements satisfactory academic performance/course progress is when a student achieves and maintains a minimum 50% pass rate for all units enrolled in a study period. As defined at ACOT a study period is defined as 22 study weeks or two terms plus term breaks.

During each term within a study period each student's academic performance/course progress will be monitored using data from ACOT's student management system, WiseNet. Reports generated from WiseNet will be used to identify whether a student is "at risk" of falling below the required academic performance/course progress level or has already fallen below the level. Staff including the Director of Studies, trainers/assessors and student administration will meet to discuss each student and implement an intervention process during week 7 of each term and during week one of each term



break. One of the strategies to assist each student to achieve satisfactory academic performance/course progress at ACOT is the “Intervention meeting”.

11.2 Intervention Meeting Outcomes

The purpose of an intervention meeting is to determine the reasons for the student’s unsatisfactory academic performance/course progress and to develop strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables completion of the course within the expected course duration.

Students will be advised that academic performance/course progress of less than 50% competency achieved in two consecutive study periods could lead to the student being reported to the Department of Education and Training via PRISMS. This will in turn alert The Department of Home Affairs (DHA) and may lead to cancellation of the student’s visa, depending on the outcome of any appeals process.

Outcomes, actions and agreements of that meeting signed by at least one ACOT staff member (Student Support Officer and/or Pastoral Trainer/Assessor and/or Director of Studies) and the student will be given to the student and a copy kept on the student’s file.

Such outcomes and actions may include

The College:

- Advising the student on the suitability of the course that they are enrolled in
- Undertaking a review of the student’s results
- Providing information concerning the scheduling of reassessment events
- Providing information concerning the potential need to report the student to DHA if they maintain unsatisfactory academic performance/course progress for two consecutive study periods
- Providing support and counselling and/or

The student:

- Undertaking re assessment in each of the failed units
- Undertaking a period of study during the scheduled break between study periods
- Repeating failed units during the next study period by
 - Attending additional classes
 - Undertaking other additional programs
- Being required to undertake additional English language classes prior to re assessment
- Producing evidence of competence gained in the workplace.

In certain cases, the agreed actions will require the student to pay an additional fee for additional tuition or assessment services (as per the Enrolment Acceptance Agreement and Student Handbook).

- Tuition @ \$12 per class hour
OR
- Re-assessment @ \$100 per unit.
 - During the course submission of assessment must be as per the training plan. If a unit’s assessments are not submitted or are incomplete 21 days or more after the end/submission date, students will be required to be reassessed. This will incur a fee of \$100 per unit.
 - At the end of a course enrolment all assessments must be submitted by the course end date. If the course has not been completed within 21 days of the end

date the college will be required to alter the student's COE in addition to the reassessment fees that will be charged.

Students will be served with documentation (in the format of formal warning letters) that clearly specifies the consequences of not achieving the required level of academic performance/course progress in instances where the student is:

- i. Not responding to the college's attempts to contact them to attend a meeting to resolve their academic performance/course progress issues.
- ii. Not adhering to an agreed strategy for addressing identified academic performance/course progress issues

All due care is taken by ACOT staff to support the student to the point of competent completion of units required to meet satisfactory academic performance/course progress. However, if students fail to achieve competency in the majority of scheduled units in two consecutive study periods ACOT may report them to the Department of Education and Training via PRISMS. This will alert The Department of Home Affairs (DHA).

Students who have been advised that ACOT is intending reporting them to the Department of Education and Training and DHA for failing to make satisfactory academic performance/course progress have the right to appeal this decision through ACOT's complaints and appeals process. The student must appeal within 20 days; if the student does not appeal or withdraws from the appeals process ACOT will then formally report the student to Department of Education and Training via PRISMS and send a non-compliance notice letter, advising the student to contact the Department of Home Affairs (DHA) in relation to their visa.

12.0 Qualifications to be issued

Students completing all the necessary assessment requirements will be awarded the qualification that they have enrolled in.

Students completing some (not all) of the necessary assessment requirements will be awarded a Statement of Attainment indicating which competencies they have achieved on withdrawal from the college.

13.0 Pathways to Further Study

ACOT Graduates wishing to further their education can do so at one of the many Universities or higher education organisations located all over Australia. ACOT's courses are all nationally accredited and can be used to gain credit towards Bachelor degrees in the following:

- Bachelor of Hospitality and Tourism
- Bachelor of Business
- Bachelor of Accounting

14.0 Applying for Course Credit: Credit Transfer or Recognition of prior learning (RPL)

Approving Course Credit via either Credit transfer or Recognition of prior learning (RPL) is a process that allows the studies, skills and abilities achieved by an applicant to be recognised. This might include similar courses or qualifications completed or partially completed at a different education provider; courses studied informally, skills obtained during the applicant's working life or from other life experiences. Obtaining Credit Transfer or RPL approval will result in certain units of competency being removed from your program because you are already competent in those areas.

All Registered Training Organisations must recognise the qualifications and statements of attainment issued by other Registered Training Organisations. This means that students who have satisfactorily completed courses or units of competency while studying at ACOT may be eligible for credit towards courses conducted by other Registered Training Organisations. Students who have completed units from their course at other institutions will be given recognition on presentation of a verified record of results and Award or Statement of Attainment.

ACOT is committed to providing up to date and relevant Course Credit and RPL information to all students at enrolment and whilst enrolled. ACOT staff will provide timely support and guidance regarding enquiries or applications for Course Credit for either Credit Transfer or RPL.

Where an applicant considers that they have already acquired the learning outcomes of one or more units of competency in an ACOT course, they may formally apply to have the skills and knowledge recognised. This may have been achieved through formal learning or workplace experience.

14.1 Credit transfer

Credit Transfer for equivalent units of competency achieved at another Registered Training Organisation

If applicants have already achieved the same unit of competence at another RTO, this will automatically be fully recognised under the Australian Qualifications Framework (AQF) on production of an original Statement of Attainment, Record of results or Qualification awarded by another RTO.

14.2 RPL (Recognition of prior learning)

RPL is based on the awareness that people learn in many ways throughout their lifetime – through work experience and life experience as well as through education and training. RPL considers a person's skills and experiences, no matter where these were learned, to enable people to get credit in a course of study.

All applicants may apply for course credit via credit transfer or recognition of prior learning either prior to or following the commencement of their enrolment.

14.3 Procedure

Applicants seeking approval for Course Credit via Credit Transfer (CT) or Recognition of Prior Learning (RPL) will be provided with a copy of the Provide Course Credit-Credit Transfer or Recognition of Prior Learning policy and procedure (AS6003) as well as a copy of AS0015 Application for Credit Transfer/RPL. The application form is designed to assist applicants in the process of gathering evidence and demonstrating competence.

Applicants will be approved for Course Credit as follows:

Credit Transfer -Providing Credit for Previous Studies

1. Applicant submits AS0015 Application for Credit Transfer/RPL together with copies of Statements of Results and/or attainment and completion documents from their previous academic studies relevant to the course/units for which course credit via credit transfer is being sought. Credit transfer should only apply to units of competency that are equivalent as per each unit's elements and performance criteria.
2. Director of Studies or nominated trainer/assessor will assess the competencies achieved by the applicant in their previous studies. If required, the applicant will be advised if they are required to provide additional information for the application to proceed.
3. Once an application has been assessed a report will be provided, outlining either of the following:
 - a) ***Credit Transfer(s) approved.*** Equivalent units of competency will be approved and these units will be

shown as competent with the code of Credit Transfer-CT. Student Administration will update the applicant's data to show CT against each approved unit within the WISENET student management system. Trainer/assessor will update the applicant's training plan accordingly. Course duration will be adjusted by deducting the training hours of units approved for CT. Where required the applicant's enrolment (COE) will be adjusted in PRISMS to reflect the reduced number of units they will study in their course. Fees will also be rebated to reflect the reduced training required. OR

b) **Credit Transfer(s) not approved.** Units of competency are not equivalent and cannot be provided with Credit Transfer. Course duration will remain the same as prior to the application.

Recognition of Prior Learning-Providing credit for previous education and/or work/life experience

1. Applicant submits AS0015 Application for Credit Transfer/RPL together with copies of Statements of Results and/or attainment and completion documents from their previous academic studies, Resume/CV and other evidence relating to work/life experience and employer and workplace references. Evidence supplied must be sufficient and relevant to the course/units of competency for which RPL is being sought. Each applicant must also submit the RPL checklist for assessment.
2. Director of Studies or nominated trainer/assessor will assess the competencies achieved by the applicant in their previous studies and evaluate the relevancy of their work and life experience. If required, the applicant will be advised if they are required to provide additional information for the application to proceed. Where an applicant is unable to provide sufficient relevant evidence the application will not proceed. The Director of Studies will advise the applicant accordingly.
3. Assessment of RPL application includes satisfying the following criteria in addition to reviewing and assessing the applicant's previous academic qualifications:
 - a) Formal interview with the applicant discussing work and life experience relevant to the course/units of competency for which RPL is being sought
 - b) Resume/CV and written references
 - c) Visit to the applicant's work place to verify Resume/CV. Meet the applicant's employer, supervisor(s), colleagues and referees. Observe the applicant in their work place during one or more work shift.
 - d) Assign and observe the completion of practical assessments designed to address any skill gaps required to achieve competency
 - e) Conduct written and/or oral testing to address any knowledge gaps that are required to achieve competency
4. Once an application has been assessed a report will be provided, outlining either of the following:
 - a) **Recognition of Prior Learning approved.** Units of competency in which the applicant has satisfied all the above will be approved and these units will be shown as competent with the code of Recognition of Prior Learning-RPL. Student Administration will update the applicant's data to show RPL against each approved unit within the WISENET student management system. Trainer/assessor will update the applicant's training plan accordingly. Course duration will be adjusted by deducting the training hours of units approved for RPL. Where required the applicant's enrolment (COE) will be adjusted in PRISMS to reflect the reduced number of units they will study in their course. Fees will also be rebated to reflect the reduced training required. OR
 - b) **Recognition of Prior Learning not approved.** Units of competency have not been completed satisfactorily and cannot be provided with Recognition of Prior Learning. Course duration will remain the same as prior to the application.

Application Fees

- Applications for Credit Transfer will be processed without cost if submitted prior to the issue of your

eCOE/s. There will be an application fee of \$250 charged for each application made after the issue of your eCOE/s. Please carefully read the conditions as stated in your Student Acceptance Agreement.

The rebate for approved units is calculated as follows: (course cost, divided by the total number of tuition hours, multiplied by the tuition hours of the approved units).

- RPL applications attract a fee of \$200 per unit assessed. The rebate for approved units is calculated as follows: (course cost, divided by the total number of tuition hours, multiplied by the tuition hours of the approved units). The charge of \$200 per unit remains for non-approved units, which is added to the course cost

Outcome of approval

- If the applicant accepts the outcomes of the Credit Transfer/RPL assessment, then a record of the outcomes is signed by both the trainer/assessor and the student and placed on the student's file. Student administration will ensure that WISENET is updated to reflect the units approved for either Credit Transfer or Recognition of Prior Learning.
- For International students who are granted Credit Transfer/RPL prior to the issue of a visa, the net course duration (as reduced by Credit Transfer/RPL) will be indicated on the electronic Confirmation of Enrolment (eCOE) issued for the student
- For International students who are granted Credit Transfer/RPL after the issue of a visa, the net course duration (as reduced by Credit Transfer/RPL) will be reported via PRISMS.

Appeals

- Each applicant has the right to appeal ACOT's decision if they believe the decision is unfair, unjust or if the evidence has been misinterpreted. If the applicant does not accept the outcome of the Credit Transfer/RPL assessment they have the right to appeal against the assessment decision and to have their assessment reviewed. Applicants must lodge Credit Transfer/RPL appeals in writing with the Director of Studies within 10 working days of being notified of the outcome of their Credit Transfer/RPL application.
- ACOT will commence processing the appeal within 10 working days of receiving an appeal application and will advise the applicant as quickly as practicable of the outcome. Only one appeal is allowed per Credit Transfer/RPL application.
- For an appeal regarding the outcome of an application for Credit Transfer or Recognition of Prior Learning the Director of Studies will constitute and convene a new Credit Transfer/RPL panel.
- The original Credit Transfer/RPL application form, together with any supporting materials and documents, assessor notes, records of interviews, records of client outcomes, letters of advice, logs or agreements will be retained in a hard file by the Director of Studies.

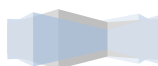
15.0 Relevant legislation

A range of legislation and information is applicable to all staff and students. Information on relevant legislation can be found at the following websites:

WHS <http://www.worksafe.vic.gov.au/laws-and-regulations/occupational-health-and-safety>

Equal Opportunity Act 2010 <http://www.humanrightscommission.vic.gov.au/index.php/the-law/equal-opportunity-act>

ASQA www.asqa.gov.au



ESOS	https://internationaleducation.gov.au/
DHA	https://www.homeaffairs.gov.au
Student Visa Information	www.immi.gov.au/students
Privacy	http://www.oaic.gov.au/
VET Act	www.legislation.vic.gov.au

It is the responsibility of ACOT and all staff to ensure the requirements of relevant legislation is always met. Refer to the websites indicated, or contact the Director of Studies if you require further information.

16.0 Access & Equity policy

ACOT has an Access & Equity Policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

17.0 Student Code of Conduct

The Code of Conduct requires the following behaviour to be always adhered to by students in relation to their involvement at the Australian College of Trade:

- to treat others with respect without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- to refrain from all forms of intimidation
- to work in a safe, clean, orderly and cooperative way
- to ensure that the personal property of others (including computer files and student work) including the Australian College of Trade is not damaged or misused in any other way
- to settle any disputes in a fair and rational manner (this is accomplished by the Complaints Procedure)
- to allow others to work and learn in a supportive environment without interference
- to not plagiarise the work of others or cause other students to participate in activities that will lead to instances of plagiarised work
- to allow others to express and share ideas and to ask questions
- to always treat others with politeness and courtesy
- to participate in all class and Australian College of Trade activities
- to not possess, consume or distribute alcohol or any other drugs on ACOT premises.

Failure to abide by any or these conditions could be interpreted by the college as misbehaviour within the meaning of the ESOS national code.

18.0 Complaints & Appeals Procedure

The complaints and appeals procedure of ACOT will ensure that all complaints are dealt with in a constructive and timely manner at no cost to the complainant.

An overseas student that has a complaint should first approach a training staff member, the Student Support Officer or the Director of Studies and explain their complaint. If not satisfactorily resolved at this point the student's complaint can be appealed in writing. Administratively, the complaint will be reported to the next ACOT management meeting or dealt with within 10 days of lodgement. Accessing the Complaints and Appeals process does not put the student's enrolment at risk.

The decision of ACOT's management concerning the complaint will be advised to the student as soon as possible following the management meeting, but not longer than the 10 days from lodgement as specified above. If, at this point the complaint is not resolved to the student's satisfaction an independent adjudicator will be contacted to further assist in the resolve of the complaint. The independent mediator will be provided through the Australian Council of Private Education and Training ACPET.

The student's on-going enrolment will be maintained during the complaint and appeal process. Should the student not be satisfied with the result or conduct of this process ACOT will assist the student to access an external appeals process at minimal or no cost to the student.

For full details of the Customer Complaints and Appeals Procedure refer to the ACOT web site www.acot.vic.edu.au under the page titled "Professional code of practice".

19.0 Course Deferment, Suspension or Cancellation

Deferral, Suspension or Cancellation may be initiated by either the student or by ACOT

Deferral, Suspension or Cancellation initiated by the Australian College of Trade

ACOT may defer commencement of a course when a course is not offered

ACOT may cancel or suspend a student's enrolment in the following instances:

- Student misbehaviour as outlined in Student code of Conduct (as per Student handbook)
- Intervention strategy for unsatisfactory course progress.
- Erratic course progress, for example, consistent unsatisfactory course progress in non-consecutive study periods or continuous absence from scheduled course hours
- Student is not paying fees on time
- Student takes leave of absence without approval
- Student fails to enrol in any units of competency for a compulsory study period
- The student does not return to study from a scheduled term or holiday break or following an approved leave of absence such as Deferment or suspension of studies

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

- The change in enrolment status will not be reported to the Department of Education and Training until the internal appeals process is completed.
- Once the deferral, suspension or cancellation is processed, ACOT will notify the Department of Education and Training via PRISMS.

19.1 Student Initiated Deferral, Suspension or Cancellation

International students may defer commencement of a course or suspend or cancel their enrolment during their course in the following limited circumstances:

- Delay in issuing of initial visa
- Unavailability of a course or pre-requisite unit
- On the grounds of compassionate or compelling circumstances (at the discretion of ACOT)

Compassionate and compelling circumstances

As per ESOS standard 13 "students may apply to ACOT for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances). ACOT may choose to grant or

decline any student's request for deferment or suspension of studies, in accordance with its documented procedures for assessing such requests.

The grounds for compassionate and compelling are quite broad and if genuine students who appear to have every intention of completing their course need to go home for family reasons this would generally fit into the compassionate category.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents, siblings, children or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- serious illness or injury, where a medical certificate states that the a family member requires the attendance of and/or assistance of the student
- Major family event that requires the student to attend; each case will be assessed on its importance to the individual and/or their family

Students may request a deferral of the commencement of their course by completing Form ES0013 Application for Course Deferment or Suspension of Studies and submitting it to Student Administration prior to the course commencing. Once the deferral is processed the student will receive a revised Confirmation of Enrolment.

Students who wish to defer or suspend their enrolment must obtain written approval from the Director of Studies.

To **defer** commencement of studies:

- Students may request to defer the commencement of their course by completing "ES0013 Application for Course Deferment or Suspension of Studies" and submitting it to the Financial Administration Manager prior to the course commencing. Once the request is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement.

To **suspend** studies during an enrolment:

- Form "ES0013 Application for Course Deferment or Suspension of Studies" is to be completed and submitted to Student Administration who will then pass it on to the Director of Studies
- To obtain approval, the standard lead time for students to submit the form is a minimum of 14 days before the requested suspension date. In some emergency situations, this may not be possible. In such cases the Director of Studies will advise the student and student administration of an acceptable submission timeline.

- Once the suspension is approved the student will receive a copy of the approved application form from the Director of Studies, granting the suspension.

Students who wish to **cancel** enrolment in their course must obtain written approval from the Director of Studies and the Chief Operating Officer

- Students must complete the form “ES0029 Application for Approval to Terminate, cease or withdraw from studies” and submit it to student administration who will verify the student has achieved satisfactory academic performance
- The form will then be passed on to the Finance Department for verifying the student has adhered to financial requirements.
- The form is then passed on to the Director of Studies and Chief Operating Officer for final approval
- Once the cancellation is processed the student will receive a letter from Student Administration approving the cancellation.

Once the deferral, suspension or cancellation is processed, ACOT will notify the Department of Education and Training via PRISMS in cases where the student’s enrolment requires alteration.

Where a request is rejected, written notification will be provided to the student. They will be advised in this letter that they have 20 working days in which to appeal ACOT’s decision utilising the college’s complaints and appeals process

Additional Guidelines

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

- ACOT will approve suspension of enrolment for International students for a maximum period of six months relating to a single request.
- Deferral, suspension or cancellation of enrolment may affect the student’s visa.
- If an international student’s enrolment is suspended for more than six months, the student’s visa may be cancelled by the Department of Home Affairs.
- Upon deferral, suspension or cancellation of a student’s course any outstanding fees for tuition that has already been provided remain due and must be paid in full. Students continuing their study after returning from deferment or suspension of studies must continue to pay as per the scheduled dates in their payment plan.

ACOT’s management and staff are committed to assessing all applications for course deferments of study ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities of appeal.

20.0 Transfer of student enrolment

ACOT’s enrolment staff will only enrol students transferring from another international provider where the student has completed more than six months of their principal course with the other provider or if less than six months where :

- The original registered provider has ceased to be registered or the course has ceased to be registered.
- The original registered provider has provided a written letter of release



- The original registered provider has a had a sanction imposed on its registration by the Australian Government that prevents the student from continuing his or her principal course, or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

ACOT does not actively encourage students to transfer to or from other providers.

When a student requests a transfer of their enrolment to another registered provider, prior to completing 6 months of their principal course ACOT's enrolment staff member will provide the student with advice on ACOT's procedures for applying for course transfer, including the need to formalise the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider. The student will also be asked to provide a copy of the letter of offer from the other provider. ACOT may refuse an application for transfer where a transfer is considered detrimental to the student's study progress. ACOT will refuse to approve the transfer if the student has been or is in the process of being reported to DHA for failing to meet visa requirements.

The letter of release must be issued at no cost to the student. The student must be advised to contact DHA for their VISA requirements.

In cases where transfer within the 6-month period is not approved by ACOT, students will be notified and given 20 working days to access ACOT's internal complaints and appeals process (Student Complaints and Appeals Procedure).

21.0 Refund Policy

21.1 Full refund of Tuition Fees

The Australian College of Trade Pty Ltd will make a full refund of course fees paid in the following circumstances:

- Application for an initial student visa is unsuccessful.
 - In this case the Australian College of Trade Pty Ltd, reserves the right to retain the application fee of A\$250. A request for refund in writing and proof of visa refusal from the Australian Government must be sent to the Australian College of Trade Pty Ltd upon visa refusal to claim a refund of course tuition fees. This refund of course tuition fees will be paid to the applicant within 28 days of acceptance of the claim.
- The Australian College of Trade reserves the right to cancel or postpone any course prior to its scheduled commencement date. In such circumstances:
A full refund of course tuition fees will be made within 14 days of the date the course ceases to be offered by ACOT

21.2 Partial refund of Tuition fees

The Australian College of Trade Pty Ltd will make a partial refund of tuition fees to students who wish to withdraw provided written notice of withdrawal is received from a candidate at least 28 days prior to the initial course commencement.

Maximum partial refund of the first term's fees will be refunded less application fee of A\$250.

Where a student has not paid the full course fees at date of withdrawal they will still be liable for 50% of the first term's fees plus the application fee.

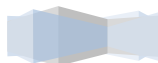
21.3 No Fee Refund

ACOT will not make any refunds in the following cases:

Australian College of Trade Pty Ltd RTO: 21983 CRICOS: 03082B

A.C.N. 126 145 686 ABN 31 126 145 686

Address: 859 HIGH Street, Thornbury, VIC, 3071 Tel: +61 3 94848787 Email: info@acot.vic.edu.au Web: www.acot.vic.edu.au



- No refund will be paid where written notice of withdrawal is received from a candidate less than 28 days from course commencement or once the course has commenced.
- If an extension to your student visa is not granted a refund will not be issued. You are advised not to enrol if you believe your student visa may not be extended.
- No refund will be paid to a student that seeks to transfer to another education provider prior to completion of six months' study of the principal course enrolled. Students will not be granted approval for a transfer until all fees for which they are liable have been paid.
- Should a student's enrolment be cancelled because of infringement of the Australian College of Trade Pty Ltd's disciplinary Policy or for a breach of student visa conditions, no refund of current term fees will be paid. Students who have not paid at the time of cancellation will still be liable to pay all outstanding fees.

21.4 Refund Requests

Application for a refund of fees in accordance with this Refund Policy must be made in writing, using the request for refund pro-forma ES0052, (available from reception) stating reasons and relevant details. This must be submitted to the Administration and Finance Manager at

Australian College of Trade Pty Ltd

859 High Street, Thornbury VIC 3071

Or by email, with attached support documents, to info@acot.vic.edu.au

21.5 Approvals

All refunds must be approved by the Chief Operating Officer

Exemptions to any of the above mention cases may only occur where the student has extenuating or compassionate grounds as determined by the CEO.

21.6 Payment of Refunds

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution. The Australian College of Trade Pty Ltd will provide the student with a statement detailing the calculation of the refund.

22.0 Course Fees

Refer to ACOT website www.acot.vic.edu.au

NOTE: All Fees listed may change from time to time. All students currently enrolled will be informed of any changes that may affect their current course fees.