



Student Information Handbook

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Welcome

Welcome to Australian College of Trade!

Australian College of Trade (ACOT) is a Registered Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the Security, hospitality & tourism, accounting, and management industries.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so, we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at our college.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive, and dynamic individuals!

Our Mission Statement

Australian College of Trade is a registered training organisation specialising in, industry training for individuals considering employment within the Security, hospitality & tourism, accounting, and management industries. We believe that sharing relevant and up to date knowledge and skills enables our students to work in the industry of their choice, thereby contributing to a better trained workforce in Australia.

Our Vision Statement

Our vision is to provide high quality training and assessment services with the intent of issuing competent learners with nationally recognised qualifications and/or statements of attainment. The product will be affordably priced, irrelevant of location, and delivered by the most experienced and reputable trainers in the industry.

Australian College of Trade's obligation to the student

Australian College of Trade has an obligation to provide quality training and assessment to the student in compliance to the *Standards for Registered Training Organisations*; including providing adequate information prior to enrolment to help them make an informed decision, issuance of the AQF certificate documentation and their rights and obligations as a student.

Our Scope of Registration

Australian College of Trade has the following nationally accredited courses on its Scope of Registration:

Qualifications:

Business – Management

- BSB40520 Certificate IV in Leadership & Management
- BSB50420 Diploma of Leadership & Management

Hospitality

- SIT30816 Certificate III in Commercial Cookery

- SIT30816 Certificate III in Hospitality
- SIT40516 Certificate IV in Commercial Cookery
- SIT40416 Certificate IV in Hospitality
- SIT50416 Diploma of Hospitality
- SIT60316 Advanced Diploma of Hospitality Management

Accounting

- FNS30115 Certificate III in Financial Services
- FNS40217 Certificate IV in Accounting & Bookkeeping
- FNS50217 Certificate IV in Hospitality

Security Operations

- CPP20218 Certificate II in Security Operations

We acknowledge the importance of adult learning principles in the delivery of effective vocational training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

The purpose of this Student Information Handbook is to ensure - you as a student, has access to all the information you will need. If at any point throughout your course, you require assistance or support please discuss these needs with Australian College of Trade staff by calling (03) 94848787

Student Code of Behaviour

The ACOT Student Code of Behaviour is designed to give every student a clear view of what they can expect from Australian College of Trade and other students so that all members of our community can benefit from a collaborative supportive environment. In this environment students can then benefit from the training and teaching and support that is provided. There are consequences for non-compliance with the Student Code of Behaviour including immediate suspension in the case of severe breaches and/or behaviour that may be construed as threatening to the safety of the student, other students or any person on the College's premises.

The College has a Complaints and Appeals procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

The ACOT Student Code of Behaviour includes the following expectations:

- The right to be treated with respect by others.
- The right to be treated fairly and without discrimination regardless of religion, racial and cultural differences, sexual preference, age, disability and socio-economic status.
- The right to be free from all forms of intimidation.
- The right to study in a safe, clean, orderly and cooperative environment.
- That Australian College of Trade's property will be protected from damage or other misuse. This includes obeying any signs that specify correct use of Australian College of Trade's property e.g. kitchen equipment, student printers etc.
- The right to have any disputes settled in a fair and rational manner in line with the Complaints and Appeals Procedure.
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions.
- The right to be always treated with politeness and courtesy.
- The expectation that students will not engage in cheating or plagiarism.
- The expectation that students will not be under the influence of drugs and/or alcohol on campus.

- The expectation that students will submit work when required by their trainers.
- The expectation that students will be punctual for classes.
- The expectation that students will treat Australian College of Trade's staff, trainers and fellow students with respect and without discrimination and any form of abuse.
- The expectation that proper Personal Protective Equipment (PPE) must be used in workshop and practical learning centres.
- The expectation that students will maintain full attendance by attending all required classes and assessments.
- Student attendance will be reviewed weekly for the total duration of the course from the commencement date.
- The expectation that students commence within 15 working days of a deferral or approved holiday break.
- The expectation that all fees will be paid by the due date.

Respectful communication

R – take Responsibility for what you say and feel without blaming others – Students and Australian College of Trade staff must all be responsible for their verbal and nonverbal communication with and about others

E – use Empathetic listening - Students and Australian College of Trade staff must be empathetic towards each other whilst communicating, recognising issues that have arisen and using respectful communication techniques to overcome issues at hand

S – be Sensitive to differences in communication/cultural styles - Students and Australian College of Trade staff must demonstrate sensitivity to individual communication/ cultural styles in a respectful and lawful manner

P – Ponder on what you hear and feel before you speak - Students and Australian College of Trade staff must take the time to reflect on communication issues arising and take time out to ensure a calm and productive and respectful conversation can proceed to resolve issues at hand

E – Examine your own assumptions and perceptions - Students and Australian College of Trade staff must recognise that we cannot always be neutral to an issue, thus having the ability to recognise this in ourselves and to evolve others that can provide a more neutral setting to ensure respectful communication with all

C – keep Confidentiality - Students and Australian College of Trade staff must ensure they maintain confidential private information of other students and Australian College of Trade staff

T – Tolerate ambiguity because we are not here to debate. There are no “winners” or “losers.”

Students are here to study and improve their position as lifelong learners, and the staff at Australian College of Trade are here to facilitate this process in an educational and respectful setting.

Students are required to follow all Australian College of Trade rules and instructions from staff representing the organisation, act in a non-discriminatory manner always, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses/classes is paramount:

- a. In ensuring students achieve the maximum benefits associated with their training by gaining full knowledge and skills from class participation.

- b. For fulfilling the attendance requirements of their course. Students are responsible for notifying Australian College of Trade if they are unable to attend a training session for whatever reason.

Students are also required to adhere to Australian College of Trade's academic rules and regulations. If a student is found to have acted in a way that the College deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Students must behave/communicate in a manner appropriate that isn't derogatory, insulting or offensive. Any inappropriate communication will not be tolerated, and your course may be suspended or cancelled.

Procedures for breaches to the ACOT Student Code of Behaviour

- For any breach of behaviour, a member of Australian College of Trade's staff will contact the student to arrange an intervention meeting to discuss the issue or behaviour and determine how the issue might be rectified. This meeting and its outcomes will be documented in the student file. A letter will be issued to inform the student of the disciplinary action to be taken as discussed in the meeting.
- This letter will inform the student of their right to access Australian College of Trade's complaints and appeals process within 20 working days (plus two working days for postage and handling).
- Failure to attend scheduled intervention meetings may result in Australian College of Trade deciding to suspend or cancel a student's enrolment.

Academic Misconduct

Students at Australian College of Trade are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

Definitions:

Plagiarism:

It is the act of presenting another persons' work as your own, and failing to acknowledge that the thought, ideas or writings are of another person.

Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- another students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

Cheating:

To act dishonestly or unfairly in connection to an assessment conducted by Australian College of Trade

Academic misconduct is considered a serious offence at Australian College of Trade. For students who have been deemed to intentionally plagiarize/ cheat, it may result in their being suspended, or permanently removed from the course.

To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but **you must always indicate the author and source of the material.**
- **You should name sources** for any graphs, tables or specific data, which you include in your assignment.
- **You must not copy someone else's work** and present it as your own.

If the student does not agree with ACOT's decision, then they are able access the Complaints and Appeals Policy and Procedure.

All students have access to the Academic Misconduct Policy and Procedure and a copy can be produced by the Student Administration Department at any time upon request.

Student Attendance

Attendance requirements

- The minimum required level of attendance is 80% of scheduled sessions. Attendance will be reviewed weekly for the total duration of the course from the commencement date.
- If students are more than 30 minutes late to a session, they may attend the class, but their attendance will be recorded as late attendance. However, trainers have discretionary power to allow students to attend the session depending on the student's circumstances.

Unsatisfactory attendance

- If students are found to have less than 80% satisfactory attendance for scheduled classes, the attendance roll will reflect that the students have unsatisfactory attendance.
- Where they have been absent for 10 or more consecutive calendar days students will be sent an email, phone text message and phone call informing them that they have breached their Student Code of Behaviour by having an unsatisfactory attendance record. In the case of international students' unsatisfactory attendance is also a breach of Visa Requirements as stated in Standard 8 of the ESOS National Code. Students will be asked to attend an intervention meeting session to formulate an attendance improvement plan.
- Students noted with unsatisfactory attendance will be monitored over the next five-week period. If the student continues to have unsatisfactory attendance and are not meeting their obligations under the improvement plan, they will be issued a first warning letter for not meeting their attendance obligations. Students will be asked to attend an intervention meeting to formulate a critical improvement plan.
- After the intervention meeting, the student's attendance will continue to be monitored over the next five-week period. If the student continues to have unsatisfactory attendance for a second five-week period they will be issued with a Second Warning Letter, which advises the student of the college's intention to Cancel their enrolment and report them to the Department of Home Affairs via the PRISMS portal.
- In another scenario, when students fail to attend the intervention meeting after receiving the first warning letter, the student will be contacted by College staff to attempt to schedule a meeting to avoid the sending of a second warning letter. Where the student does not return contact or agree to attend an intervention meeting, they will be sent the second warning letter that will inform them of Australian College of Trade's intention to suspend or cancel their enrolment and of their right to access Australian College of Trade's complaints and appeals process within 20 working days (plus two working days for postage and handling).

- The cancellation of the student's enrolment cannot take effect until the appeal process is completed. Students are to continue to attend classes whilst the appeals processes are in action.
- For students under a Skills First funding program, suspension or cancellation of enrolment must be reported via SVTS as a withdrawal from the unit whilst the intervention and appeals process is in action. This may affect the students' Skills First funding entitlement. This does not apply to full fee-paying domestic students.
- The suspension or cancellation of enrolment is subject to the discretion of Australian College of Trade. Non-commencement Australian College of Trade will initiate a cancellation of the offer and the eCoE when:
 - A new student fails to commence within 15 working days of the orientation date as specified on the letter of acceptance. The student will not be entitled to refunds or an extension as a result of non-commencement (student default). The eCoE will be cancelled, the student and/or Education Agent will be notified prior to the cancellation and a copy of the cancelled eCoE will be sent for their reference. Appealing rights are not offered when the student has not commenced studies at Australian College of Trade.
 - A student fails to commence within 15 workings days of a deferral or approved holiday break. This is a breach of Student Code of Behaviour which can lead to the cancellation of student's enrolment. - For international students, the Department of Home Affairs will be notified of the cancellation of enrolment, which may result in the cancellation of student's visa via Provider Registration and International Student Management System (PRISMS).

For domestic students under Skills First funding it may impact the student's future entitlements. - If the student does not agree with this decision, they have 20 working days from the date this letter is sent (plus 2 working days for the postal handling) to appeal.

COURSE PROGRESS AND INTERVENTION STRATEGY

The purpose of this policy and procedure is to ensure that all students maintain satisfactory course progress to complete their studies within the expected duration and where they show any signs of slipping, the students are supported and encouraged to get their studies back on track.

In addition to support by Trainers and Assessors, course progress is subject to monitoring processes and the College takes intervention action when a student is in danger of not progressing satisfactorily or not completing their course and the requirements within expected duration.

Satisfactory progress means that students have successfully completed the competencies in 50% or more of the course requirements being scheduled for the study period and have not been identified as being "at risk."

'Unsatisfactory progress' is defined as not meeting the course progress requirements or alternatively not successfully completing or demonstrating competency in at least 50% of the course progress requirements of that study period as defined and implemented in the training plan. Where Australian College of Trade has assessed the student as being "at risk", it will inform the student and implement an intervention strategy.

All causes, academic and/or non-academic, such as personal issues that lead to unsatisfactory progress, will be discussed and reviewed. The formal intervention strategy implemented after the study period ends is considered a formal intervention.

A formal written warning letter will be issued to those students who have not successfully completed the assessments in 50% or more of the course progress requirements being studied for that study period.

International students who have unsatisfactory academic progress will be reported to the Department of Home Affairs and may risk having their student visa cancelled.

Students who, after intervention and/or due to compelling reason, decide to move to another field of study within Australian College of Trade, will not be reported to the Department of Home Affairs for unsatisfactory course progress.

Where the student has chosen not to access the complaints and appeals process or withdraws from the process or the process is completed with the outcome supporting Australian College of Trade (i.e. the student's appeal was unsuccessful), the Department of Home Affairs must be notified as soon as practicable of the student not achieving satisfactory course progress through PRISMS.

If the student's appeal is successful, or there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Australian College of Trade's intervention strategy, and the student will not be reported.

By monitoring and supporting a student enabling him/her to keep up with the course schedule/timetable, Australian College of Trade is assisting the student complete the course within expected duration.

Complaints and Appeals

Students have access to Australian College of Trade's complaints and appeals process. The complaints and appeals policy and procedure ensure that fair and equitable processes are implemented for any complaints or appeals against Australian College of Trade.

Students can submit a formal complaint to Australian College of Trade relating to any concern they may have (such as academic or attendance record decisions, should they feel a person has acted inappropriately or treated someone unfairly, etc). All complaints are handled with confidence and are reviewed by the CEO.

A student may also appeal a decision made by Australian College of Trade regarding an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form (Complaints and Appeals Form). Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

All students have access to the complaints and appeals policy and procedure, and a copy can be produced by the Student Administration Department at any time upon request.

ENROLMENT APPEALS

All students can Appeal a decision regarding their enrolment. This can be done by accessing the College's Complaints and Appeals process.

A copy of the application form Student Complaint & Appeal Form is available from the College's reception and on the College's website.

For more complaints and appeal procedures, please refer to Complaints and Appeals on Australian College of Trade's website. –

The student will remain enrolled at the College during this time. Whilst the appeal is in progress, the student will be expected to attend classes and his/her academic performance will continue to be monitored.

Default tuition fees

Fee for Service enrolled Students will be able to pay fees either of several methods:

- Up to 100% of the full enrolment fees for their initial course paid prior to enrolment (Australian College of Trade will only expect payment up to 50% of the course fees prior to enrolment. Any larger percentage would be at the student's discretion).
 - Monthly instalments debited by bank authority using EZIDEBIT.
- Where a student is paying by instalments, they are to ensure that they have sufficient funds in their accounts to meet these obligations.
 - If students are found to have defaulted in the payment of tuition fees, they are initially contacted by email, phone text message and phone call as an initial reminder of the missed/late payment. The student will be advised to see or speak to the Finance Department immediately. They will be expected to remedy the missed/late payment immediately. In certain instances of personal hardship, supported by documentary evidence, an agreement may be reached to rearrange the student's payment plan.
 - If students continue to default in the payment of tuition fees after seven days from the date of the initial reminder, they will be sent a First Warning letter.
 - If a second monthly payment is missed/late, the student will be advised by email that they will be excluded from class until their fees are paid in full.
 - If students still do not pay after the First Warning letter, a Second and final warning letter is sent outlining Australian College of Trade's intent to suspend or cancel their enrolment. This letter will inform the students of their right to access Australian College of Trade's complaints and appeals process within 20 working days (plus two working days for postage and handling).

If a third payment is missed/late, the student may have their enrolment cancelled.

- The cancellation of a student's enrolment cannot take effect until the appeal process is completed.
- The student will be excluded from class at the same time as the cancellation of the student's enrolment takes effect (once the appeal process is completed).
- Suspension or cancellation of enrolment will be reported to the Department of Home Affairs and may affect the student's visa status (only applicable to international students). The default reason will be the date the student was excluded from class.

Refer to:

Appendix B – Complaints and Appeals Policy & Procedure available on the Australian College of Trade website.

Access, Equity and Anti-discrimination Commitment

All Australian College of Trade staff will adhere to the principles and practices of access and equity in education and training; they will treat every student fairly and without discrimination. Australian College of Trade has procedures in place to ensure any student

concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

Australian College of Trade acknowledges its legal obligations under State and Federal equal opportunity law, including:

- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Racial Discrimination Act, 1975 (Cth)
- Sex Discrimination Act, 1984 (Cth)
- Disability Discrimination Act, 1992 (Cth)
- Work Place Gender Equality Act 2012 (Cth)
- Fair Work Act 2009 (Cth)
- The Equal Opportunity Act, 1995 (Victoria)

All legislation can be accessed at: www.comlaw.gov.au

Australian College of Trade fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment or political convictions.

All College staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

As part of your training and assessment, you have the right to be treated fairly. If you believe you have been treated unfairly by a College Representative, please contact the CEO, on (03) 94848787

Workplace Health and Safety

Australian College of Trade complies with all relevant Workplace Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at College premises.

Privacy and Personal Information

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all our students.

Except as required under the Department of Education, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

The Department of Education recognises the importance of protecting your privacy and personal information. As an Australian Government Agency, the Department is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (the Privacy Act), which regulates how agencies collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information.

We respect your rights to privacy under the Privacy Act and we comply with all the Privacy Act's requirements in respect of the collection and management of your personal information.

All personal information collected by the Department of Education (the Department) is protected by the Privacy Act 1988 (Privacy Act).

The Department helps the Australian Government achieve its overall objective of quality educational, employment and training outcomes for all Australians through:

- efficient national program management;
- effective working relationships with state and territory governments, education departments, non-government education, science and training authorities, Indigenous education service providers, industry, community groups and other stakeholders;
- auditing, research and analysis in order to maintain, protect and improve our services; and
- policy advice and other support to the Minister.

Generally, the Department collects personal information in order to properly and efficiently carry out its functions (including those listed above), and only uses personal information for the purposes for which it was given to the Department and for directly related purposes (unless otherwise required by or authorised under law).

Refer to: Appendix A - Privacy Statement at end of this Student Information Handbook.

Access to Student Records

Students may access their personal records held by Australian College of Trade at any time. Students may contact student administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification. Student Access to the file will be granted within 2 days of confirming the student's identification.

You must promptly notify Australian College of Trade of any change of name, address or contact details. In the case of international students, it is a mandatory condition of your visa to notify Australian College of Trade of any change. The accuracy of these details is important as they will be used to issue your statement of attainment if eligible.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at the College will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved. If you have specific learning needs or have any difficulties that may be interfering with your studies, you need to inform your allocated trainer/assessor immediately to arrange a suitable training plan.

Australian College of Trade believe that every individual should have the opportunity to advance through learning. To ensure our students meet their full potential during their studies our training will endeavour to support our students whilst undertaking this course. This means working with you to identify the learning styles that suit you best so you can achieve each unit.

Learners will be encouraged to identify their own learning needs and objectives and preferred strategies and schedule and exercise the maximum possible control over selection of learning materials, learning strategies and timing and type of assessment given the constraints of the course requirements.

To enable learners to monitor and control their own learning, they will be given;

1. Detailed information regarding learning objectives and clear explanations as to how successful achievement is to be recognised;
2. Learning materials and activities that cater for a range of needs (including differences in educational backgrounds, life experiences, facility with English, numeracy, gender, culture, age, location and disability);
3. Frequent, clear and objective feedback as to progress;
4. Time and opportunities to correct misunderstandings and to practice partially mastered skills.

Student Support

Students can access student support directly or via student administrations and an appointment will be organised as soon as practical. It should be noted that all ACOT staff are designated to assist students where possible. For specific one on one attention, students will be directed to the Student Support Officer named below, who will then direct students to further assistance where required.

Name: Aman Thind Telephone: (03) 94848787

Email: aman.thind@acot.vic.edu.au

Pre-Training Review - Language Literacy and Numeracy

Australian College of Trade recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary. You must have a good understanding of the English language as course material is only available in English. You must be able to read, write and interpret documents as you will be required to complete assessment tasks such as short/long answer questions and the ability to complete forms – such as ‘incident forms’ and related forms.

As part of the enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

What is a Pre-Training Review?

A Pre-Training review ensures that the Training and Assessment Strategy and Training Plan delivered by your training provider are designed to meet your individual needs, and to determine the most suitable and appropriate training for you.

The information you provide will enable your training provider to understand your training needs, your current competencies that relate to the qualification, opportunity for Recognition of Prior Learning (RPL) and Credit Transfer (CT) and to ensure that your current Language, Literacy and Numeracy skills are at the level required of your chosen qualification. Where we assess your responses as needing assistance to complete the qualification we can develop and or implement strategies to assist you while you complete the qualification.

Completing a Pre-Training Review ensures that your training provider:

- Understands your reasons for undertaking this qualification.
- Explores your current competencies and provides opportunities for these to be assessed through Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or and Credit Transfer (CT).
- Ascertains the most suitable qualification(s) for you to enrol in based on your current educational attainment, capabilities including language, literacy and numeracy, aspirations and interests.
- Determines your training and assessment needs.

Your training provider will use this Pre-Training Review to provide you with the support you require in areas such as language, literacy, learning and assessment, while ensuring you will get the maximum outcomes and benefits from the qualification you are enrolling in, according to your learning objectives, career aspirations and skill level.

We encourage students with Language Literacy or Numeracy concerns to undertake LLN training. A range of support services can be provided for the student upon request. Please contact the Student Support Officer who can refer you to some Language, Literacy and Numeracy Programs available to you through the government agencies.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.

Language, Literacy and Numeracy Assistance Programs

Skills for Education and Employment (SEE)

The Skills for Education and Employment (SEE) program provides language, literacy and numeracy training to eligible job seekers to enable them to participate more effectively in training or in the labour force.

What kind of training is offered through the SEE program?

You can get up to 800 hours of free accredited training, starting at your own level and working at your own pace. Training is delivered flexibly through full-time or part-time hours, via face-to-face or distance training which allows you to still look for work or care for your family. A work experience component can also be included in some cases.

Who is eligible?

You are eligible for the Skills for Education and Employment program if you:

- are 15 to 64 years old
- are registered as a job seeker with Centrelink
- are not a full-time student
- meet the rules on visa status and benefits.

Where can you do training?

There are training organisations all around Australia that provide Skills for Education and Employment training. They are called 'providers'. Providers consist of community organisations, public training providers, such as technical colleges, private providers and universities.

Go to this webpage for further information:

<http://www.industry.gov.au/skills/ProgrammesandAssistance/SEE/Pages/dESIult.aspx>

Reading Writing Hotline

The Reading Writing Hotline (the hotline) provides a national service for adults seeking English language, literacy and numeracy information, advice and support. The hotline provides information on:

- adult reading, writing and numeracy classes held locally across Australia or via correspondence
- becoming a literacy volunteer
- adult language, literacy and numeracy teaching and learning resources
- Commonwealth-funded programs for Centrelink clients
- Commonwealth-funded English as a second language programs for migrants
- literacy and numeracy in the workplace for employers.

Further information is available at the Reading Writing Hotline website or phone

1300 655 506. <http://www.readingwritinghotline.edu.au/>

Planning for training

Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based, online, distance learning) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question. Refer to Re-assessment Fees further on.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment. Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Australian College of Trade.

To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of the College. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge. Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

Training Evaluation

Australian College of Trade fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you on completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Course information

Prior to enrolment, we will provide all participants with course information, including content and vocational outcomes.

For further course details, entry requirements, tuition fees, and related information or go to our website <http://www.acot.vic.edu.au>

Duration and Scheduling of Courses

Duration and scheduling of courses will be provided during induction and in our Course Information Sheets for each course delivered located on our website. Each student will be provided with a Training Schedule and Training Plan at induction.

Enrolment Process

The enrolment process is completed by following the steps outlined below:

- Participants will be required to fill in "Australian College of Trade - Student Enrolment Form" when signing up to start a course. Fees are to be paid as per the written Enrolment Acceptance Agreement at the start of any new course or by alternative arrangements made only with Australian College of Trade CEO.
- Students must bring at least one form of Photo Identification that will need to be sighted on Enrolment. Cancellations of fees apply in some circumstances where students fail to notify Australian College of Trade of withdrawing from a course. (Fees and Refunds information can be found further in this handbook and on the Student Enrolment Form).

Please Note: The information collected on the Student Enrolment Application Form is used for administrative and statistical purposes and will remain confidential.

Unique Student Identifier (USI) - What is a USI?

If you're studying nationally recognised training in Australia from 1st January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

To apply for your USI go to: <https://www.usi.gov.au/students/create-your-usi/> on computer or mobile device.

Please note: A USI must be supplied to Australian College of Trade prior to us being able to issue a Nationally Recognised Qualification or Statement of Attainment

Fees, Charges and Refunds

For up-to-date information relating to course dates and fee schedules please refer to our website for the latest information. www.acot.vic.edu.au

Generally, a deposit is required on enrolment. Full fee payment is required by the end of a course and prior to issuing a Certificate.

All fees are to be paid in cash, via EFTPOS or Credit Card or bank direct credit into account as per invoice by the completion of the training program and prior to issuing of certificates.

- For short courses of less than 3 days duration, fees may be collected in arrears and must be fully paid before issuing Qualification Certificates or Statements of Attainment.
- Payment of more than \$1000.00 will be collected prior to course commencement.
- The total amount required from the student, after course commencement, attributable to tuition or other services yet to be determined, will not exceed \$1500.00 at any given time (this may differ for International Students-see section below).

Please note that Australian College of Trade may update fees and charges from time to time and it is recommended potential students contact the College to ensure the most up to date information is obtained.

Refunds due to non-delivery of course by RTO

Tuition fees to be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days. The RTO may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the RTO will not be liable to refund the money owed for the original enrolment.

Refunds based upon student application

All applications for refund must be made in writing by way of the 'Application for Refund Form' and submitted to the Chief Operating Officer (COO).

Refer: VCID.SMS.06 - Application for Refund Form

Please note - where the student breaches the Australian College of Trade's Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.

- The assessment of refund applications shall be granted as indicated below:

REFUND TABLE	
Unsuccessful Initial Visa Application	100% refund of all unused prepaid tuition fees less \$250 Application fee
Course cancelled by Australian College of Trade (provider default)	100% refund of all unused prepaid tuition fees and course material fees
Cancellation by applicant of enrolment more than 28 days prior to course commencement date	100% refund of all unused prepaid fees less \$250 Application fee
Cancellation by applicant less than 28 days prior to course commencement	50% refund of all unused prepaid fees less \$250 Application fee
Cancellation of enrolment after the course commencement date	No refund
Visa cancelled or refused (for a subsequent visa application) due to the actions of the student	No Refund
Student seeks transfer to another education provider prior to completion of six months study of the principal course enrolled	No Refund
Student enrolment is cancelled due to student breach of visa conditions, or disciplinary infringements.	No Refund. Student will also be liable for unpaid fees at the time of enrolment cancellation

Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the Student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation. (Please note that there are standards that regulate International Student absence from studies. These are documented in the section specific to International Student Visa holders).

Withdrawal after course commencement

All Refunds made by Australian College of Trade will incur an application fee of \$250.00. Our Refunds policy is subject to the following conditions:

- If you (the Student) advises Australian College of Trade after the course agreed start date has commenced, there will be no refund of unused tuition fees.

Claiming a Refund

- The student must provide their notice of withdrawal or cancellation on a signed and dated 'Application for Refund Form'. The claim for a refund must include a reason and must include supporting official documentation of the student's circumstances for withdrawal/cancellation plus a contact name, email address and telephone/mobile number to enable Australian College of Trade to validate this claim.
- Date of Cancellation/Withdrawal is the date the written request is received by Australian College of Trade's Administration staff.
- A student should apply for a refund as soon as possible after notice of cancellation/withdrawal is submitted.
- All refunds will be paid as soon as possible and no later than 28 working days from an approved cancellation/withdrawal notification only if the supporting documentation has been validated during this timeframe.

Refer: VCID.SMS.06 - Application for Refund Form

Appealing Refund decisions

- All students have the right to appeal a refund decision made by Australian College of Trade. Students wishing to access the Complaints and Appeals Procedure from Australian College of Trade should contact Student Administration.
- This policy and the availability of complaints and appeals processes does not remove your right to act under Australia's consumer protection laws.
- Australian College of Trade's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

Completing your Course - Issuing of Qualifications

Issuing of Qualifications

If you are enrolled in a Nationally Recognised Qualification, you will be issued with a Certificate and a Record of Results (which lists the associated units of competency) upon successful completion of your course.

If you withdraw from your course, you will be issued with a Statement of Attainment for any units that you have successfully completed.

How you will receive your Certificate or Statement of Attainment

Your Certificate or Statement of Attainment will be posted to you (at the postal address provided by you). Please ensure you advise us if your address changes.

Replacing certificates will require a fee to cover the costs of general administration, reprinting and postage. The fee is specified on your student acceptance agreement.

Issuing of Qualifications

All students will be issued a Qualification Certificate and Statement of Results or Statement of Attainment within 30 days of successful completion of all requirements for units of competency completed, on the condition that all fees have been paid in full.

Please note: A USI must be supplied to Australian College of Trade prior to us being able to issue a Nationally Recognised Qualification or Statement of Attainment.

Issuing of Qualifications on withdrawal, cancellation or transfer

Students that withdraw, cancel or transfer from any course, will be issued with a Statement of Attainment for all units of competency that have been successfully completed, on the condition that all fees have been paid in full for the tuition related to the units of competency.

Replacement of Certificates

If an original certificate or statement of attainment is lost and a replacement is requested, a fee of \$150.00 will be required.

Re-Assessment Fees

If a student needs to re sit an assessment task or needs to undergo re-assessment of a practical task, additional charges may be required to cover the cost of materials used. No other fees will be charged on the first two occasions.

A fee of \$100 per unit of competency or part thereof plus materials may be charged on the third and any subsequent occasions.

Where a student requires to attend a class that was previously missed, they will be required to pay a fee of \$150 per day (or part thereof) for that class.

International Students

International students must meet the obligations of all other students enrolled at Australian College of Trade. In addition, they have responsibilities that relate to the Education Services for Overseas Students Act (ESOS) and Visa obligations that they must adhere to as part of their enrolments.

As a CRICOS registered provider, Australian College of Trade and its staff have responsibilities to ensure that international student needs are met as per ASQA and ESOS standards.

STUDENT TRANSFER

RTOs cannot enrol transferring students in the first six months of their principal course of study except in accordance with Standard 7 of the National Code. Students wishing to transfer in the first 6 months of their principal course of study must meet the requirements of the ESOS Act and the National Standards.

For further information relating to all the policies, please visit Australian College of Trade 's website at: <https://www.acot.vic.edu.au/policies/>

THE ESOS FRAMEWORK

The ESOS Framework is the legal framework for the provision of education services to international students. The ESOS framework include the Education Services for Overseas

Students (ESOS) Act 2000 and the National Code 2018. The framework provides a consistent national approach to the registration of education providers to maintain high quality of the training, and the care of students. The ESOS Act protect the rights of international students as follows:

- Your right to receive, before enrolling, up to-date and accurate information about the courses, fees, modes of study, and other information from your institution and your institution’s agent.
- Your right to sign a written agreement with your institution before paying fees, setting out the services to be provided, fees payable, and information about refunds of course money. Make sure to keep a copy of your written agreement.
- The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your institution is unable to teach your course. Read more about this service on the Tuition Protection Service website.

THE ESOS REGULATIONS

The Education Services for Overseas Students (ESOS) Regulations 2001 support the implementation of the ESOS Act 2000. The ESOS Regulations set out detailed requirements for providers which covers a range of information that you have a right to know and services that offered to you, including:

- Orientation and support services to assist in the transition into life and study in Australia
- Legal services
- Emergency and health services
- Facilities and resources
- Student Contact Officers
- Course Credit information
- Complaints and Appeals Process
- Deferral, Suspension or Cancellation Policy
- Satisfactory Course Progress Requirements and academic support available if you are not progressing well
- Information on visa conditions relating to course progress and attendance (if applicable) Your responsibilities as an international student:
 - Satisfy your student visa conditions*
 - Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
 - Meet the terms of the written agreement with your institution
 - Inform the institution of the change of your contact details while enrolled in the course
 - Maintain satisfactory course progress
 - Follow your institution’s attendance policy (if applicable) For more information, please refer to [https:// internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation](https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation).
 - Australian College of Trade do not take overseas students under 18 on student visa.

Prior to applying to enrol, international students are provided with information regarding their study destination in Australia to assist in their transition to a new country and new study environment.

Pre-enrolment Information - 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.

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

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)

Accommodation options

ACOT can assist prospective 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.easyyroommate.com or www.housemates.com.au.

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.

Information regarding local and emergency services

Emergency Assistance

Police, Fire & Ambulance (Emergency)	000
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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>

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)

Legal Services

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

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 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.

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.)

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>

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.

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

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>

Student Contact Details

It is a condition of your student visa to inform ACOT of any change to your name, other details and/or 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 **Department of Home Affairs** about: changes to student's enrolment; and any breach by students of student visa conditions relating to satisfactory academic performance.

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

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 attendance
- 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 has been found guilty of Academic Misconduct, notably repeated instances of plagiarism or cheating.
- 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.

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 standards "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.

Appendix A:

Australian College of Trade Privacy & Personal Information Statement

Australian College of Trade is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information. This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

Where we use the words 'we' and 'us' in this document, it means Australian College of Trade.

Your Personal Information

To provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). There are laws that protect a student's USI and USI's must not be collected, used or disclosed by anyone except as allowed by the laws. The student's privacy is further protected by laws requiring that any personal information collected by a training organisation solely for creating a USI on their behalf is to be destroyed after the USI is created.

The personal details of individuals held by the Student Identifiers Registrar will be protected by the Privacy Act 1988 (Cth).

If you decline to provide your personal information, Australian College of Trade may not be able to:

- provide the product or service you requested, or

- enter a business relationship with you.

Collection of personal information

Where practicable, we will endeavour to collect personal information directly from you. Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

Collection of personal information for the Unique Student Identifier (USI).

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Administration department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

The students USI will be stored by the USI Registry System, along with some personal information about the student, such as their name, date of birth and a way of contacting them such as an email address. The USI will also be held by the National Centre for Vocational Education Research (NCVER) in a separate database along with their training records.

Where is my USI stored?

For safety and security your personal details are held in a different location to your training records and results but your USI is held in both locations.

Your USI will be stored by the USI system, along with some personal information about you, such as your name, date of birth and a way of contacting you such as an email

address. The USI will also be held by the National Centre for Vocational Education Research (NCVER) in a separate database along with your training records. Then each time you login into your USI account the two systems will talk to each other and your personal information and training records and results will both appear in your account even though the information comes from two different locations, as required by law. This happens because the protection of your USI and the information it stores is paramount, so these safeguards are in place.

Resolving privacy concerns

If you wish to raise a concern about a privacy matter should contact the Student Administrations Department.

For further information:

- **USI's**
<http://www.usi.gov.au/Students/Pages/student-privacy.aspx>
- **Privacy Act 1988 – Office of the Australian Information Commissioner**
<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

Australian College of Trade - Tuition Fees & Additional Charges

14.0 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.

ALSO NOTE: *The student fees as published are subject to change given individual circumstances at enrolment.*

Skills First Students

Course Code	Course name	Course Duration-weeks	Skills First Program	
			Textbooks, Uniforms, Equipment Payable by student	Government contribution to Tuition Fees*
BSB40520	Certificate IV in Leadership and Management	32 weeks	\$ 300	\$3,780 #*
SIT40516	Certificate IV in Commercial Cookery	78 weeks	\$1,250	\$10,230 #*
SIT50416	Diploma of Hospitality Management	78 weeks	\$ 1,250	\$5,610 #*
SIT60316	Advanced Diploma of Hospitality Management	108 weeks	\$ 1,500	\$11,000 #*

Skill Sets

Code	Name	Course Duration-weeks	Skills First Program	
			Textbooks, Payable by student	Government contribution to Tuition Fees*
SITSS00035	Customer Service Skill set	5 weeks	\$ 0	\$ 562.50 #*
SITSS00050	Food Handler Skill set	1 week	\$ 0	\$ 48.75 #*

*Concession fees for tuition are calculated by discounting the fee for service fee by 80%. **Concession fees apply to Skills First Funded students.**

#All Skills First Program course fees are calculated using hourly subsidies as found at <http://www.education.vic.gov.au/skillsfirst/Pages/fundedcourses.aspx>

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

14.0 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.

ALSO NOTE: *The student fees as published are subject to change given individual circumstances at enrolment.*

Domestic Fee for Service

Course Code	Course name	Course Duration-weeks	Fee for Service			
			Admin.	Tuition	Textbooks, Uniforms, Equipment	Total (prior to discounts)
BSB40520	Certificate IV in Leadership and Management	32 weeks	\$250	\$4,000	\$600	\$4,850
BSB50420	Diploma of Leadership Management	30 Weeks	\$250	\$4,000	\$600	\$4,850
SIT30816	Certificate III in Commercial Cookery	56 weeks	\$250	\$7,000	\$1,100	\$8,100
SIT40516	Certificate IV in Commercial Cookery	78 weeks	\$250	\$10,500	\$1,250	\$12,000
SIT50416	Diploma of Hospitality Management	78 weeks	\$250	\$10,500	\$1,250	\$12,000
SIT60316	Advanced Diploma of Hospitality Management	104 weeks	\$250	\$ 13,500	\$1,500	\$15,000
FNS30120	Certificate III in Financial Services	50 weeks	\$250	\$7,500	\$600	\$8,350
FNS40217	Certificate IV in Accounting & Bookkeeping	42 weeks	\$250	\$6,000	\$600	\$6,850
FNS50217	Diploma of Accounting	36 weeks	\$250	\$6,000	\$600	\$6,850
SIT30616	Certificate III in Hospitality	21 weeks	\$250	\$4,000	\$250	\$4,500
SIT40416	Certificate IV in Hospitality	52 weeks	\$250	\$8,000	\$500	\$8,750
CPP20218	Certificate II in Security Operations	6 weeks	\$250	\$1,400	N/A	\$1,650

14.0 Course Fees

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

ALSO NOTE: *The student fees as published are subject to change given individual circumstances at enrolment.*

International Fee for Service

Course Code	CRICOS CODE	Course name	Course Duration-weeks	Fee for Service			
				Admin.	Tuition	Textbooks, Uniforms, Equipment	Total (prior to discounts)
BSB40520	103963C	Certificate IV in Leadership and Management	50 weeks	\$250	\$8,600	\$500	\$9,350
BSB50420	104214K	Diploma of Leadership Management	56 Weeks	\$250	\$9,600	\$500	\$10,100
SIT30816	095097M	Certificate III in Commercial Cookery	56 weeks	\$250	\$12,000	\$1,100	\$13,350
SIT40516	095096A	Certificate IV in Commercial Cookery	78 weeks	\$250	\$18,000	\$1,350	\$19,600
SIT50416	094055J	Diploma of Hospitality Management	78 weeks	\$250	\$18,000	\$1,350	\$19,600
SIT60316	092747F	Advanced Diploma of Hospitality Management	104 weeks	\$250	\$ 24,000	\$1,500	\$25,750
FNS30120	108616D	Certificate III in Financial Services	50 weeks	\$250	\$10,000	\$600	\$10,850
FNS40217	099868G	Certificate IV in Accounting & Bookkeeping	48 weeks	\$250	\$10,000	\$600	\$10,850
FNS50217	099867G	Diploma of Accounting	47 weeks	\$250	\$10,000	\$600	\$10,850
SIT30616	091445F	Certificate III in Hospitality	21 weeks	\$250	\$4,500	\$250	\$5,000
SIT40416	090973A	Certificate IV in Hospitality	52 weeks	\$250	\$8,950	\$500	\$9,700
CPP20218	102519J	Certificate II in Security Operations	6 weeks	\$250	\$1,400	N/A	\$1,650

Additional Fees and Charges

All Refunds made by Australian College of Trade will incur an application fee of:

\$250.00

Recognition of Prior Learning (assessment fees):

\$200.00 per unit

Re-assessment Fee:

\$100 per unit of competency, or part thereof

Replacement of Certificate or Statement of Attainment:

\$150.00 each

Repeating a Unit - Administration Fee (per unit)

\$150 per class day or part thereof

The Victorian Charter of Human Rights and Responsibilities

The Charter of Human Rights and Responsibilities is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria.

It requires that governments, police, local councils and other public authorities (for example, government school councils, public hospitals and privatised prisons) consider human rights when they make laws, develop policies or provide services.

It aims to build a fairer, more inclusive community by requiring that the Victorian Government, local councils and other public authorities consider human rights when they make laws, develop policies and provide services.

The Charter gives legal protection to **20 fundamental human rights**, such as the right for people to have a fair trial, the right to say what they think, the right to join groups and meet freely, and the right to enjoy their culture.

In certain circumstances, some rights may be limited. However, this must be necessary and reasonable and there must be clear reasons for the decision.

Human rights protected by the Charter of Human Rights and Responsibilities

The Victorian Charter of Human Rights and Responsibilities contains twenty basic rights that promote and protect the values of **freedom, respect, equality** and **dignity**.

The Victorian Government, local councils and other public authorities must not knowingly be in breach of these rights, and must always consider them when they create laws, develop policies and deliver their services.

Freedom

Freedom from forced work (section 11): A person must not be forced to work or be made a slave. A person is a slave when someone else has complete control over them.

Freedom of movement (section 12): People can stay in or leave Victoria whenever they want to as long as they are here lawfully. They can move around freely within Victoria and choose where they live.

Freedom of thought, conscience, religion and belief (section 14): People have the freedom to think and believe what they want, for example, religion. They can do this in public or private, as part of a group or alone.

Freedom of expression (section 15): People are free to say what they think and want to say, for example, talking, writing or with art. They have the right to find, receive and share information and ideas. This right might be limited to respect the rights and reputation of others or for the protection of public safety and order.

Peaceful assembly and freedom of association (section 16): People have the right to join groups or unions and to meet peacefully.

Property rights (section 20): People are protected from having their property taken from them, unless the law says it can be taken.

Right to liberty and security of person (section 21): Everyone has the right to freedom and safety.

Humane treatment when deprived of liberty (section 22): People have the right to be treated with humanity if they are accused of breaking the law and are detained.

Respect

Right to life (section 9): Every person has the right to life and to not have their life taken.

Protection of families and children (section 17): Families are entitled to protection. Children have the same rights as adults with added protection according to their best interests.

Cultural rights (section 19): People can have different family, religious or cultural backgrounds. They can enjoy their culture, declare and practice their religion and use their languages. Aboriginal persons hold distinct cultural rights which must not be denied.

Equality

Recognition and equality before the law (section 8)

Everyone is entitled to equal and effective protection against discrimination, and to enjoy their human rights without discrimination.

Taking part in public life (section 18)

Every person has the right to take part in public life. For example, every eligible person has the right to vote or get a job in government.

Dignity

Protection from torture and cruel, inhuman or degrading treatment (section 10): People must not be tortured, treated or punished in a cruel, inhuman or degrading way. People must treat each other with respect. People can choose to have medicine or therapy or be in a medical experiment. This cannot be done without their full and informed consent.

Privacy and reputation (section 13): Everyone has the right to keep their lives private. For example, family, home or personal information cannot be interfered with, unless the law allows it.

Children in the criminal process (section 23): A child charged with committing a crime or who has been detained without charge must not be held with adults. They must also be brought to trial as quickly as possible and treated in a way that is appropriate for their age.

Right to a fair hearing (section 24): A person has a right to a fair hearing. This means the right to have criminal charges or civil proceedings decided by a competent, independent and impartial court or tribunal after a fair and public hearing.

Rights in criminal proceedings (section 25): A person charged with a crime is presumed innocent until proven guilty, must be told why the police have arrested them and be given time to talk to a lawyer or get advice. They must also be tried without unreasonable delay.

A person has the right not to be forced to testify or confess guilt, and to have any conviction and sentence reviewed by a higher court.

If a person goes to court and cannot speak or understand English, an interpreter must be there to help them understand. Sometimes, a Victoria Legal Aid lawyer can help.

Right not to be tried or punished more than once (section 26): A person will only go to court and be tried once for a crime. This means if the person is found guilty they will only be punished once. If they are found to be innocent, they will not be punished.

Retrospective criminal laws (section 27): A person has the right not to be prosecuted or punished for things that were not criminal offences at the time they were committed.

Download this information: <http://www.victorianhumanrightscommission.com>

***Thank you for reading our Student Information Handbook
– we hope you enjoy your training!***