



# STUDENT HANDBOOK



Australian College of  
**Business Intelligence**

# Table of Contents

<b><u>Acknowledgements</u></b> . . . . .	1
<b><u>Welcome to ACBI</u></b> . . . . .	1
<b><u>1. Abbreviations in This Handbook</u></b> . . . . .	2
<b><u>2. Quality Statement</u></b> . . . . .	3
<b><u>3. Change of Conditions</u></b> . . . . .	3
<b><u>4. College Location &amp; Contact Information</u></b> . . . . .	3
<b><u>5. Introduction to ACBI</u></b> . . . . .	4
<b><u>6. Facilities</u></b> . . . . .	4
<b><u>7. ACBI Mission</u></b> . . . . .	4
a. <u>Vocational Courses</u> . . . . .	5
b. <u>Course Requirements</u> . . . . .	6
<b><u>8. Key Contacts</u></b> . . . . .	7
<b><u>9. Standards for Registered Training Organisations 2015 (SRTOs)</u></b> . . . . .	7
<b><u>10. The Australian Qualifications Framework (AQF)</u></b> . . . . .	8
<b><u>11. Education Services for Overseas Students (ESOS) Act</u></b> . . . . .	8
<b><u>12. ESOS Framework</u></b> . . . . .	8
<b><u>13. Protection for Overseas Students</u></b> . . . . .	9
a. <u>Your Rights</u> . . . . .	9
b. <u>Your Responsibilities</u> . . . . .	10
c. <u>Contact Details for Your Rights</u> . . . . .	10
<b><u>14. Student Visa Requirements</u></b> . . . . .	11
a. <u>General Requirements</u> . . . . .	11
b. <u>Financial Status</u> . . . . .	11
c. <u>English Language Entry Requirements</u> . . . . .	11
d. <u>Change of Address - Contact Information</u> . . . . .	12
e. <u>Overseas Student Health Cover (OSHC)</u> . . . . .	12
f. <u>Attendance &amp; Academic Progress</u> . . . . .	13
g. <u>Working While Studying</u> . . . . .	18
h. <u>Breaches - Warning &amp; Reporting</u> . . . . .	19
i. <u>Transfer Between Providers</u> . . . . .	19
j. <u>Education Agents</u> . . . . .	20
<b><u>15. Access and Equity</u></b> . . . . .	21
<b><u>16. Language, Literacy and Numeracy Support (LLN)</u></b> . . . . .	22
<b><u>17. Student Selection</u></b> . . . . .	23

# Table of Contents (Continued)

<b>18. <u>Guidlines For Admissions</u></b>	<b>23</b>
a. <u>Introductory Information</u>	23
b. <u>Applying for an Australian Student Visa</u>	24
c. <u>Certified Documents</u>	24
d. <u>Recognition of Qualifications and Statements of Attainment</u>	25
<b>19. <u>Recognition of Prior Learning (RPL)</u></b>	<b>25</b>
<b>20. <u>Application to Study at ACBI</u></b>	<b>26</b>
<b>21. <u>How to Apply For Enrolment at ACBI</u></b>	<b>27</b>
a. <u>Complete your ACBI Application Form</u>	27
b. <u>Application Checklist to Assist You to Complete Your Application Form</u>	27
c. <u>Submit your Australian Student Visa Application</u>	28
d. <u>Fees</u>	28
<b>22. <u>Overdue Fee Collection Policy &amp; Process</u></b>	<b>28</b>
<b>23. <u>Orientation on Arrival</u></b>	<b>29</b>
<b>24. <u>Academic Honesty Policy</u></b>	<b>29</b>
<b>25. <u>Course Outcomes for VET Qualifications</u></b>	<b>30</b>
<b>26. <u>Re-Assessment</u></b>	<b>30</b>
<b>27. <u>Preparing You for the Workplace</u></b>	<b>31</b>
<b>28. <u>Cancellation &amp; Refund Policy</u></b>	<b>31</b>
a. <u>Refund</u>	31
b. <u>ACBI Default</u>	33
c. <u>Refund Appeals</u>	34
<b>29. <u>Complaints &amp; Appeals</u></b>	<b>35</b>
<b>30. <u>Critical Incidents</u></b>	<b>39</b>
<b>31. <u>Conduct</u></b>	<b>42</b>
<b>32. <u>Disciplinary Procedure for Non-Compliance with College Rules</u></b>	<b>43</b>
<b>33. <u>Taking Leave When Ill</u></b>	<b>44</b>
<b>34. <u>Approved Leave</u></b>	<b>45</b>
<b>35. <u>Deferral or Suspension of Studies</u></b>	<b>45</b>
<b>36. <u>Transfer Between Providers</u></b>	<b>46</b>
<b>37. <u>Privacy &amp; Confidentiality</u></b>	<b>47</b>
<b>38. <u>Welfare &amp; Guidance Services</u></b>	<b>49</b>
<b>39. <u>Homestay &amp; Accomodation</u></b>	<b>49</b>
<b>40. <u>Living in Sydney</u></b>	<b>49</b>
<b>41. <u>Social Events, Excursions &amp; Retreats at ACBI</u></b>	<b>55</b>

# Acknowledgements

We respectfully acknowledge the traditional custodians of the land on which we live and work, the Aboriginal and Torres Strait Islander peoples of Australia. We pay our respects to their elders, past, present, and emerging, and recognise their enduring connection to the land, waters, and culture.



## Welcome to ACBI

Congratulations on choosing to complete your studies with ACBI. We want to make the most of your experience with us and exceed your expectations; you have made an excellent investment in your education and in your future.

We are an innovative college focusing on the delivery of quality training for our students. We aim to ensure your learning is successful, that you make lifelong friends and that you enjoy the best of Sydney, Australia.

This book contains important key information about the ACBI. If you do not understand anything please talk to your trainer or a member of staff, they will gladly help.

We are located in a heritage building in Haymarket, part of the Sydney CBD, and which is very close to Central Railway Station. ACBI takes pride in delivering excellence in teaching. The College has modern air-conditioned classrooms, ensuring that training is enjoyable and effective.

You will study with us for an agreed period of time. During your course you must attend class and achieve a satisfactory outcome in your assessments. You will need access to a computer outside of scheduled class hours and you will need certain computer specifications – please read Course Requirements under point 7 below.

Your VET qualification meets national competency standards as well as considering your specific learning needs. Educationally we provide the best opportunities for improving your English, building your career or providing the basis of higher academic study in Australia. Your VET qualification will be recognised by all educational institutions in Australia.

We look forward to meeting you and wish you every success with your studies.

Yours truly,  
The ACBI Team

# 1. Abbreviations in This Handbook

Abbreviation	Meaning
DHA	Department of Home Affairs
DEC	Department of Education and Community (NSW Government)
DET	Department of Education and Training
ASQA	Australian Skills Quality Authority
ESOS	Education Services for Overseas Students Act 2000 and Education Services for Overseas Students Regulations 2001
ELICOS	English Language Intensive Courses for Overseas Students
AQF	Australian Qualifications Framework
SRTOs	Standards for Registered Training Organisations 2015
VET	Vocational Education and Training
OSHC	Overseas Student Health Cover
LLN	Language Literacy and Numeracy
RTO	Registered Training Organisations
TPS	Tuition Protection Service
RPL	Recognition of Prior Learning
CoE	Confirmation of Enrolment
EEO	Equal Employment Opportunities
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students

## 2. Quality Statement

ACBI is committed to providing quality service and continuously aims to improve its services and programs. We value your suggestions as to how we can help you better.

## 3. Change of Conditions

ACBI reserves the right to change its fees, conditions, course times or course commencement dates at any time without notice.

## 4. College Location & Contact Information

### Head Office and Sydney Campus:

Suite 510  
451 Pitt Street,  
Haymarket,  
Sydney, NSW 2000 Australia

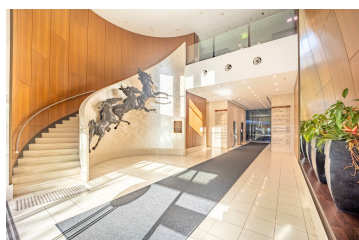
**Telephone:** 1300 237 741

**Email:** [info@acbi.edu.au](mailto:info@acbi.edu.au)



Our campus is conveniently located, a five minute walk from Central Station, close to libraries, World Square Shopping Centre, Chinatown, Paddy's Markets and local cinemas. Within the campus, computers and internet facilities are available to all students, as well as kitchen/breakout areas.

Should the college consider relocating to a new premises or acquire additional premises for the purpose of delivering nationally recognised qualifications ACBI management staff will notify the students enrolled with the college of its intention to relocate at least 20 working days before the relocation.



## 5. Introduction to ACBI

ACBI is the trading name for Australian College of Business Intelligence.

ABN: 19 158 104 566

RTO Code: 40835

CRICOS Provider Number: 03624E

ACBI offers excellent training and assessment services to all of our students. We will help you further your career and reach your goals within your chosen field. Our trainers and assessors are enthusiastic, highly qualified and have extensive experience in their relevant area of study. They are here to support you throughout your studies with ACBI.

## 6. Facilities

Our campus offers recently renovated classrooms. Our classrooms are equipped with computers, whiteboards and overhead projectors. Audio-visual equipment is also available for classroom use.

## 7. ACBI Mission

We're on a mission to be a dominant training provider in Australia by 2027 and be positioned to be a global player thereafter.

ACBI will achieve this through providing the highest quality and most relevant training to our students.

To ensure this The Australian College of Business Intelligence will actively maintain liaisons with industry groups and Business Intelligence providers as well as its own consultation group.

ACBI is dedicated to all learners gaining the knowledge and skills needed for career success and personal fulfilment in an environment where there is:

- Mutual respect and celebration of difference
- Dedication to quality learning and training
- Commitment to continuous improvement
- Commitment to learner centred training

## 7a. Vocational Courses

ACBI is registered by the Australian Skills Quality Authority (ASQA) to deliver the following vocational courses to International and local students.

National Code	CRICOS Code	Course	Duration (Weeks)
ICT50220	105685D	Diploma of Information Technology (Website Development)	78 Weeks
ICT40120	108187J	Certificate IV in Information Technology	52 Weeks
ICT60220	105626D	Advanced Diploma of Information Technology	104 Weeks
ICT60220	105626D	Advanced Diploma of Information Technology (Cyber Security)	104 Weeks
ICT60220	105626D	Advanced Diploma of Information Technology (Telecommunication Network Engineering)	104 Weeks
11130NAT	112143J	Certificate IV in Environmentally Sustainable Management	52 Weeks
MSS50122	112566H	Diploma of Sustainable Operations	78 Weeks
CUA40720	110397C	Certificate IV in Design	52 Weeks
CUA50720	105826G	Diploma of Graphic Design	78 Weeks
CUA60320	106095G	Advanced Diploma of Graphic Design	52 Weeks
BSB50820	104061M	Diploma of Project Management	52 Weeks
BSB60720	104450J	Advanced Diploma of Program Management	52 Weeks
BSB40820	104704C	Certificate IV in Marketing and Communication	26 Weeks
10931NAT	106574C	Diploma of Digital Marketing	52 Weeks



## 7a. Vocational Courses (Continued)

National Code	CRICOS Code	Course	Duration (Weeks)
10787NAT	0100514	Advanced Diploma of Digital Marketing	78 Weeks
BSB30220	106546G	Certificate III in Entrepreneurship and New Business	52 weeks
BSB50120	104705B	Diploma of Business	52 Weeks
HLT47321	112565J	Certificate IV in Health Administration	78 Weeks
BSB50420	104261C	Diploma of Leadership and Management	52 Weeks
BSB60420	104703D	Advanced Diploma of Leadership and Management	52 Weeks

## 7b. Course Requirements

Students will need access to a computer with the following specifications if they need to use our online learning platform outside of scheduled class hours.

Browser	Minimum Version	Recommended Version
Google Chrome	30.0	Latest
Mozilla Firefox	25.0	Latest
Apple Safari	6	Latest
Microsoft Internet Explorer	10	Latest

## 8. Key Contacts

### Chief Executive Officer

The Chief Executive Officer is responsible for the standard of training, assessment and safety in ACBI, in accordance with the relevant government legislation.

### Director of Studies

The Director of Studies is responsible for the day to day running of the College and the overall quality of the courses provided.

### Student Support Officer

The Student Support Officer is responsible for giving students information about the college and answering questions about College facilities and services. The Student Support Officer is the first contact for you if you have any problems during your time in Australia and is always here to help you.

### Administration

Administration is responsible for college administration and receives all payments from you and supports the coordination of your college activities.

### Trainers

Trainers plan, deliver and assess your performance and competency in each unit during your course. Your VET trainers at ACBI perform all training and assessment. All VET trainers have a Certificate IV in Training and Assessment (TAE40110 transitioning to TAE40116 and TAE40122 - Certificate IV in Training and Assessment).

## 9. Standards for Registered Training Organisations 2015 (SRTOs)

The SRTOs are established and monitored by ASQA, which is responsible for registering training organisations and accrediting courses. One of the core conditions of registration is that relevant applicants and RTOs comply with the requirements set out in the VET Quality Framework.

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced.

It comprises:

- The Standards for Registered Training Organisations 2015
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements
- The Australian Qualifications Framework.

## 10. The Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) covers all qualifications in post-compulsory education and training. It was developed to meet the need for an overall system of qualifications to support reforms in vocational education and training. The AQF was introduced throughout Australia in January 1995.

## 11. Education Services for Overseas Students (ESOS) Act

The provision of ESOS in Australia is regulated by ASQA through the Education Services for Overseas Students Act 2000 and Education Services for Overseas Regulations 2001.

The purpose of the legislation is to protect the interests of people coming to Australia on student visas, by providing tuition and financial protection and by ensuring a nationally consistent standard for all registered providers. ACBI protects students' fees through membership of the Tuition Protection Service (TPS).

As a CRICOS registered provider 03426E, ACBI must comply with the ESOS Act, associated legislation and regulations. There are penalties for failure to comply.

Under the ESOS Act, ACBI must report directly to the Department of Home Affairs a student who breaches their student visa requirements, in particular the requirements about student's maintaining satisfactory progress in their course. Should you wish to obtain further information about the ESOS Act we encourage you to visit their website.

## 12. ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience of study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. A detailed explanation of this framework can be accessed via. [the Department of Education website](#).

## 13. Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course found on CRICOS.

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course, including its location, match the information on CRICOS.

### 13a. Your Rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and
- What support is available if you are not progressing well
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study they planned to undertake in Australia. If you want to transfer beforehand you need your provider's permission. DET contact: telephone 1300 363 079 (local call costs apply) or visit the website.

## 13b. Your Responsibilities

As an overseas student on a student visa, you have responsibilities to:

- 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 education provider
- Inform your provider if you change your address, and update contact information when you change it.
- Maintain satisfactory course progress

## 13c. Contact Details for Your Rights

Company	When To Contact
ACBI	For policies and procedures that affect you: <ul style="list-style-type: none"> <li>• Speak with your trainer</li> <li>• Go to our website</li> <li>• Speak with our academic and/or student support team</li> </ul>
Department of Education	<ul style="list-style-type: none"> <li>• For your ESOS rights and responsibilities</li> <li>• ESOS Helpline (+61 2) 6240 5069</li> </ul>
Department of Home Affairs (DHA)	For visa matters: <ul style="list-style-type: none"> <li>• Phone 131 881 in Australia</li> <li>• Contact the DHA office in your country</li> </ul>

## 14. Student Visa Requirements

### 14a. General Requirements

The Department of Home Affairs (DHA) has specific requirements for the approval of a student visa. The approval of a student visa may be contingent upon:

- Your country of origin
- Whether you have enough money to support yourself during your course
- Your English proficiency
- Your likely compliance with the terms of your visa
- Other matters considered relevant to assessing your application.

Visas are processed through the Australian Immigration Office, High Commission, Embassy or Consulate in your home country. You will also be required to show that you meet the entry requirements for the course for which you intend to enrol.

Once in Australia it is important that you keep to the terms of your visa. Australian Government Regulations state that students on a student visa must maintain a satisfactory rate of academic progress.

More information on visa matters is available from your ACBI Agent and the [Department of Home Affairs](#).

### 14b. Financial Status

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. Students may have to demonstrate sufficient funds to cover these expenses for the first one or two years in Australia, depending on their assessment level.

### 14c. English Language Entry Requirements

Depending on your student visa assessment level you may need to show your English level to get a student visa (sub class 500). In general, you must be able to read, write and understand English to benefit from a vocational (VET) course.

## 14c. English Language Entry Requirements (Continued)

For admission to ACBI vocational courses (VET) English language proficiency must be demonstrated by achieving the following minimum standards:

- **IELTS** (International English Language Testing System) - Overall score of 5.5
- **Duolingo English Test** - Overall score of 95 (equivalent to IELTS 5.5)
- **PTE** (Pearson Test of English Academic) - Overall score of 45 (equivalent to IELTS 5.5)
- **CAE** (Cambridge Advanced English) - Overall score of 162 (equivalent to IELTS 5.5)

A Certified copy of your English proficiency must be attached to your ACBI Application form or submit it online as part of your application process. You must demonstrate to have the correct level of English to enter into ACBI's vocational programs.

## 14d. Change of Address - Contact Information

Upon arriving in Australia you are required to advise us of your residential address, email address for contacting you in the case of emergencies and your mobile telephone number.

If you move house or change your email address you must give us your new address or contact information within 7 days. This will ensure you receive information about your course, fee receipts and any other important information.

The College will only contact you by email and or text messages for written notices or letters.

Please note: You must advise the ACBI office of any change in address, personal situation or any problems as soon as you know there is a change but no later than 7 days.

## 14e. Overseas Student Health Cover (OSHC)

Australia has an efficient health care system which is subsidised by the Australian Government. Overseas Student HealthCover (OSHC) provides insurance cover that permits you to use this system.

Your health cover covers a portion of the costs for any medical or hospital care you need while studying in Australia. It also provides part payment for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health fund – before applying for your visa. You will also need to maintain OSHC throughout your stay in Australia.

## 14f. Attendance & Academic Progress

Vocational Education and Training (VET) programs are assessed in accordance with the principles and standards of the Standards for Registered Training Organisations 2015. To facilitate quality outcomes, the Australian College of Business Intelligence (ACBI) ensures that assessments are following the principles of assessment by being Fair, Flexible, Valid and Reliable and the Rules of Evidence.

### Principles of Assessment

#### **Fairness:**

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

#### **Flexibility:**

Assessment is flexible to the individual learner by:

- reflecting the learner's needs
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

#### **Validity:**

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

#### **Reliability:**

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.



## 14f. Attendance & Academic Progress (Continued)

### Rules of Evidence:

#### Validity:

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

#### Sufficiency:

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

#### Authenticity:

The assessor is assured that the evidence presented for assessment is the learner's own work.

#### Currency:

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### 1. Assessment Procedures

- All courses at ACBI incorporate competency-based assessments. The purpose of assessing competency is to confirm that students can perform tasks to the required standards expected in the workplace.
- ACBI assessment processes meet the requirements of SNR Standards and packaging rules of endorsed Training packages or VET accredited courses.
- All assessments are conducted in accordance with the principles of assessment and the rules of evidence, and outcomes are recorded in accordance with AVETMISS reporting.
- ACBI assessments meet regulatory and workplace requirements, where relevant.
- ACBI systematically validates and moderates its assessment materials with trainers, industry and other stakeholders
- ACBI assessment procedures will recognise access, equity and cultural issues without compromising the integrity of the assessment.

1.1 Assessment tasks cover a range of methods and may include written tasks, projects, reports, written practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies, discussions & observations.

1.2 Students must satisfactorily perform and complete all the assessment requirements, activities, and assessment tasks, to be deemed competent in a Unit of Competency (UOC). To be competent, students must:

- Submit all parts of assessable work on the Learning management system (LMS) portal, and
- Submit all work on the due date(s) specified on the unit page in the LMS or prior to the cut-off date unless a revised date has been approved with the Trainer / Assessor in advance.

## 14f. Attendance & Academic Progress (Continued)

1.3 All assessment tasks and parts must be undertaken and submitted by the specified due date in the term during which the UOC began.

- Any part of an assessment marked not satisfactory will result in an outcome of Not Competent (NC) for that Unit of Competency. Student can then re-submit the revised assessment based on trainer feedback by the term cut-off.
- Any assessment not attempted by the term cut off will be marked as Not Competent
- Compelling and compassionate circumstances may be considered for reassessment or late assessment.

1.4 Formative activities scheduled as self-directed learning will also be assigned for participation and engagement and recorded by the Trainer/Assessors on the LMS. The activity tasks are part of the assessment tools of a unit.

1.5 Assessors must mark all assessments submitted by students enrolled in the UOC, one weeks after the assessment due date. Assessments are marked competent or not competent and students are provided feedback via the LMS. Students do receive notification from the LMS via an email to their feedback. Students are then required to resubmit their revised assessment by the term cut-off date.

1.6 Fees and charges apply for late assessments if there is no compassionate or compelling reason with (current) acceptable evidence.

### 2. Assessment Submission

- Students are required to produce work that is of a high quality in terms of both presentation and content. This includes appropriate referencing, grammar, and punctuation.
- All assessments should be typed unless a handwritten submission is requested. All assessments must be submitted via the E-Learning Management System.
- Assessments are not to be submitted directly to the Trainer / Assessor or student support via email or placed on an electronic device. Students are required to use the file naming conventions specified in the unit assessment document. Students must also ensure that the footers in their assessments identify the Unit, Assessment Number, Student's Name, Student Number, Date and Number of Pages on each page.
- All students must tick off the declaration box on the LMS acknowledging that the assessment submission is their own work hence draft submissions are not graded.
- An accepted standard of typed assessment requires the font to be in Arial 12 PT or similar.
- Students must keep a copy of all submitted work. The inability to retrieve a file is an unacceptable reason for being unable to submit work. It is a student's responsibility to re-submit any work if requested. ACBI takes no responsibility for work that cannot be located.
- Any student having problems with an assessment task is urged to speak to the Trainer / Assessor before the specified submission date so the circumstances can be addressed.
- Students are expected to allocate sufficient time to complete the work satisfactorily.

## 14f. Attendance & Academic Progress (Continued)

### 3. Assessment Attendance and Conduct

- Attendance at all face-to-face components of an assessments is compulsory.
- Students who fail to attend an assessment or tasks due to illness or other valid reasons must provide evidence in writing according to circumstances. A signed and dated medical certificate must be issued from a registered medical practitioner and cover the day(s) of absence.

### Re-submission

- If an assessment has been deemed not competent, the student may correct the original work following the assessor's feedback and re-submit via the LMS portal for further assessment (no fee applicable) before the term cut-off date. The student will have a maximum of three attempts.
- The process is classified as re-submission and is to an agreed number of opportunities (maximum of three) with the assessor after the original submission. However, re-submissions must be finalised within the study period (term) in which the assessment began.

### Reassessment

- Any student who is marked Not competent or fails to re-submit after the terms cut-off date, will fall under this category of re-assessment.
- Students are given the opportunity to attend feedback sessions during class time and may be offered revision guidance to assist with assessment gaps depending on the level of their unsatisfactory assessment outcome.
- Where a student fails to submit assessments; or fails to submit a serious attempt of an assessment, (unless evidence is provided of serious medical or compassionate reasons in the required period), a fee applies to re-open and re-sit the assessment tasks. See the [Other Fees Schedule](#) available on the ACBI website for details.
- There will be one attempt for students who are submitting for re-assessment. All feedback is to be understood and clarified from previous attempts as graded by the assessor. Additionally, all practical observable tasks must be included in the re-assessment attempt.
- If the student is deemed once again Not Competent in the re-assessment attempt, every subsequent attempt will incur a fee of **AUD\$150.00**. All feedback is to be understood and clarified from previous attempts as graded by the assessor.

## 14f. Attendance & Academic Progress (Continued)

### Assessment Appeals Process

All learners have the right to appeal any assessment decision made by ACBI if they believe that the assessment outcome is invalid and/or the process was invalid, inappropriate or unfair. If the student is dissatisfied with the outcome of a reassessment, the student can lodge a formal internal appeal. For further details, refer to the Student Complaints and Appeals Policy and Procedure available on the [ACBI website](#).

### Late Submission

This procedure applies when a student fails to submit the assessment on time. This could be due to:

- Compassionate and compelling circumstances can be considered if supporting documentary evidence is provided for the period covering the assessment submission timeframe.
- In submitting a Late Assessment, the student must receive written approval from the Academic Team with instructions for submission, due dates, marking and feedback.

### Re-assessment Eligibility Requirements

- To be eligible for re-assessment, students' attendance for the UOC should be satisfactory. In the event of low attendance, students are ineligible for re-assessment and will be required to remedy the matter through an intervention strategy. Students should note that this may affect the duration of the course, and overseas students may need to extend their Visa. Application for reassessment due to special consideration can be made in writing (email).
- A fee for re-assessment of each unit may apply. Refer to the Other Fees Schedule available on the ACBI website.

### Academic Misconduct

Academic misconduct is defined as deliberate submission or intention to submit unreliable, insufficient, non-current or invalidated assessment evidence. Plagiarism is defined as using another person's work and presenting it as one's own without appropriate acknowledgement of the author or source. If reasonable grounds for believing that these have occurred, disciplinary procedures will be implemented. For further details, refer to the [Academic Integrity Policy](#).

### Assessment Outcomes and Recording

The outcomes of the assessments are recorded on the LMS platform (Moodle) & Canvas. The trainer / assessor will finalise the assessment grading on the LMS platform.

A student's outcome for each UOC is published via their online student management portal for students access within the term on RTO Manager.

## 14g. Working While Studying

Overseas students are allowed to work 48 hours a fortnight while their course is in session (excluding any work undertaken as a registered component of their course of study or training) and they can work unlimited hours during scheduled course breaks.

### **Fair Work Ombudsman**

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

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

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

### **Complaints About Work**

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

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

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

## 14h. Breaches - Warning & Reporting

Students registered under CRICOS are subject to Department of Education & Training and DHA academic progress, financial warning and reporting requirements.

If you have failed more than 50% of the units studied during any study period or your fee payment schedule is overdue you will be contacted by the College by email to arrange an interview to discuss these matters. A record of this discussion will be kept in your student file.

You will be reported to Department of Home affairs if:

- Your academic progression is not satisfactory
- You withdraw from a course without following the correct procedures
- You have not paid your fees.

## 14i. Transfer Between Providers

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances.

ACBI will only consider giving a release to a student based on compelling or compassionate reasons and a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by ACBI including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the ACBI's complaints and appeals process within 20 working days if they want a review of the decision. Applications for transfer from ACBI will be assessed and replied to within 5 working days. Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Release Request Form.
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence.
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Director of Studies to discuss the transfer request.

## 14i. Transfer Between Providers (Continued)

- The Director of Studies will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Director of Studies during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on the SMS with required future actions.
- In all cases, students who have not had their termination request approved may access ACBI's complaints and appeals process within 20 days

Evidence will be retained on the student file.

## 14j. Education Agents

ACBI is responsible for the actions of education agents representing the College. All ACBI agents have signed an agreement with the College. ACBI reviews the activities of agents continuously. If you believe your agent is misleading you or misrepresenting the College, please contact us immediately.

You should not be asked for additional fee payments by agents once you have been accepted by ACBI. Should you be asked for additional fees please speak to the College Registrar.

An ACBI Education Agent must provide you with information on the following before you make an application to study:

- Facilities, equipment and learning resources
- Course content, course duration and the qualification gained on completion
- Teaching and assessment methods
- Details of any arrangements with other providers for recognition or completion of the course
- Tuition fees, refund conditions and other expenses
- Information about living in Australia, the College campus and location, accommodation availability, and costs of living
- The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into a course
- Student visa requirements
- The conditions imposed on student visas including satisfactory academic progress, completion in the expected duration of the course, and working while studying

## 14j. Education Agents (Continued)

- The requirement that ACBI must report students who fail to meet their visa conditions to DHA
- Withdrawal arrangements
- Admission procedures, credit transfers and the recognition of prior learning (RPL) policies at ACBI
- Internal and external complaint and appeals procedures
- The non-academic student support services of special relevance to international students.

As part of the process of monitoring education agents ACBI will survey students after enrolment and during their study about the services and satisfaction levels of the agent the student used.

## 15. Access and Equity

Access refers to the ability of students to enter training. Equity is a term used to cover issues relating to the student participation in the College and achievement of outcomes in their chosen area of training.

ACBI will meet the needs of individuals and the community through the integration of access and equity guidelines. ACBI will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality without discrimination.

ACBI will increase opportunities for people to participate in the vocational education and training system and in associated decisions, which affect their lives. ACBI prohibits discrimination towards any individual or group in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, culture, ethnic or ethnoreligious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Disabilities
- Indigenous Australians

All ACBI employees are committed to ensuring that the College selection criterion is non-discriminatory, providing fair access to training for all people through:

- Being responsive to your needs and suggestions on a day to day basis. If a member of staff believes that a student is experiencing difficulties, then it is their responsibility to refer the matter to the Student Support Officer.



## 15. Access and Equity (Continued)

- Upholding the values and integrity of ACBI by complying with policies, procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within ACBI, as well as the operation and culture of ACBI;
- Providing training and assessment and learning resource materials of the highest quality that take into account cultural and linguistic needs and using in an ethical manner
- Participating in staff development programs to assist in developing training and assessment methods and practices, as well as skills in relating appropriately to a diverse student population
- Being responsive to the needs and suggestions of ACBI students by ensuring that training and assessment procedures are flexible
- Being alert to the facts some training programs offered may have limited number of places available and these will be filled as per the requirements in the client selection information
- Ensuring our enrolment procedures will be free of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.

If you have any issues related to access and equity, you should contact the operations manager. If you are not happy with the response you can contact the Chief Executive Officer. All discussions will be treated confidentially. All our staff are expected to follow our Code of Conduct. This handbook sets out your rights and responsibilities as a student.

## 16. Language, Literacy and Numeracy Support (LLN)

If you have problems with language, literacy or numeracy, we will discuss in private the best way to help you. If necessary, we will offer counselling about your particular problem and how it may affect your progress in our course. Recommendations will be made but it is your decision on whether you act on them.

If the assessment identifies that you need further development in a specific area, the Director of Studies, will discuss with you the options. While ACBI will assist you with learning needs, additional language support may attract a fee.

## 17. Student Selection

ACBI has the following selection criteria in recruiting students for our programs. These include relevant skills, experience and career plans.

To study in a VET program at ACBI you must be at least 18 years old and have completed the Australian Year 12 or its equivalent. However, if you are a mature age entrant, you may use your work experience as evidence of your ability to successfully complete the course. You must also have an IELTS score of 5.5 or equivalent to enter a Vocational Course. If you have a score less than this, ACBI will ask you to study English to help you meet the entry requirement.

In addition, various training programs may require a different or specific type of selection criteria. The most common selection criteria are:

- Ability to complete the training program
- The reason why you wish to take the training program and how the program will help you with your career plans
- Any other criteria relevant to National Training Package pre-requisites.

Offers of course placement will be based on the assessment of the Academic team who will take your qualifications and proficiencies into account.

## 18. Guidelines For Admissions

### 18a. Introductory Information

To study in Australia you must:

- Be enrolled in a course which is registered by the Australian Government
- Attend the course full time, that is for at least 20 contact hours per week
- Have an Australian Student Visa

The following information will help you to apply to study in Australia at ACBI. This information is a guide only and you will find more information about visa requirements, student selection, course information and fees:

- In this ACBI Student Handbook
- On the [ACBI website](#)
- In ACBI brochures
- On Australian Government websites listed below
- By contacting ACBI directly

## 18b. Applying for an Australian Student Visa

To apply for a visa you need to contact a representative of the Australian Government at an Australian High Commission, Embassy or Consulate. You can also obtain information about Australian Student Visas on the following Australian Government websites:

- [Study In Australia](#)
- [Home Affairs](#)

These websites provide you with official details about:

- Entry requirements for a Student Visa
- Your responsibilities after you receive your Student Visa
- Documents you are required to submit with your Student Visa application.

**Please Remember:** depending on the country in which you live and the application process, your visa may take weeks or even months to be approved. Please remember this when you choose your start date with ACBI.

## 18c. Certified Documents

When you apply to enrol in an ACBI course you will be asked to supply Certified Documents. Certified Documents are copies of original documents, which have been certified as being a true copy of the original document.

The copies can only be certified by an authorised person, such as:

- The institution which issued the original documents
- An officer in the admissions department of ACBI
- An appointed agent of ACBI
- An officer in the records or admissions department of a tertiary institution
- A Justice of the Peace (Australia only)
- A Notary Public (People's Republic of China only)

The copies must:

State – “I certify this to be a true copy of the original”

- Be signed and dated by the authorised person
- Contain the clearly written name, occupation and contact details of the authorised person. In the case of a tertiary institution the official stamp of the institution should be used.

## 18c. Certified Documents (Continued)

Certified copies of documents can be accepted in hard copy by mail for the application process or by fax or email from ACBI agents. Certified documents submitted to ACBI become the property of the College and will not be returned.

Original documents, which are in a language other than English, must be translated by an official translator registered with a government body or by agents who have been designated as translators. These translated documents must include the date, the name and signature of the translator and the translator's official stamp.

## 18d. Recognition of Qualifications and Statements of Attainment

All AQF qualifications and statements of attainment will be fully recognised and credit transfer is available to students enrolling in any of our courses.

Any student wishing to apply for recognition of existing qualifications or statement of attainment should submit a Credit Transfer Request.

## 19. Recognition of Prior Learning (RPL)

Students of ACBI's VET training programs are provided with full recognition of their current skills and knowledge. This is known as 'Recognition of Prior Learning(RPL).

RPL acknowledges skills and knowledge can be gained through life experiences, work experience, previous training and formal education. A student may apply RPL by completing the RPL Application form before coming to Australia or during the first three weeks after enrolling in a course at ACBI. RPL will not be considered after that time.

Where RPL is granted before an International Student has a visa issued, the period of the course will be adjusted appropriately when the Electronic Confirmation of Enrolment (eCoE) is issued. If RPL is agreed after visa issue the College will report the change of course duration via PRISMS as required under s19 of the ESOS Act 2000. If such a case occurs the student will maintain a full time study load.

In either case the student will not be allowed to study less than a minimum full time load per week (20 hours).

## 19. Recognition of Prior Learning (RPL) (Continued)

Certified copies of documents can be accepted in hard copy by mail for the application process or by fax or email from ACBI agents. Certified documents submitted to ACBI become the property of the College and will not be returned.

Original documents, which are in a language other than English, must be translated by an official translator registered with a government body or by agents who have been designated as translators. These translated documents must include the date, the name and signature of the translator and the translator's official stamp.

DHA through PRISMS is to be advised of the student's RPL. The student's details are adjusted to reflect the College decision.

RPL attracts a fee. This consists of an application fee (See Administration Fees schedule on our website) plus a fee per unit of competence for which RPL is sought (See Administration Fees on our website). These fees must be paid when making the application and are not refundable. The fee per unit of competence may vary for each course. Please enquire prior to making an RPL application to the Director of Studies or at Reception.

If a student is unsuccessful the total amount paid less the RPL application will be deducted from the course tuition fees. If a student is granted a unit via RPL their overall course time will be reduced. Therefore, a pro rata adjustment to the course fees will apply. Any adjustment of time will comply with National Code.

## 20. Application to Study at ACBI

You must complete an application form before you begin studying at ACBI. This application form contains all necessary data, which may be accessed by state and federal government registering bodies.

All information is entered onto the ACBI student management database and the original enrolment form will be filed in your individual student file. You can get a copy of this information if you wish.

The ACBI application form can be:

- Downloaded/completed online from the ACBI website
- Obtained from your education agent
- Obtained at ACBI from the Student Support Team

## 21. How to Apply For Enrolment at ACBI

### 21a. Complete your ACBI Application Form

Providing a completed application form including Material Fee of AUD 150 (fee may be subject to change) and Application Processing Fee of AUD 100 (non-refundable).

You must attach certified copies of all documents that are requested on the Application Form. For information about certified copies please refer to the Guidelines for Admission and paragraph 20 in this document

How to pay:

We accept credit cards (3% surcharge), bank transfer and debit cards. Cash is not accepted.

### 21b. Application Checklist to Assist You to Complete Your Application Form

Have you...

1. Completed all sections of the application form?
2. Enclosed certified copies of your passport and visa
3. Enclosed certified copies of qualifications
4. Enclosed certified copies of English language proficiency
5. Enclosed any other certified documents requested in the application form
6. Enclosed AUD 100 for Application Processing Fee and AUD 150 material fee (non-refundable) - \$250 for the Graphic Design courses

#### **A “Letter of Offer”**

ACBI will assess your application and if you are accepted you will be sent a “Letter of Offer”.

#### **Accepting an Offer and Payment of Fees**

If you wish to accept the offer you are required to pay:

- Either the full fee or a portion of the fee for your course(s) - usually the first instalment for VET courses;
- PLUS Overseas Student Health Cover and any other fees as detailed in the letter of offer.

Further tuition fee instalments are to be paid per term which is usually 10 weeks, in advance. A fee schedule will be forwarded to you.

#### **CoE**

Once you have paid your fees ACBI will issue an CoE. The CoE will be sent to you, or your agent, by mail, email or fax. You must submit the CoE to the Department Home Affairs (DHA) as below.

## 21c. Submit your Australian Student Visa Application

Depending on the Country Assessment Level as indicated by DHA, you may need your “Letter of Offer” and “Confirmation of Enrolment” before you apply for your visa. For more information please contact your nearest High Commission, Australian Embassy or Consulate or visit the [DHA website](#).

## 21d. Fees

All Tuition Fees will be included on your Letter of Offer.

All non-tuition fees (for changes or refunds) are published in our Administration Fee Schedule on our website.

## 22. Overdue Fee Collection Policy and Process

<p>Step 1 Notice 1: Fees Reminder and Invoice</p>	<p>You will be posted a fees reminder and an invoice four weeks before your tuition fee is due. It will also be emailed to your agent. This invoice will be the First Notice &amp; you are required to pay by the due date.</p>
<p>Step 2 Final Reminder: Intention to Report</p>	<p>If your fees become overdue by 7 working days immediate payment is required and a final reminder and an Intention to Report notice, will be posted to you. A copy will be emailed to your agent. (This step will be recorded on your personal records at ACBI.)</p>
<p>Step 3 Appeal or Payment</p>	<p>You will have 20 working days to appeal in writing or to contact the College regarding payment.</p>
<p>Step 4 Reporting to DHA</p>	<p>If payment in full, or a legitimate written request for appeal, is not received from you the College will report you to the Department of Home Affairs (DHA) for failure to pay fees. Your CoE will be terminated and your visa may be cancelled.</p>
<p>Step 5 Student Exclusion</p>	<p>If your CoE is cancelled you will not be able to attend classes until the situation is resolved and your account settled.</p>

## 23. Orientation on Arrival

Orientation is conducted prior to your course commencement date. It is designed to inform you about ACBI life and to introduce you to your course. In addition, you will meet your ACBI staff, have a tour of the College, be informed of College policies and procedures as well as health and safety practices.

## 24. Academic Honesty Policy

ACBI is committed to the academic right that students receive credit for the work submitted by them for assessment. Part of this right is that it is clearly unfair for students to submit work for assessment that appears to be their own but is copied from others with or without acknowledging the source. This kind of activity represents a form of academic fraud.

ACBI is committed to developing a student's research and literacy skills that will enable them to avoid plagiarism or any other form of academic dishonesty including collusion, cheating, claiming credit for group work without actively participating, and recycling.

Plagiarism is using the words or ideas of others without acknowledging the source. It can be deliberate cheating or simply failing to acknowledge copied work.

Plagiarism includes:

- Using other people's ideas and presenting them in your own words
- Downloading an essay or other material from the internet and submitting it as your own work.
- Purchasing an assignment and submitting it as your own work.
- Using a friend's work to submit for assessment
- Using the words from a book or website without referencing it
- Using other people's words
- Presenting large amounts of quoted work with little of your own input.

Students who are found to have plagiarised will receive a fail grade in an assessment. Students are advised to seek assistance to develop appropriate research and writing skills in order to avoid any form of academic dishonesty.

Cheating in all forms including copying from another student or the use of phones and other electronic devices in examinations and assessments will be regarded as a breach of this policy. Proven dishonesty or cheating will result in failure in an assessment. A repeat offence may lead to the student being asked to leave ACBI.



## 25. Course Outcomes for VET Qualifications

All course outcomes are based upon you being able to demonstrate competence in the skills and knowledge listed. They involve attendance and participation at classroom sessions.

At various times through your course, you must undergo an assessment or a test to demonstrate that you are competent in the skills and knowledge taught. To pass the course you must prove you are competent in all the tasks given. You may be asked for a written assignment and/or to demonstrate a skill. On successful completion of the course you will be issued a certificate for the qualification achieved.

## 26. Re-Assessment

Students who are marked as NYC (Not Yet Competent) or do not submit assessments by the due date may request assistance with their work before the end of the unit where there is evidence of effort. Where there is no evidence of effort and a student does not attend or complete assessments by the due dates, the student will be required to pay for re-assessment.

Where leave is granted, the student accepts the responsibility for all assessments during the leave and also within the duration of the CoE. If assessments are not completed within the duration of the CoE students must show compassionate or compelling reasons for an extension of their CoE.

Assignments must be submitted to the trainer by the agreed date. Students who do not submit by the agreed date and who do not seek assistance or apply for a reassessment by the end of term will only be eligible for a Statement of Attainment.

Students may appeal their assessment outcome through the Assessment Appeals form or a Feedback and Complaint form.

## 27. Preparing You For The Workplace

Our courses aim to show and use industry best practice through the learning content and assessments. This is achieved by drawing on industry expertise to present you with real industry scenarios.

Flexible delivery and meeting student delivery needs All VET units of competence follow the guidelines of the relevant training package. Trainers may apply a number of different strategies to meet the group's learning needs.

## 27. Preparing You For The Workplace (Continued)

The different strategies your trainer may use to develop the skills and knowledge of each student include presentations, role-plays, case studies, demonstrations, guest lectures, group work, calculations, exercises, tutorials, audio-visuals and simulations to meet the requirements of the particular unit of competence.

### Adjustments in Training & Assessment

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment. Reasonable adjustments can be made to ensure equity in learning and assessment for people with a disability and special needs.

In adjusting the assessment, the trainer will take into account, EEO anti-discrimination principles, flexible delivery methodology used, along with your particular needs. The nature of such assessments in seeking explicit evidence of competence could include an interview, role-play, case study, demonstration, group work, calculation, exercise, tutorial, project, workplace observation, and/or simulation.

In establishing an appropriate assessment model the trainer will consider currency, authenticity, validity, reliability and relevance to the performance criteria of the particular unit of competence.

## 28. Cancellation & Refund Policy

### 28a. Refund

Refunds are only available under certain conditions as specified in the Student Refund Policy and Procedure available on the ACBI website. Should you wish to cancel your course enrolment and seek a refund the following conditions apply:

1. The request for a refund must be lodged in writing by submitting the **Refund Request Form**, available from the [ACBI website](#). To assist the College, you must clearly state the reasons for the refund request and supporting documentation must be supplied where applicable. If withdrawing from a course enrolment, then a completed **Enrolment Withdrawal Request Form** must be submitted together with the Refund Request Form.
2. **Commencing Students - Overseas Students** - Students who have accepted an ACBI Letter of Offer and Written Agreement may be entitled to a refund of tuition fees paid if their application to withdraw from the course or defer the commencement of their studies is approved. The amount of tuition fees refunded is dependent on when the application for withdrawal was lodged, with the details as follows:
  - 28 calendar days or more prior to commencement date: 100%
  - Within 27 days prior to commencement date and on commencement date: 50%

## 28a. Refund (Continued)

- After commencement date: Where no notice of cancellation is given, **no refund** will be issued.

If the Student Visa Application is rejected before the course commencement date, ACBI will refund the student in full (excluding the non-refundable application processing fee of AUD\$250.00)

If the Student Visa Application of a prospective student residing offshore is rejected **after** the course commencement date, ACBI will refund the student in full (excluding the non-refundable application processing fee of AUD\$250.00)

If the Student Visa Application is rejected **after** course commencement, where an onshore student has attended classes and accessed the learning materials, the refund will be on pro rata basis: the tuition fee from the week the student has withdrawn from the course until fees have been paid (excluding the non-refundable application processing fee of AUD\$250.00)

### 3. Domestic Non-VSL Students

- After commencement but within 10 working days from commencement date (cooling off period): 100%
- After 10 working days from commencement date (cooling off period): 0%

4. **Continuing Students** - Continuing students may be entitled to a refund of unspent tuition fees if their application to withdraw from the course or a unit of competency or leave of absence is approved. The amount of tuition fees refunded, minus AUD\$500.00 withdrawal fee, is dependent on when the application was lodged, with the details as follows:

- 28 calendar days or more prior to future term commencement date: 100%
- Within 27 to 14 calendar days prior to future term commencement date: 50%
- Less than 14 days prior to future term commencement date: 25%

After commencement date of current term but 28 days prior to commencement of future terms any unspent fees for future terms will be refunded in full minus AUD\$500.00 withdrawal fee. No refund will be approved for the current term.

If a student is on a monthly payment plan, all future payments to cover for any tuition already received plus the withdrawal fee of AUD\$500.00 will be charged accordingly.

5. Your Enrolment Withdrawal is not effective until ACBI receives a completed ACBI Enrolment Withdrawal Request, and a Refund Request Form supported by documentary evidence.
6. Please see the Administration Fee Schedule on our website for administration charges that may apply to a refund.
7. Course Tuition fees and Other fees are not transferable to another student or Provider but may be transferred to another course within ACBI.
8. All approved Refunds are made payable to and sent to the student's nominated bank account in Australian Dollars. Approved refunds will be paid within 28 days. A refund calculation explanation as to how the refund was calculated will accompany the student refund payment.

## 28a. Refund (Continued)

9. **Compelling and compassionate circumstances** - If student have experienced exceptional circumstances that have prevented them from successfully completing the course or unit/s of competency, ACBI may, at its discretion, grant a full refund of tuition fees or a higher percentage than stated above. The student's application for a refund will need to include evidence of compelling and compassionate circumstances. These circumstances include medical and other special circumstances. For further details of compelling or compassionate circumstances and evidence requirements, refer to the ACBI Student Fees Policy, which can be accessed from the ACBI website.
10. **Domestic students in VET Student Loan approved courses** - Refunds of tuition fees or other fees will be granted on the basis of an amendment to enrolment (including deferral of offer or enrolment, leave of absence and withdrawal) on or before the term census date. This applies to all domestic students enrolled in a VSL approved course, whether the student accesses a VET Student Loan or pays tuition fees upfront. Refunds will not be made for tuition fees or other fees paid by students who withdraw after the term census date. Students are liable for the full amount even if they subsequently withdraw during the term. If a student has overpaid an invoice, the student can choose to credit the overpayment towards the following term's tuition fees or receive a refund of the value of the overpayment.
11. **Refund of tuition fees under special circumstances (domestic students in VSL approved programs only)** - Students affected by serious illness or special circumstances that affected their study after the census date may be eligible for a refund. Criteria are specified on the government's [Study Assist](#) website and are also outlined in the ACBI Student Refund Policy available from the ACBI website.

## 28b. ACBI Provider Default

### Refunds due to course cancellation (provider default) - Overseas Students

In the event of a default by ACBI, students are entitled to a refund under the provision of the ESOS Act 2000 and ESOS Regulations 2001 in the following circumstances:

- ACBI fails to start to provide the course to the student at the location on the agreed starting day
- An ACBI course ceases to be provided to the student at the location at any time after it starts but before it is completed
- ACBI does not provide a course as advertised, due to sanctions or circumstances beyond its control.

In these events ACBI will notify the Department of Home Affairs, the Tuition Protection Service (TPS) Director, and the student enrolled in the course, within three working days of the default day.

## 28b. ACBI Provider Default (Continued)

ACBI will provide the following options:

- transfer their enrolment to another course offered by ACBI at no additional cost;
- offer a place in a similar course of study offered by another institution, leading to a comparable award, at no additional cost; or
- receive a refund of all unspent portion of prepaid tuition fees within 14 days after the date of course cancellation (default day). ACBI will also give the student a statement that explains how the refund amount has been calculated.

### Refunds due to course cancellation (provider default) - Domestic Students

If ACBI cancels a course, it will notify domestic students enrolled the course in writing and give the following options:

- transfer their enrolment to another course offered by ACBI at no additional cost;
- offer a place in a similar course of study offered by another institution, leading to a comparable award, at no additional cost; or
- receive a refund of all unspent portion of prepaid tuition fees within 14 days after the date of course cancellation (default day). ACBI will also give the student a statement that explains how the refund amount has been calculated.

## 28c. Refund Appeals

Students who are dissatisfied with the calculated refund amount may refer to the ACBI Complaints and Appeals Policy and Procedure available on the [ACBI website](#).

The conditions for refund and cancellation and the appeals process do not remove the student's right to take action under the Australia's consumer law, where such law applies.

## Need to find another section?

 [Take Me Back To Table of Contents](#) 

### 29. Complaints & Appeals

ACBI is committed to providing a fair, inexpensive complaints and appeals process that includes access to an independent external body if necessary. ACBI recognises that a complaint and an appeal are different and therefore require a different process for responding to each. Students can access the Complaints and Appeals Policy and Procedure and all other policies and online forms on ACBI's [website](#).

#### **What is a complaint?**

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

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

#### **What is an appeal?**

An appeal is an application submitted by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 20 working days of the decision or finding is informed to the student.

#### **Early resolution of complaints and appeals**

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

## 29. Complaints & Appeals (Continued)

### Complaint and appeals handling

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

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

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

### Complaints Handling Procedure

Matters that cannot be resolved at the time they occur should be referred to ACBI Chief Executive Officer for review. The following procedure is to be followed when a complaint form is received:

- A Complaints and Appeals Form is received by ACBI and is to be immediately recorded into ACBI Complaints and Appeals Register.
- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register.
- The Complaints and Appeals Form is to be forwarded to the Chief Executive Officer who is to review the matter and make recommendation as to how to respond to the matter. The Chief Executive Officer may choose to consult with others within ACBI or relevant agencies external to ACBI in determining their recommendation.

## 29. Complaints & Appeals (Continued)

- The Chief Executive Officer may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.
- The Chief Executive Officer is to finalise his response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received.
- The Chief Executive Officer is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third-party or via electronic communication such as e-mail. The Chief Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise the complainant of their options if they are not completely satisfied with the outcome.
- Complaints must be resolved to a final outcome within sixty (60) calendar days of the complaint being initially received. Where ACBI Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, ACBI should attempt to resolve complaints as soon as practicable. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of ACBI and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals.
- If the complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third party. The student may also refer to the Commonwealth Ombudsman – phone: 1300 362 072 available Monday to Friday, 10:00 am to 4:00 pm AEST, or accessing the online form.
- In addition, the complainant may refer to the Resolution Institute, as an appropriate third party. Contact details as follows:
  - Address: Suite 602, Level 6, Tower B, Zenith Centre, 821–843 Pacific Highway, Chatswood NSW 2067
  - Phone: (+61 2) 9251 3366
  - Free call: 1800 651 650
  - Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)
  - Website: <https://www.resolution.institute>
- Staff are to provide assistance to students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.



## 29. Complaints & Appeals (Continued)

### Appeals Handling Procedure

Applications submitted by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 20 working days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student who is dissatisfied with the ACBI's decision, action or process has the right to have the matter or decision reviewed and to appeal the decision by submitting the Complaints and Appeals Form.
- ACBI will acknowledge receipt of the appeal and immediately record the details into the ACBI Complaints and Appeals Register. The assessment of the appeal will commence no later than 10 working days from receiving the appeal.
- The Chief Executive Officer will designate another member of staff who has not had prior involvement in the case to assist with the investigation and gather relevant evidence from ACBI's records.
- Appeals regarding assessment outcomes will require the Academic Progression Coordinator to gather information regarding the student's:
  - Past Student record
  - Attendance registers
  - Assessment tools and assessment data
  - Any other supporting documents
- On the advice of the DOS, an independent assessor may be invited to review the assessment outcome and provide a determination.
- The CEO establishes an Appeals Committee to review the findings of the investigation and decide on the case. The Appeals Committee will comprise two members of the Management Team who have not had prior involvement in the case.
- ACBI will respond to the student in writing as soon as is reasonably practicable but not later than 10 working days after receipt of the student's appeal. The appeal outcome will include details of the reasons for the outcome.
- If the student is satisfied with the outcome of the appeal, ACBI will immediately implement any actions arising from the response.
- If the student is dissatisfied with the response to the appeal, they may lodge an external appeal with an independent third party as specified in the Complaints and Appeals Policy and Procedure and refer to the [Commonwealth Ombudsman](#).
- Students should note: In most cases, the purpose of the external appeals process will be to consider whether ACBI has followed its policies and procedures in conducting the internal complaints and appeals process.

## 29. Complaints & Appeals (Continued)

### Appeals Handling Procedure

- Students who decide to access this service, are encouraged to notify ACBI by emailing [studentsupport@acbi.edu.au](mailto:studentsupport@acbi.edu.au).
- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Chief Executive Officer on its merits. If the Chief Executive Officer does not approve a refund and considers that ACBI has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to an external third party.
- Overseas students should note that, except for unsatisfactory progress, ACBI is obliged to notify the Department of Education and Training and the Department of Home Affairs of any suspension, deferral or cancellation of their enrolment regardless of any pending external appeals process.
- ACBI will report an overseas student in PRISMS for unsatisfactory progress after:
  - the overseas student has chosen not to access the internal complaints and appeals process within 20 working days;
  - the overseas student has chosen not to access the external complaints and appeals process;
  - or the overseas student withdraws from the internal or external appeals process by notifying ACBI in writing
- The Management Team is to inform the applicant of the improvement actions identified.
- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the appeal was received to the date the appeal was resolved

## 30. Critical Incidents

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

## 30. Critical Incidents (Continued)

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

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

### **Staff Responsibility**

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

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

#### *Critical Incident Procedure*

1. The Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.
2. Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an emergency situation is occurring the Designated Officer is to contact Emergency Services by dialling 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.
3. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
4. The Director of Studies or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team if deemed necessary.
5. As soon as practical the Director of Studies or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.

## 30. Critical Incidents (Continued)

6. The Director of Studies and Critical Incident Team / other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
7. Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the Director of Studies as necessary.
8. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.
9. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
10. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

### Tasks and Responsibilities

The Director of Studies or most senior staff member available will:

1. Head the Critical Incident Team;
2. Liaise with emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of critical incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Critical Incident Team;
7. Formulate and execute critical incident plan; and
8. Organise debriefing, counselling and follow-up.

### Informing the Police

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

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

### Notifying Next of Kin

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

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

## 30. Critical Incidents (Continued)

### Ongoing support

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

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

It is important to return to normality as soon as possible. The Director of Studies should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

## 31. Conduct

To ensure you gain the maximum benefit from your time with ACBI, College Management reserves the right to remove any person(s) who display dysfunctional or disruptive behaviour.

- Examples of when Disciplinary Action may be required to be taken include when a student:
- Fails to attend the required minimum number of classes for any course without reasonable explanation
- Brings onto, or consumes on ACBI premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- Brings onto or consumes on ACBI premises any alcohol
- Is, or appears to be, under the influence of drugs or alcohol
- Damages or removes any property/ resource of ACBI or any training venue hired by ACBI
- Assaults (physically or verbally) any person or persons on ACBI premises or any training venue hired by ACBI
- Fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on ACBI premises

## 31. Conduct (Continued)

- Exhibits any form of conduct whilst on ACBI premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- Enters any part of ACBI premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave these premises.

### **Discrimination**

ACBI provides you with a learning environment that is free from ALL forms of harassment and discrimination including bullying. Discrimination is unacceptable and will not be tolerated. If you make a complaint, or assist in the investigation of a complaint, you will be heard and not victimised. Harassment or discrimination should not be confused with legitimate comment and advice given appropriately by College trainers or staff.

If you experience or observe what looks like discrimination, talk to a College staff member immediately so that the situation can be considered and appropriate action can be taken. To access the Anti-Discrimination Act go to [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au) or ask the Director of Studies to show you the College copy of the Act.

### **Sexual harassment**

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned by a person. If a reasonable person would have seen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then it is viewed as sexual harassment.

If any student or member of staff is found to be involved in any form of discrimination or harassment then that person could face disciplinary action as detailed in the College policies and procedures. Depending on the level and nature of the discrimination or harassment, the person involved could face charges within the NSW legal system.

## 32. Disciplinary Procedure for Non-Compliance with College Rules

ACBI will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all students and staff.

If there is an issue or problem behaviour that involves you the Student Support Officer (SSO) will contact you to discuss the issue and come to a solution. The actions arising from this discussion will be documented and signed by the SSO.

## **32. Disciplinary Procedure for Non-Compliance with College Rules (Continued)**

You will be provided with a copy and the SSO will retain a copy until the timelines of the action have passed.

If the problem behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Director of Studies to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.

Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue or behaviour. A copy of this letter will be added to your personal file.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

At all stages of the disciplinary process ACBI recommends that a support person of your choice accompanies you.

## **33. Taking Leave When Ill**

If you are ill, we recommend that you see a doctor. In Australia, you do not go to a hospital unless it is an emergency. You should go to a doctor who has a surgery in your area. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your OSHC membership card. Don't forget to take your OSHC membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and ask if the Doctor will visit you at your home. This will be more expensive.

If you cannot come to College, you should ask the doctor to give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. Don't forget to give your medical certificate to the College Reception when you return to class or send it by email to [studentsupport@acbi.edu.au](mailto:studentsupport@acbi.edu.au) You keep the original certificate and ACBI will place a copy on your file.

In Australia, if you seek medical assistance from a doctor or hospital you may be required to pay an additional service charge that is not covered by your health insurance. When you get a bill or receipt for medical service, you can apply for a refund from your health insurance provider. Students who take sick leave must bring a doctor's certificate to the College on their return. Please note, sick leave is only granted in the case of major illness (see below) and is at the discretion of the Director of Studies.

## 34. Approved Leave

International students on student visas may apply for leave from their studies in certain circumstances, which would normally be significant, beyond the student's control and have an impact on the student's course progress or wellbeing.

The circumstances may include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- loss of a close family member such as a sibling, parent or grandparent
- major political upheaval or natural disaster in the student's home country requiring emergency travel, which has impacted on the student's studies
- a traumatic experience, which could include involvement in or witnessing of a serious accident or witnessing or being a victim of a serious crime
- lack of availability of a prerequisite unit
- inability to begin studying by the course commencement date due to delay in receiving a student visa.

In the event where leave is granted, the student is responsible for completing assessment tasks and failure to do so will attract re-assessment fees.

DHA does not accept weddings, work purposes, pregnancy and child birth, cultural and religious activities as acceptable reasons for leave. Further the length of Approved Leave is to be strictly in keeping with the reason for the leave.

Students must apply for approved leave in advanced, in writing and submit supporting documentation i.e. medical certificate from a registered medical practitioner, death certificate and return air tickets.

If leave is requested beyond 4 weeks, students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over. ACBI will change the CoE accordingly and notify DHA via PRISMS.

## 35. Deferral or Suspension of Studies

Under the National Code of Practice for Regulation Authorities and Providers of Education and Training to Overseas Students 2018 Standard 9, students may request to defer, suspend or cancel their overseas student enrolment. However, the Australian College of Business Intelligence can deny a student's ability to defer, suspend or cancel their enrolment if it goes against the College's policies.



## 35. Deferral or Suspension of Studies (Continued)

Reasons for suspending or cancelling a student's enrolment can include compelling and compassionate circumstances, breach of visa conditions, failure to pay fees or misbehaviour. This may have consequences on the student's visa.

Before the College suspends or cancels a student's enrolment, they must notify the student in advance to allow the student 20 working days to access the College's grievances and complaints procedure. The student's details must be updated on the Provider Registration and International Student Management System (PRISMS) Database.

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 can include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend class;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies;
- a traumatic experience which could include involvement in, or witnessing a serious accident; or witnessing or being the victim of a serious crime; or

Students may request to suspend their studies during the course based on the same evidence.

## 36. Transfer Between Providers

### 36a. Circumstances for Student Release

Please note that students may not generally transfer to another provider in the first 6 months of their course unless approved by the CEO and only in exceptional circumstances. Under the following circumstances ACBI would consider providing a release:

- ACBI is unable to offer a course that meets the student's needs
- It has become apparent that the student is unsuited to the course to which they were enrolled.
- It is acknowledged that it is in the student's best interest to study with another provider, (for example there are pressing reasons why the student needs to move to another city)
- Prior to releasing a student under any of the circumstances listed above the student must have a valid Letter of Offer and/or Confirmation of Enrolment from another provider
- Prior to releasing a student to study at another College the Administrative office must authorise there is no monies owed to the College by the student

## 36. Transfer Between Providers (Continued)

### 36b. Circumstances for No Student Release

- Under the following circumstances ACBI would not consider providing a letter of release:
- The student has not given the course for which he/she was originally enrolled a reasonable period of time to see if it meets his/her needs
- The student wishes to enrol in another course to be with family or friends
- The student wishes to enrol with another provider because they are cheaper
- The transfer is considered detrimental to the student's education or welfare
- The student does not have a valid Letter of Offer and/or Confirmation of Enrolment from another provider
- The student has an outstanding debt to the College for text, material costs or tuition fees

### 36c. Procedure for Requesting a Student Release

The student submits a release request, stating that he or she requests a transfer to another provider and provides a compassionate and compelling reason for the request. Release Request is available on the ACBI website.

Please note that students may not generally transfer to another provider in the first 6 months of the principal course unless approved by the CEO and only in exceptional circumstances. If the College agrees to the student's request, ACBI will calculate any amount of tuition fees that are owing to the student for the study not yet received and the student will be advised of the amount.

It is the responsibility of the student to provide the correct bank details of the other provider. If the student is unhappy with the outcome, he/she may access ACBI's complaints and appeals procedure by completing a Feedback and Complaints Form.

## 37. Privacy & Confidentiality

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

### Information about a student from the student

Students have access to all information kept on their file based upon written request.

Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed

## 37. Privacy & Confidentiality (Continued)

### **Information about a student from a third party.**

Information requests about students from a third party will be denied unless there is written consent from the student.

Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.

In all cases, conditions of the Privacy Act 1988, Australian Privacy Principles (APPs), will be followed and adhered to by staff members and students at ACBI.

ACBI is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

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

You have the right to access information that ACBI is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.

If you have concerns about how ACBI is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC.

## 38. Welfare & Guidance Services

ACBI endeavours to provide welfare and guidance to all students. In the first instance, you should speak with the Student Support Officer on any matter that you may be worried about:

- Support in finding accommodation
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Any other issue

ACBI has an ongoing partnership with the The Practice Wellbeing Centre, to offer free counselling services to our students:

- Counselling is only available on Fridays between 9am-5pm
- Students are free to book from 9 February 2024 onwards
- In-person and Telehealth appointments (video) available
- Service will be available to all ACBI students

If you wish to avail of the free counselling services, please contact [studentsupport@acbi.edu.au](mailto:studentsupport@acbi.edu.au)

## 39. Accommodation

There are a number of different rental options for students in Australia. These include, private rentals, homestay's, and student accommodation. Each option has it's own benefits, but it's important that you consider your own needs, lifestyle, and budget when making your decision on what type of accommodation is best suited for you.

If you require assistance with finding accommodation, our team may be able to provide some options on where to look.

## 40. Living in Sydney

From 1 February 2023, the 12-month living cost is calculated as (AUD):

- Student/guardian - \$20,290
- Partner/spouse - \$7,100
- Child - \$3,040

Accommodation:

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week

## 40. Living in Sydney (Continued)

Other living expenses:

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

If your children are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in but expect fees of around A\$4,000 to A\$17,000 per year, per child.

For more information, visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

On a student visa, students are permitted to work up to 48 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

### **Online Application:**

Go to [www.ato.gov.au](http://www.ato.gov.au) and apply on line

Go to 'For Individuals' and click 'Apply for a Tax File Number'

Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'

Go to 'Apply for Tax File Number'

Scroll to the bottom of the page and click 'next' Follow the instructions until you are finished

Appointment: Call 13 2861 to make an appointment

Visit: visit the Australian Taxation Office (ATO) 100 Market Street Centre point Tower, Sydney

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

### **Schooling for dependants**

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

## 40. Living in Sydney (Continued)

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, visit <https://education.nsw.gov.au/>

Further information about living in Australia is available at the [Department of Home Affairs website](#).

The Department also published [The Beginning a Life in Australia booklet](#). This publication is filled with helpful information and is recommended reading.

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

### **Your safety**

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

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

## 40. Living in Sydney (Continued)

### Unsafe locations

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

### Drugs and alcohol

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

### On campus

Building Alarms OR other Emergencies In the Event of Fire – dial “000”

Alert other occupants and evacuate Do not use the elevator, use the stairs. A First Aid kit is located at reception

### In the Evening

Catch taxis and travel in groups.

Report any troubled incidences to us if they occur to or from the Academy. Be careful of your personal belongings. Do not leave them unattended. Notify your homestay family if you are not coming home or staying out late. Do not consume alcohol in public places.

Do not drink and drive. If drinking, nominate a designated driver.

Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade

### Banking

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

ACBI Certificate of Enrolment (apply at reception), Passport, Driver’s license, credit card or bill (if you have been in Australia longer than 4 weeks) To get money sent from overseas, the easiest way is via direct transfer over the internet

### *Banking hours:*

Monday to Thursday 9:30am to 4:00pm

Friday 9:30am to 5:00pm

## 40. Living in Sydney (Continued)

### Doctors

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

### Dentists

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

### Hospitals

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

### Transport

An OPAL Card is for use on buses, trains and ferries. It's free to get, the student just has to top up the credit for travelling. The opal card can be ordered online, at newsagents or at the train station. There are also free bus timetables available. If you wish to not get an OPAL card, you can also use your bank card to "tap-on".

### Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful:

Service	Contact Number
Emergency - Police / Ambulance /Fire	000
Department of Home Affairs (Visa Queries)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
Legal Aid NSW	1300 888 529



## 40. Living in Sydney (Continued)

### Useful Contacts & Information (Continued)

Service	Contact Number
Lifeline Crisis Support (24/7)	13 11 14
Beyond Blue - Anxiety and Depression (24/7)	1300 22 4636
Lifeline Counselling Service (Phone Counselling)	131 114
Translating and Interpreting Service (24/7)	131 450
Taxis Combined	133 300
Public Transport Information Line	131 500

### Homestay

Homestay accommodation provides students with an opportunity to experience life with a typical Australian family and develop English language communication skills. Students must follow a few simple rules:

- Arrive home before the usual dinner time of your host family. Politely inform your host family if you will not be home for dinner
- Ask if you can help with dinner to actively participate in the host family life
- Ask permission before using the washing machine, phone, television, computer etc. Pay your host for any phone calls and do not use the phone for longer than 5 minutes Keep your bedroom clean
- Ask the host family whether they wash/iron your clothes or you wash/iron your own clothes Do not use the bathroom for more than 15 minutes
- Clean the bathroom after use
- Use your own toiletries and buy your own washing powder
- Ask permission before you invite friends to the host family's home Friends are not allowed to stay late at night
- Communicate in English as much as possible Be polite to your Homestay family
- Turn the television and lights off at night
- Lock the doors when you leave and return home

## 40. Living in Sydney (Continued)

Homestay is not a hotel. The Homestay host is not a servant but a person who is offering you a bedroom and facilities in their home and the opportunity to experience Australian family life. Make sure you are always respectful.

### **Homestay Cancellation Policy**

If a student chooses to terminate their Homestay, 2 weeks' notice is required, or 2 weeks' cancellation fee is charged. Homestay terms finish on the Saturday at the end of ACBI term.

### **Alternative Accommodation**

ACBI has a list of alternative accommodation available for students. Please advise StudentServices if you require assistance with alternative accommodation.

### **Extension Placement Fee**

Students must pay an extension placement fee if an accommodation booking is extended in the same Homestay location. The fee is 25% of the original accommodation placement fee.

### **Second Placement Fee**

Students must pay a second placement fee if a second accommodation booking is requested. The fee is 50% of the original accommodation placement fee. A second fee applies if:

Students want to extend their booking and the same accommodation is not available  
Students choose to change accommodation and request ACBI to help find other accommodation

## 41. Social Events, Excursions & Retreats at ACBI

Excursions are a valuable part of your time at ACBI and your attendance is recorded during them. They are also connected to topics that you are studying in class. You should go on excursions because:

- You will be able to see and find out more about Australia.
- It is an opportunity to practice your English in a less formal setting.
- It is a chance to make new friends.

If we have demand, we can organise extra curriculum activities for our students. These include BBQ's, visits to restaurants and pubs, discos, cinemas, the theatre, museums and sporting activities.



Australian College of  
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