

ACTB.

Australian College of Technology & Business P/L

**ACTB
INTERNATIONAL
STUDENT
HANDBOOK**



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1. WELCOME FROM THE CEO

Dear Student,

Welcome to the Australian College of Technology and Business Pty Ltd (**ACTB**).

We are delighted that you have made a decision to enrol at ACTB. We hope you have a wonderful time at the College and in Australia. We are here to help you, so please feel free to ask us as many questions as you like before and after your enrolment.

On your first day at the College, you will be given a link to this handbook and hard copies will be made available at the College. Please read all the information carefully. It will help you to familiarise yourself with the College staff, College rules and other useful tips about life in Australia. Please keep this handbook with you throughout your stay in Australia and use it and refer to it as often as needed.

On the first day at ACTB, you will also be introduced to all the key staff at the College. If you are confused or don't understand something, remember to ask the friendly ACTB staff for assistance.

We hope you make a lot of new friends, have fun and most importantly engage actively in your training program at the College, so you can be successful in your career. While you are studying with us, please give us your feedback on your experience at ACTB as we hope to use your feedback to continuously improve the quality of our training and support for students.

With best wishes

Maddie Mohammed

Chief Executive Officer

Australian College of Technology and Business Pty Ltd.

2. ACTB STAFF

2.1. THE MANAGEMENT AND ADMINISTRATION TEAM

CEO

Maddie Mohammed, the CEO of Australian College of Technology and Business Pty Ltd, has over 14 years of teaching experience, with extensive management and teaching credentials behind her.

Maddie is deeply committed to developing and delivering high quality education and training programs for students that enrol at ACTB. Due to her extensive academic and business experience, she believes that the pursuit of uncompromising quality and excellence in service standards is the basis of long-term success for any organisation. She is passionate about ACTB and its students and is always striving to make the College an enjoyable place to be.

ACTB Administration Team

The ACTB administration staff is committed to ensuring the highest quality in student support and customer care. You can be assured that you will get the most prompt, accurate and reliable support at all times. If there is something our staff does not know, we will find the answers for you, or we will refer you to the experts in the field.

2.2. THE TEACHING TEAM

The ACTB teaching team have been selected for their knowledge, experience and skills in their particular area of expertise. The teachers are friendly, enthusiastic and approachable. All our teachers have years of hands-on experience in their respective fields, so you can learn not only theoretical knowledge, but hands on, practical skills from the experts.

3. ACTB CODE OF PRACTICE / CODE OF ETHICS

Australian College of Technology & Business ("ACTB") has a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. ACTB staff and students must adhere to all relevant ACTB policies, procedures and practices.

ACTB is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the "National Code 2018") under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students ("CRICOS").

ACCESS, EQUITY, STUDENT SELECTION AND ADMISSION

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program. ACTB will incorporate the principles of equity into all programs.

Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

NATIONAL RECOGNITION

ACTB recognises the assessment decisions of any other Registered Training Organisation (RTO) and the Statements of Attainment and Qualifications issued by any other RTO.

LANGUAGE, LITERACY AND NUMERACY (LLN)

ACTB recognises that all vocational training includes language, literacy and numeracy tasks and all the College Trainers and Assessors provide:

- materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

Where there is doubt that the student has the necessary LLN skills to commence their course with a reasonable prospect of success, ACTB will assess the LLN skills of the student. If students require additional practice and training ACTB provides language support. If ACTB does not have specific support required by specific learners, ACTB will assist the student in identifying alternative training organisations that can provide the specialist support.

LEARNING AND ASSESSMENT POLICY

ACTB delivers learning experiences and performs assessment of student learning under the guidelines articulated by the Australian Vocational Education and Training (VET) regulator. ACTB's delivery of learning and assessment is informed by Industry Training packages. These sources are used to develop Learning and Assessment Strategies (TAS) for all qualifications.

TRAINING AND ASSESSMENT STRATEGIES

Training and Assessment Strategies have been developed for all qualifications. Each strategy contains information on:

- the Training Package
- qualification
- units of competency
- clients/target audience
- organisation/duration
- consultation
- clustering/course structure
- evidence gathering techniques
- delivery and assessment staff
- assessment validation process
- pathways

Each program will be evaluated to establish its effectiveness. Any changes required before the delivery of each training course or module will be recorded systematically and used for continuous improvement.

DELIVERY

ACTB will ensure the resources in the area(s) of recognition sought, meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuance of qualifications.

ASSESSMENT

The College is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by ACTB remains consistent with the National Assessment Principles.

ASSESSMENT PRINCIPLES

ACTB ensures that all assessment conducted is reliable, flexible, fair and valid.

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>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.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • 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	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • 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	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

ASSESSMENT PATHWAYS

ACTB offers students a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition will lead to a part or a full qualification under the Australian Qualifications Framework (AQF). The main assessment pathways to a qualification can be listed as follows:

- Off-the-job training and assessment

- Recognition of prior learning/Recognition of current competence
- Credit transfer
- Simulated workplace assessment

ASSESSOR QUALIFICATIONS

ACTB ensures that all staff, involved in assessment activity, always meet the assessor requirements.

TRAINING AND ASSESSMENT RESOURCES

ACTB when designing assessment resources, ensures that all aspects of competence are covered, including:

- task skills (performance of individual tasks);
- task management skills (managing a number of different tasks within the job);
- contingency management skills (responding to problems, breakdowns and changes in routine);
- job/role environment skills (dealing with the responsibilities and expectations of the workplace).

All assessment reporting systems will indicate the units of competency that the individual has attained. ACTB ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

The latest training package details can be found at www.training.gov.au.

COMPETENCY BASED ASSESSMENT

Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. Throughout a course a portfolio of evidence will be collected and can take the form of the following assessment methods:

- **Short Answer/Knowledge Questions** - Questions which need answers of a single word, a few words, a sentence or paragraph.
- **Project** - An exercise or research task from which time constraints have been largely removed. It usually involves the work being carried out without close supervision.
- **Group Discussion** - A means of generating information on a student's ability to listen, interpret, communicate ideas and sustain conversation.
- **Multiple Choice** - A question or incomplete statement followed by four or five options from which the student selects the best answer.
- **Case Study** - Allows opportunity for students to display process and problem-solving skills in a set of integrated tasks in a simulated context.

- **Practical Exercise** - A task which involves an application of knowledge. The work will be carried out under close supervision and may be open or closed book.
- **Observation** - Involves observing the demonstration of a student's performance.
- **Role Play/Video Recordings** - Presents students with the opportunity of displaying behavioural and interpersonal skills in a simulated context.

Assessment activities undertaken by ACTB always follow the methodology outlined below:

1. Assessment procedures are fully explained to students. Throughout all training, students are regularly reminded of the ongoing availability of assessment.
2. Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment.
3. The assessment requirements of the unit(s) of competence/module(s) are outlined.
4. The appeals and reassessment process are also outlined.
5. All evidence-gathering methods remain reliable, flexible, fair and valid.
6. As assessments are undertaken, ACTB Teachers/Trainers/Assessors record individual student assessment results. Sample copies of the assessment instrument are kept by the Trainer/Assessor.
7. Post-assessment support and guidance is always available to students.
8. A fair and impartial appeals process is always available, should any student require it.
9. Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by ACTB include, but are in no way limited to:

- written knowledge questions
- scenarios/case studies (related tasks)
- simulated workplace performance
- role-play
- oral presentation
- demonstration
- graphic presentation
- projects/assignments
- oral questioning
- skills portfolio

RECOGNITION OF PRIOR LEARNING (RPL)/COURSE CREDITS

Students who consider they already possess the competencies identified in all or part of any course/qualification offered by ACTB will be encouraged to seek formal Recognition.

The processes used to determine Recognition are fair to all parties and ACTB ensures that it provides adequate support to all potential applicants. An application for Recognition of Prior Learning is available at the College Reception or online via the College website.

CREDIT TRANSFER

Recognition can also include the opportunity for Credit Transfer for previous study and must also be accompanied by evidence of currency in the study area.

Students may receive course credit for units completed based on evidence provided of studies undertaken under the nationally accredited framework. Students will be required to provide copies of certificates/Statements of Achievement from other providers. Where the training package has been superseded, students will have an opportunity to map their qualifications/competencies to gain the relevant credits.

RESULTS

Students are not graded but deemed Competent (C) or Not Yet Competent (NYC)

COURSE COMPLETION

On completion of a course students are required to apply for an award of their qualification. All students MUST have a Unique Student Identifier (USI). A Statement of Attainment is issued on request at any time, or automatically with the award. Please allow 8 weeks for the award to be issued.

Please note that we are able to issue formal testamurs, including Certificates and Statement of Attainment, only after all course fees has been paid in full.

APPEALS PROCESS

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework.

A fair and impartial appeals process is available to students of ACTB. An appeal for a review of the assessment results must be made within 6 months from the date of the assessment feedback.

Refer to ACTB's 'Complaints and Appeals Policy' available at www.actb.com.au. ACTB will record in writing the result of each appeal.

GRIEVANCE PROCEDURES

In the event of a student wishing to lodge a complaint, a formal or informal approach will initially need to be made by the student (or a nominated representative chosen by the student) to the student's trainer/assessor. This complaint will be recorded in writing by ACTB. If, however, the complaint involves the student's teacher/trainer/assessor, a formal or informal approach will need to be made by the student (or a nominated representative) to the CEO.

Refer to section [13.1. Complaints & Appeals Policy](#) of this handbook.

ACCESS TO STUDENTS' RECORDS

Each student's records are available to them on request. Students' records are not available to other people unless ACTB is requested in writing by the student to allow such access.

DISCIPLINARY PROCEDURES

All ACTB students are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behaviour during the training and assessment program. Any breaches of discipline will result in the student being given a verbal warning, in the first instance. Repeated breaches will result in the student having to "show cause" why they should not be excluded from further participation in the program.

Refer to section [7.1. Behaviour Policy / Code of Conduct](#) in this handbook for more information.

STUDENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All students of ACTB are treated as valued clients and are offered advice and support services, which assist students in achieving their identified goals. Students have access to the CEO/Training Manager/Student Support officers to get support or advice on general academic issues, welfare matters and difficulties.

ACTB does not offer professional welfare or guidance services on a daily basis; however, the College can arrange psychologists, professional career counsellors and guidance counsellors at an additional cost, if required.

LEGISLATIVE REQUIREMENTS

All relevant Commonwealth and State legislative requirements are to be followed by Teacher/Trainer/Assessors, administrators, and students (where applicable) in relation to:

- Work Health & Safety
- Anti-Discrimination, including equal opportunity, racial vilification, disability discrimination
- Workplace harassment, victimisation and bullying
- Privacy
- Vocational Education and Training (VET)
- Work Experience
- Copyright
- National principles for registration and mutual recognition
- Apprenticeships and traineeships

ANTI-BULLYING

ACTB has a responsibility to ensure that the rights of its students are safeguarded. These include the right to a learning environment free from discrimination and harassment.

By definition, bullying is the repeated oppression, psychological or physical, of a less powerful person or group by a more powerful person or group of persons. It may be manifested in many ways e.g., harassment (verbal, sexual or psychological), victimisation, alienation, coercion, intimidation, exclusion, ostracism, discrimination. Refer to ACTB policies via our website for more information.

4. LOCAL ENVIRONMENT & CULTURE

4.1. AUSTRALIA - THE BEST PLACE TO STUDY ABROAD

Students who want to study in an English-speaking country have several choices, including Australia, New Zealand, the UK, USA and Canada. However, many students choose Australia because of our quality education system, which is recognised worldwide; our low cost of living and high living standards; and our proximity to Asia. Our educational system is regulated by the government to ensure quality is consistently maintained by all institutions. Also, institutions which enrol international students must comply with additional requirements, to ensure that the students are accurately informed about their course of study, and that their financial investment is protected.

Australia consists of six states, two major mainland territories, and other minor territories. The states are New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia. The two major mainland territories are the Northern Territory and the Australian Capital Territory.

State/Territory	Capital City	Total Population	International Student Population (Jan-Dec 2020)	Size (sqm)	Official Government Website
Australian Capital Territory	Canberra	431,000	15,665	2,400	www.act.gov.au
New South Wales	Sydney	8.1 million	260,559	802,000	www.nsw.gov.au
Victoria	Melbourne	6.6 million	225,702	228,000	www.vic.gov.au
Queensland	Brisbane	5.1 million	101,108	1,727,000	www.qld.gov.au
South Australia	Adelaide	1.7 million	37,371	894,277	www.sa.gov.au
Western Australia	Perth	2.6 million	38,719	2,525,500	www.wa.gov.au
Northern Territory	Darwin	246,000	4,033	1,350,000	www.nt.gov.au
Tasmania	Hobart	522,000	13,550	67,800	www.tas.gov.au

Please refer to these websites to get general information about living and studying in Australia:

- <https://www.studyinaustralia.gov.au>
- <https://www.australia.com>

4.2. QUEENSLAND - THE SUNSHINE STATE

Queensland is one of the largest states in Australia, by population and size. It has an idyllic subtropical climate, with warm summers and mild winters. The population and economy are growing strongly, as large numbers of people from overseas, as well as other Australian states such as New South Wales and Victoria, move to the 'Sunshine State' for the better weather and lifestyle, and lower cost of living.

4.3. BRISBANE - AUSTRALIA'S NEW WORLD CITY

Brisbane is the capital city of Queensland, with over one million residents. The city is built around the Brisbane River, which provides a scenic backdrop for markets, restaurants, and many entertainment activities. There are a wide range of attractions which are free for all to enjoy, including Southbank parklands (featuring a man-made beach in the centre of the city!), a large museum and contemporary art gallery. Brisbane is less than one hour from some of the best beaches in the world on the Sunshine Coast (Noosa, Mooloolaba) and the Gold Coast (Surfers Paradise, Broadbeach). Well-known theme parks, including Dreamworld, SeaWorld and Movieworld, are all located close to Brisbane.

Brisbane is located in Southern Queensland, about half-way up Australia's east coast. This central location makes Brisbane a great base from which to explore the many tourist attractions located throughout Queensland and Australia, including the Great Barrier Reef and Daintree Rainforest to the north, the Australian Outback to the west, and Byron Bay and Sydney to the South. Studying in Brisbane gives students an excellent opportunity to see much of our great country.

Brisbane is a very safe city, home to thousands of international students. Accommodation is affordable by Australian and many international standards, with a range of options available. The public transport system includes electric train and extensive bus networks, and taxi cabs are readily available.

Brisbane is a multicultural and cosmopolitan city. Brisbane's 'China Town' is located close to the city, and throughout the Brisbane area there are many restaurants specialising in foods from different countries, so students can get a taste of home as well as experiencing Australian cuisine.

BRISBANE TRAVEL WEBSITES

- www.wotif.com
- www.booking.com
- www.visitbrisbane.com.au
- www.queensland.com
- www.tripadvisor.com.au

4.4. FORTITUDE VALLEY

ACTB is located on the famous Brunswick Street in Fortitude Valley, the cultural hub of Brisbane. Fortitude Valley, about 1 km from Brisbane's CBD, is now one of Brisbane's most popular destinations. It is arts, music, food, shopping and friends, all in one lovable suburb commonly referred to as, 'The Valley'.

The Valley is a place for those who want to get away from suburbia and live in a lively new apartment, close to clubs, restaurants and dance beats. Made famous in Brisbane books like Andrew McGahan's *Last Drinks*, the Valley has a checkered and fascinating history and is slipping quite easily into its new role as an alternative CBD location.

With its thriving Chinatown, multicultural cuisine, Asian grocery stores, fabulous restaurants, popular nightclubs and bars and The Judith Wright Centre, it's easy to see why young people especially are flocking to live in Fortitude Valley.

The Valley Laneway Markets, which sprawl through the Brunswick Mall and surrounding laneways on the first and third Saturday of each month, are a unique Brisbane shopping experience. You'll find up and coming designer fashion accessories as well as crafts, homewares and vintage fashion. Chinatown's traditional Chinese supermarkets are the perfect place to find Asian ingredients, utensils and merchandise. Enjoy strolling in the car-free, open-air zone that is the Chinatown Mall. Brisbane's Chinatown Mall in Duncan Street, Fortitude Valley, has been a hub of Asian commercial and cultural activity since its official opening on 29 January 1987.

You will love studying at the ACTB campus right in the middle of trendy Fortitude Valley.

HOTELS NEAR CBD AND CHINATOWN

- Central Brunswick Apartment Hotel - www.centralbrunswickhotel.com.au
- Spring Hill Mews - <http://www.springhillmews.com/>
- Mantra Hotels - <https://www.mantra.com.au/queensland/brisbane-and-surrounds/brisbane/accommodation/hotels/mantra-richmont-hotel/contact/>

4.5. AUSTRALIAN CULTURE

Australians are generally friendly, easy-going people who work hard during the week and enjoy a relaxed laid-back lifestyle during the weekend. Australian people enjoy outdoor activities, such as sport, beach activities, backyard barbecues and family picnics. Young people like spending time with their friends. Going to sporting events, music festivals, concerts, live performances, night clubs and restaurants are quite common forms of socialising.

If you are planning to live with an Australian homestay family, the following information will be useful for you:

HELPFUL INFORMATION ABOUT AUSTRALIAN HOMESTAY FAMILIES

HOMESTAY AND CULTURAL DIFFERENCES

The way Australian families live may be different from the way you live in your home country.

When you live in homestay with an Australian family you are usually considered part of the family. The Australian families that take international students for homestay are generally considerate, kind people who try to understand the cultural differences between themselves and their international students. You, also, need to try to understand these differences so that your homestay is a good experience for you.

AUSTRALIAN FAMILIES ARE NOT ALL THE SAME

Australian families, like families everywhere, differ from each other in many ways. This is especially so because Australia is a multi-cultural country. It has been settled by people from all over the world, including Europe and Asia. There is freedom of religion in Australia and people practice many different religions (for example, Christianity, Buddhism, Islam, Hinduism, Judaism).

In general, Australians live in nuclear families (that is, mother, father and children) rather than with grandparents, uncles and aunties, although they often have regular contact with their relatives. In recent years, the number of single parent families (one parent and children) and childless families (husband and wife only) has increased.

EVERYONE HELPS

In Australia, families do not normally have household help and, frequently, both parents work. Therefore, it is usual for all members of the family to be expected to help with household tasks. These might include helping with food preparation and clean-up, keeping their own room clean, and washing and ironing their own clothes. In many families, the children prepare their own breakfast and lunch and either the mother or the father prepares the evening meal.

MEALTIMES

The food eaten by Australian families and the customs associated with eating depend on the cultural background of the family. For example, families from a European background eat mainly European food, although many families like to try different types of food and may buy or cook dishes from China, Mexico, Thailand, Lebanon, etc. Breakfast, for many Australians, consists of cereal or toast, and perhaps fruit and a juice drink. Lunch is often sandwiches and fruit or cake. All members of the family normally eat their evening meal together. This meal is often a time for discussion and sharing of information about what has happened during the day. European families, while encouraging their children to join in discussions at mealtime, consider noisy eating (e.g., loud chewing, slurping, chewing with your mouth open) to be impolite.

EXPRESSING EMOTIONS

Australians, especially European Australians, tend to express their emotions openly. They are usually not embarrassed about showing others that they are angry, happy, sad, etc. Many

Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive, reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals (e.g., guidance officers in Colleges). Australian parents encourage their children to say 'please' and 'thank you' when they ask for something and to apologise (say 'I am sorry') when they upset someone.

AUSTRALIAN HOMES

Most Australian homes have a kitchen, living room (where the family may watch TV, entertain friends, etc), bedrooms, laundry and bathroom. The bathroom usually contains a bath or shower or both. Sometimes the toilet is also located in the bathroom and toilet paper, not water, is used.

When Australians bathe, they usually do so in the bath or shower cubicle, so water does not splash on the bathroom floor. If there are many people in the family or if there is a drought, water (especially hot water) may be scarce and family members must limit the length of time they spend bathing.

AUSTRALIAN TEENAGERS

Australian teenagers, in general, are fairly independent although parents would expect to be told where they are going, who they are going with, what they will be doing, and the time they will be home. It is extremely important that international students let their homestay families know these things also. This will avoid a lot of worry for the homestay families. It is also polite for students to tell homestay families in advance (the day before) if they are not coming home for dinner.

Australian teenagers participate in a wide range of leisure activities, including sports, movies, parties and visiting friends. Shopping with friends is also enjoyed, although most shops close at 5pm and some shopping centres are open on Sundays. A favourite activity of Australian teenagers is telephoning friends. Parents, however, normally place a time limit on telephone calls so that other family members have access to the phone. International students are expected to pay for the telephone calls they make. This may be done after each call or at a time negotiated between the student and the homestay families.

As most Australian teenagers are students, much of their time is spent at College and doing homework. Students normally attend College between 8.30am and 3.00pm, five days a week, two semesters a year.

TRANSPORTATION TO AND FROM COLLEGE

Depending on where they live, students either:

- walk
- ride bicycles, or
- catch trains or buses to College.

Sometimes students must use two buses or a bus and train if they live a long way from their College. You will need to cover the cost (if any) of your transportation to and from College each day.

ADDITIONAL SPENDING MONEY

As well as the money you will need to pay for your homestay, you will also need extra money to pay for other living expenses.

Transport could cost up to AUD\$30 per week, while one trip to the movies might cost as much as AUD\$20 (this includes transport and something to eat). Most international students, who are careful with their money, could manage with approximately AUD\$50-\$75 additional spending money per week.

TALKING TO THE FAMILY

It is normal to feel nervous when you first meet your homestay family. You will begin to feel happier when you get to know the family better. Talking to your homestay family about any worries or questions you have when you first arrive will help you adjust to living in a new country.

If you do not speak English well, you can still communicate. Write down what you want to say if your written English is better than your spoken English. Draw a picture of what you want to say. Use your bilingual dictionary. Mime or act out your message. Ask another student to interpret for you or use the telephone interpreter service (your homestay or College can tell you about this).

If you spend most of your time in your room with the door closed, the homestay family may think you do not like them. Spend some time each day with the family talking, watching TV, or helping the family with household tasks. Tell the homestay family about your culture and find out about theirs.

MAKE THE MOST OF YOUR EXPERIENCE

Staying in homestay gives you an excellent opportunity to:

- learn about Australian culture;
- make friends with Australians;
- improve your English language skills;
- share information about your culture; and
- adjust to a new country while living in a safe and caring environment.

4.6. HOW TO COPE WITH CULTURE SHOCK

Cultural Adjustment or 'Culture Shock' has been described as the feeling of disorientation experienced by someone when they are suddenly subjected to an unfamiliar culture, way of life, or set of attitudes. These feelings can affect people both physically (sleep disturbances, eating problems, frequent illnesses) and psychologically (severe homesickness, loneliness, boredom, isolation, hostility, withdrawal).

College staff, Homestay families and others can help students by being understanding and supportive during this time. If students are concerned, they should contact the CEO to discuss their concerns. We are here to help you cope with the culture shock that almost everyone experiences when they first come to Australia.

HOW TO COPE WITH CULTURE SHOCK

BY ARTHUR GORDON

(SOURCE: UNKNOWN)

As the world grows smaller, as ever-increasing numbers of people travel, work or study abroad, more attention is being forced on a kind of silent sickness that often afflicts the inexperienced traveller. It's the loss of emotional equilibrium that a person suffers when he moves from a familiar environment where he has learned to function easily and successfully to one where he has not. The term used to describe this malady is "Culture Shock".

The effects of culture shock may range from mild uneasiness or temporary homesickness to acute unhappiness or even, in extreme cases, psychological panic, irritability, hypersensitivity and loss of perspective are common symptoms. Often the victim does not know what the matter with him is. He just knows that something is wrong, and he feels miserable.

Most experts in intercultural communications agree that the basic cause of culture shock is the abrupt loss of the familiar, which in turn causes a sense of isolation and diminished self-importance. "Culture Shock", says the anthropologist Kalvero Oberg "is brought on by the anxiety that results from losing all our familiar signs and symbols of social intercourse. These signs or cues include the thousand and one ways in which we orient ourselves to the situations of daily life; when to shake hands and what to say when we meet people; how to make purchases; when to accept and when to refuse invitations; when to take statements seriously and when not."

According to Dr. Oberg, these cues, which may be words, gestures, facial expressions or customs, are acquired by all of us in the course of growing up and are as much a part of our culture as the language we speak or the beliefs we accept. All of us depend for our peace of mind on hundreds of these cues; even though we may not consciously be aware of them. "When an individual enters a strange culture" Dr. Oberg says, "all or most of these familiar cues are removed. He or she is like a fish out of water. No matter how broad-minded or full of goodwill he may be, a series of props has been knocked out from them under him."

Underlying all of these difficulties is the uncomfortable feeling of not really belonging, of being an outsider. In changing cultures, the newcomer has inevitably changed his own status. At home he was recognized: here is a relative 'nobody'. As a foreigner, he is a member of a minority whose voice counts for little or nothing. He may find that his homeland, so important to him, is regarded with suspicion or dismissed as unimportant. In short, as one observer put it, he finds himself in 'circumstances of beleaguered self-esteem'.

Almost always, fortunately, symptoms of culture shock subside with the passage of time.

The first sign of recovery may well be the reappearance of the victim's sense of humour; he begins to smile or even laugh at some of the things that irritated him so much at first. As familiarity with local language and customs increases, his self-confidence and self-esteem begin to return. He comes out of his self and makes tentative overtures to the people around him and as soon as he starts being friendly, they stop seeming hostile.

Slowly he progresses from a grudging acceptance of his surroundings to a genuine fondness for them and becomes proud of growing ability to function in them. In the end, he wonders what he was so unhappy about in the beginning.

5. COLLEGE LOCATION, FACILITIES AND STUDENT RESOURCES

5.1. LOCATION

Australian College of Technology and Business (ACTB) has campuses across two great locations, one in Brisbane's Fortitude Valley and the other in Maroochydore on the Sunshine Coast. Both locations are close to shops, bars, cafes and tons more attractions.

Relocation notification

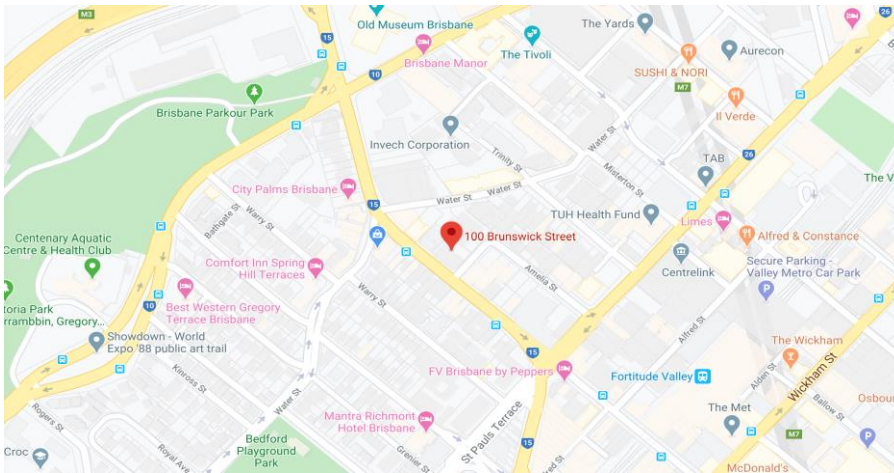
If ACTB decides to move campus, ACTB will notify current and future students as well as the national regulator, ASQA, of any intended move at least 30 days before the move is scheduled to occur.

BRISBANE CAMPUS

The Brisbane campus is located at:

100 Brunswick Street
Fortitude Valley, QLD 4006

Google Maps link: <https://goo.gl/maps/hX9VwsTJsrMeSJfqZ>



Access to public transport

The College campus is located approximately 150 meters from the Fortitude Valley train station and 50 meters from major bus stops. The train station is linked to most major train lines in Brisbane, making it convenient for students to travel to and from the College easily.

Surrounding area

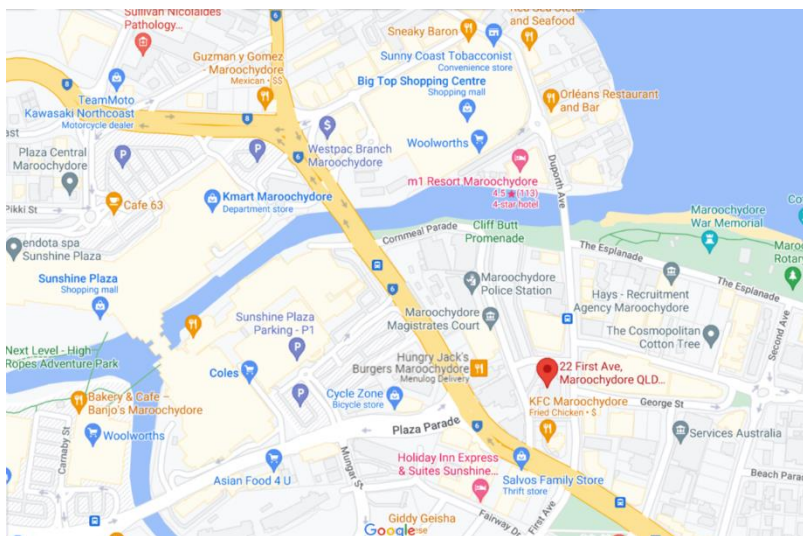
The campus is located on the famous Brunswick Street with several businesses, including printing companies, colleges, cafes, food outlets, shopping centres, entertainment venues, China Town, and other venues of interest to students, located within walking distance. The Brisbane City Council Library, located in the CBD, is three minutes travelling time on the train.

SUNSHINE COAST CAMPUS

The Sunshine Coast campus is located in the suburb of Maroochydore, approximately 100km north of Brisbane. The campus address is:

18-22 First Avenue,
Maroochydore, QLD 4558

Google Maps link: <https://goo.gl/maps/hA4s3RTPgTqFCPyC9>



Access to public transport

The Sunshine Coast campus is located approximately 500 meters from the Maroochydore Bus Terminal. The bus station is serviced by various routes providing links to the surrounding suburbs, making it convenient for students to travel to and from the College easily.

Surrounding area

The campus is located near bustling Ocean Street, a local hot spot lined with restaurants, cafes, bars and live music venues. Located within walking distance of the College is Sunshine Plaza, the largest shopping centre on the Sunshine Coast, providing access to over 220 specialty stores, including leading fashion chains, gift shops, a Myer department store and various entertainment venues.

5.2. COLLEGE SITE

The College building has been recently refurbished. It is a very modern, well-appointed, well-lit site suitable for an inner-city training College. Large glass panels all around the building allow a lot of natural light to flow through the building. The rooms are air-conditioned and there is an electronic security system in place. There are wide corridors and multiple exits allowing student traffic to flow through easily.

Classes will be held at the above campus as per the class timetable (see [Section 6.3](#) for more information). To the extent applicable, any work placement components of any course, are likely to be conducted off-campus (with another person or business) and the placement/s will be undertaken in Brisbane.

5.3. FACILITIES AND RESOURCES

The College has spacious training rooms, a counselling room and over 20 computers on site. All the training rooms have spacious seating arrangements (desks and comfortable cushioned chairs) and whiteboards. Projectors and laptops are available for use in the classrooms as required.

There are both male and female toilets on site, and a separate disability toilet. There are kitchen facilities with a kettle, toaster, fridge, microwave and sandwich maker.

Students have access to free wireless internet, available over the entire campus:

SSID: CollegeWifi
Password: Student2020

Additionally, the College training rooms and the computers are available for use during non-teaching times.

Please note: Personal electrical appliances (excluding laptop and mobile phone chargers) are not to be used on campus.

5.4. EQUIPMENT

The College has the latest equipment and technology to support course delivery. Each course is delivered using the required tools and equipment that provides students with an opportunity to learn in a simulated work environment.

5.5. LIBRARY RESOURCES

ONLINE RESOURCES

Students have unlimited wireless internet access on-campus to assist with their online research.

Computer facilities are available for students to use during College hours.

Several online libraries are recommended to students, as most reference materials are now available online. The following are some of the recommended online library collections:

- National Library of Australia <https://www.nla.gov.au/> (FREE ONLINE LIBRARY)
- <https://www.thefreelibrary.com> (FREE ONLINE LIBRARY)

HARD COPY RESOURCES

The College has a small resource library to support the specific subjects taught in class. A number of general fiction books can be borrowed through the College Reception.

As experienced educators, we recommend that students use the electronic resources and the Brisbane City Council libraries for research, as is the common practice in academic and professional circles in the present times.

BRISBANE CITY COUNCIL LIBRARIES

The nearest Brisbane City Council (BCC) library is the Brisbane Square Library which is located 2km from the College. The library is located at Brisbane Square, 266 George Street, Brisbane QLD 4000.

The Brisbane Square Library opening hours are:

- Monday to Thursday 9:00am to 6:00pm
- Friday 9:00am to 7:00pm
- Saturday & Sunday 10:00am to 3:00pm
- This library is closed on Public Holidays.

It takes only 3 minutes to travel on the train from Fortitude Valley Train Station to Central Train Station, the closest station to Brisbane Square Library.

For other BCC library locations go to: <https://www.brisbane.qld.gov.au/facilities-recreation/libraries/library-locations>

International students living in Brisbane are entitled to free library membership. You will be required to take your ID card and some proof of residence in Brisbane. ACTB recommends that students become members of this library as it is very well-resourced and provides a number of other facilities to members.

SUNSHINE COAST COUNCIL LIBRARIES

The nearest Sunshine Coast Council library is the Maroochydore Library which is located 2km from the Maroochydore Campus.

The library is located at 44 Sixth Avenue, Cotton Tree, QLD 4558.

The Maroochydore Library is open Monday to Saturday, from 9:00am to 5:00pm. This library is closed on Public Holidays.

For other Sunshine Coast Council library locations go to: <https://library.sunshinecoast.qld.gov.au/About-Libraries/Open-Hours>

5.6. COMPUTERS AND INTERNET

The College has well-equipped computer facilities for the use of students and staff. Free WIFI is available to students within the College building. Students MUST adhere to the College 'Acceptable Use Policy (Internet and Network Services)' when using the College computers and internet facilities.

The detailed policy is provided in [Section 13.8 Acceptable Use Policy](#) below.

5.7. PHOTOCOPYING

Students will be provided all the required learning resources for their courses. Limited photocopying facilities are available to students through the Reception. Students are required to pay for this service. Alternatively, students can get materials photocopied externally.

5.8. ID CARDS

Students will be issued a College ID card on arrival. The ID card can be used at various public places and on public transport where concessions/discounts may be offered to students.

Students must always carry their ID card when they are on campus or when undertaking any College related activity outside the campus.

Replacement ID cards will be issued at an additional charge of \$30.

5.9. CAR PARKS

The car parks on the campus are for staff and visitors only. Students are not permitted to use campus car parks. Limited paid parking is available in the surrounding streets of the campus.

5.10. STUDENT ACTIVITIES

ACTB organises some activities for students throughout the year. Students can sign-up for these activities through the College Reception. Depending on the activity, students may be required to pay for activities at their own expense.

5.11. PUBLIC HOLIDAYS

The below table provides a list of Queensland public holiday dates approved and proposed for years 2022 and 2023.

Holiday	2022	2023
New Year's Day (<i>observed Public Holiday</i>)	Mon, 3 January	Mon, 2 January
Australia Day	Wed, 26 January	Thu, 26 January
Good Friday	Fri, 15 April	Fri, 7 April
Easter Saturday	Sat, 16 April	Sat, 8 April
Easter Sunday	Sun, 17 April	Sun, 9 April
Easter Monday	Mon, 18 April	Mon, 10 April
Anzac Day	Mon, 25 April	Tue, 25 April
Labour Day	Mon, 2 May	Mon, 1 May
Royal Queensland Show – Ekka (<i>Brisbane Area Only</i>)	Wed, 10 August	Wed, 16 August
Queen's Birthday	Mon, 3 October	Mon, 2 October
Christmas Day (<i>observed Public Holiday</i>)	Tue, 27 December	Mon, 25 December
Boxing Day (<i>observed Public Holiday</i>)	Mon, 26 December	Tue, 26 December

6. COURSE INFORMATION

6.1. COURSES

Please refer to the ACTB website (<http://www.actb.com.au/courses/>) for a full and current list of courses on offer.

6.2. COURSE DATES

Outlined below are intake dates for ACTB courses for years 2022 to 2024.

	2022	2023	2024
Block 1	28-Feb-22	27-Feb-23	26-Feb-24
Block 2	04-Apr-22	03-Apr-23	01-Apr-24
Block 3	23-May-22	22-May-23	20-May-24
Block 4	27-Jun-22	26-Jun-23	24-Jun-24
Block 5	15-Aug-22	14-Aug-23	12-Aug-24
Block 6	19-Sep-22	18-Sep-23	16-Sep-24
Block 7	07-Nov-22	06-Nov-23	04-Nov-24
Block 8	12-Dec-22	11-Dec-23	09-Dec-24

6.3. CLASS TIMETABLES

Class timetables vary each semester and are posted on the College noticeboard. The class timetables for the term are also emailed to students prior to the commencement of the 5-week block. The College opening hours are 9am-5pm with classes scheduled between these hours.

6.4. YOUR STUDY PROGRAM

The approach to teaching methods and education may be different from what you are used to in your home country. Communicative teaching methods are used in most classes and you are expected to be an active participant in class discussions. The Australian education system is designed for student participation; analysis and critical thinking; discussion and individual research. Rote learning and end-of-year exams to gauge a student's knowledge is not common.

You will be expected to come prepared to class with the required readings, participate actively in class, undertake research, practice acquired skills and knowledge, complete assessments and seek feedback from your teacher.

7. YOUR RIGHTS & RESPONSIBILITIES

7.1. BEHAVIOUR POLICY / CODE OF CONDUCT

To ensure that your educational experience at ACTB is both safe and successful, you as a student are required to meet certain standards of behaviour, as outlined in our Code of Conduct.

The behaviour required of students boils down to two things: respect for others (treat others as you wish to be treated), and common sense.

Students are required to:

Maintain satisfactory academic progress

- This is a condition of your Student Visa. You are encouraged to talk to the College Director or your teachers if you are experiencing difficulties in coping with your academic program. The College will try and help you with strategies and support options. Ongoing failure to maintain satisfactory academic progress can result in the cancellation of your Student Visa.
- See further details in [Section 11.1. Course Progress Policy](#)

Maintain satisfactory attendance

- The College requires you to attend classes regularly unless you are sick. It is a condition of your Student Visa that you must maintain attendance above 80%. Failure to maintain satisfactory attendance can result in the cancellation of your Student Visa.
- See further details in [Section 11.1. Course Progress Policy](#)

Maintain Overseas Student Health Cover

Provide ACTB with your current residential address and contact details

- Students MUST notify College Reception of any changes to your contact details within 48 hours. This includes any changes to your residential address in Australia, your mobile phone number or email address.

Follow College rules, policies and procedures

- You are expected to follow all College rules and policies. See detailed rules and policies below.

BEHAVIOUR POLICY / CODE OF CONDUCT / COLLEGE RULES

Students and staff at ACTB have a right to work and study in an environment free from harassment, discrimination or threatening behaviour. When enrolling at ACTB, students must agree to accept and abide by policies and procedures, follow rules and regulations, and participate in studies as directed by the program. Compliance with these expectations is required by all students. Failure to do so may result in cancellation of your enrolment.

- Students must reside within the wider Brisbane area for the duration of their enrolment
- Work towards achieving goals set within training plan and completion by anticipated completion date
- Abide by copyright and plagiarism laws and legislation
- Complete training and assessment activities within agreed timeframes
- Communicate any difficulties with completion of activities or assessment with your Trainer and Assessor
- Respond to communication (emails, phone calls etc.) from ACTB staff
- Attend meetings when requested by ACTB staff
- Inform your Trainer and Assessor in advance of any intended absences, illness or other reasons
- Inform your Trainer and Assessor if you have a medical condition that may affect your participation within a course or affect those with whom you may be training
- Treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare
- Contribute to the orderly, effective and safe functioning of ACTB
- Follow the Workplace, Health & Safety ("WHS") policies and procedures
- Comply with all lawful directions given by staff while on ACTB property or engaged in ACTB controlled or sponsored activity
- Comply with ACTB's commitment to the prevention and elimination of unlawful discrimination
- Abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on ACTB property or engaged in ACTB controlled or sponsored activity, including the online environment
- Access and use only that ACTB property to which they are entitled to have access and are qualified to use and to use it in a careful and responsible way
- Pay fees or late assessment fees on the specified date
- Be a genuine/bona fide student and abide by your student Visa requirements

UNACCEPTABLE BEHAVIOUR

Unacceptable behaviour includes, but is not limited to, the following:

- Disobeying any reasonable direction by an ACTB staff member
- Failure to maintain contact with, and respond to contact by, ACTB
- Acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes
- Failing to return library or other loaned ACTB property by the required date
- Viewing or distributing offensive material via the internet, email or other means
- Discrimination, harassment and victimisation

- Bullying and intimidation
- Racist or sexist comments
- Behaving in a disruptive manner, such as swearing, yelling or using offensive language
- Using mobile phones during classes
- Illegal use of drugs or alcohol
- Stealing, vandalising or causing wilful damage to ACTB property
- Endangering the safety of yourself or others
- Assaulting or attempting to assault anyone while on ACTB premises
- Inappropriate possession of guns, knives or other weapons while engaging in ACTB activities.
- Non-payment of fees
- Unsatisfactory course progress

Consequences of Unacceptable Behaviour

If your behaviour is disruptive or unacceptable, disciplinary action may be taken against you. A Trainer or staff member can ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damages or threatens ACTB property, you may be suspended by the CEO / College Director. Information about the grounds on which a student's enrolment may be deferred, suspended or cancelled is provided in this handbook, available on the website or in print from ACTB upon request.

ACADEMIC MISCONDUCT

In a study environment, cheating means to act dishonestly in any way so that the Trainer and Assessor accepts what you present as genuinely representing your understanding of, and ability in, the subject concerned. Plagiarism is to copy work without acknowledging the source and is a form of cheating. ACTB will not tolerate plagiarism or cheating, and a penalty may be imposed if you are accused of either.

It is considered cheating to:

- Use notes or other resources without permission
- Hand in someone else's work as your own (with or without that person's permission)
- Hand in a completely duplicated assignment
- Take work without the author's knowledge, e.g., copying information from the internet without referencing
- Allow someone else to hand in your work as their own
- Have several people write one assessment and hand in multiple copies, all being represented

(implicitly or explicitly) as individual work

- Use any part of someone else's work without the proper acknowledgement, e.g., referencing
- Steal documents from a Trainer and Assessor.

It is not considered cheating to:

- Discuss assignments with Trainer and Assessors or other students to understand what is required
- Hand in work done alone or with the help of others
- Get help to correct minor errors in spelling, grammar or syntax (sentence construction)
- Discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- Submit one assignment from a group of students where this is explicitly permitted or required
- Use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing
- Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes.

Penalties

If you are suspected of cheating, the Trainer and Assessor will investigate to establish evidence to support the suspicion. If there is evidence to support the suspicion, the Trainer and Assessor will notify the CEO and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you. Once you have provided your information, the CEO may come to one of two decisions:

If it is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.

If it is a serious offence and you will be deemed not yet competent in the unit. Repeated offences of cheating – minor or serious – will result in failure of the unit plus a record on your student file, together with the reason.

You will be advised of all penalties in writing.

What if I don't agree with the decision?

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing with the Academic Manager within one week of the penalty being imposed. Please refer to the '[Complaints and Appeals Policy](#)' for details.

If you do not abide by the Student Code of Conduct, your enrolment may be suspended or cancelled. For international students, this may affect your Student Visa.

STUDENT CODE OF CONDUCT - SUMMARY

1. Treat fellow students and ACTB staff with respect at all times
2. Obey all reasonable instructions given by ACTB staff
3. Do not distract others during class or prevent them from participating in classroom activities
4. Do not plagiarise or cheat on your tests, assignments, or classwork
5. Behave appropriately while on ACTB property:
 - 5.1. Do not wilfully damage or destroy ACTB property or facilities
 - 5.2. Speak in English only while on campus
 - 5.3. Speak at a reasonable volume (i.e., do not yell if it is not required)
6. Report any concerns about the behaviour or actions of other students or ACTB staff to ACTB management as soon as practicable
7. Refrain from smoking while on campus
8. Refrain from appearing at ACTB while under the influence of alcohol and/or drugs

7.2. ENGLISH LANGUAGE REQUIREMENTS

ACTB is an **English-language** College. **All** students are encouraged to speak English at **all** times while **on campus**, especially during class.

Staff may ask you to speak English if they hear you speaking another language while on campus. We ask that you comply with their requests.

7.3. DEFERRAL, SUSPENSION, OR CANCELLATION OF ENROLMENT

Below is an overview of ACTB's Deferral, Suspension and Cancellation of Enrolment Policy. For full details of this policy refer to [section 13.4](#).

DEFERRAL

To defer your studies means to delay the start date of your course **before** your course start date has passed.

Once you have confirmed your enrolment, your studies can only be deferred in the event of compassionate or compelling circumstances (initiated by you), or misbehaviour (initiated by ACTB).

If you are an international student, deferring your studies may affect your Student Visa.

SUSPENSION

To suspend your studies means to temporarily pause your studies, and then resume at a later date ***after*** your course start date has passed.

Once you have confirmed your enrolment, your studies can only be suspended in the event of compassionate or compelling circumstances (initiated by you), or misbehaviour (initiated by ACTB).

If you are an international student, suspending your studies may affect your Student Visa.

CANCELLATION

If your studies are cancelled, you will cease to be a student of ACTB. Cancellation can happen before or after your course start date.

Once you have confirmed your enrolment, your studies may be cancelled by ACTB if you fail to meet course progress or attendance requirements; if you fail to pay your fees on time; or if you breach the Student Code of Conduct. You can also request for your enrolment to be cancelled if you wish to leave Australia or wish to remain in Australia but no longer wish to study with ACTB. If you wish to transfer to another provider, your request for cancellation may or may not be approved depending on your circumstances (see below).

If you are an international student, cancelling your studies may affect your Student Visa.

7.4. TRANSFER TO ANOTHER REGISTERED PROVIDER

Refer to ACTB's Transfer between Registered Providers Policy in [section 13.3](#).

7.5. COMPLAINTS AND APPEALS

Refer to ACTB's Complaints and Appeals Policy in [section 13.1](#).

7.6. STUDENT VISA CONDITIONS

As an international student, you must comply with all of the conditions of your Student Visa. Failure to comply with your visa conditions may result in your visa being cancelled. Refer to your visa grant letter for a full list of your visa conditions.

You can check your visa details and conditions using the Department of Immigration and Border Protection's (DHA) VEVO tool: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

The following are some general conditions that apply to all Student Visas:

MAINTAINING ENROLMENT

You must remain enrolled in a course registered on CRICOS (<http://www.cricos.education.gov.au>) while on a Student Visa.

If you wish to transfer to a course at a different level to the one you are currently studying (e.g., from an ELICOS course to a VET course, or from a university course to a VET course), then you must generally apply for a new visa. See the Department of Home Affairs ("DHA") website (<https://www.homeaffairs.gov.au/>) for more information.

If you wish to transfer to another provider before studying six (6) months of your principal course, then you must request that ACTB grant you a release from your studies.

UPDATING CONTACT DETAILS AND CHANGE OF ADDRESS

You must ensure that ACTB has your current contact details (including email address, contact phone number and residential address). You must provide these to ACTB within seven (7) days of arriving in Australia, and update ACTB within seven (7) days of any of your details changing.

ACTB will ask you to confirm your contact details at least once every six (6) months.

COURSE ATTENDANCE REQUIREMENTS

All ACTB courses have 20 scheduled contact hours per week.

VET Students: Students are encouraged to attend as many classes as possible. Failure to attend regularly may mean you fall behind in your studies, putting you at risk of Unsatisfactory Course Progress.

Attendance is constantly monitored. Failure to maintain satisfactory attendance will result in:

1. **Warning:** If current attendance is below required levels but satisfactory maximum possible attendance is still possible.
2. **Notice of Intention to Report to DHA:** If it is not possible to achieve satisfactory maximum possible attendance. This may result in the cancellation of your visa.

If you have a compassionate or compelling reason for missing class (e.g., illness), please notify ACTB as soon as possible and provide evidence (e.g., a Doctor's certificate) so that we can adjust your attendance.

Please see the ACTB Attendance Monitoring Policy for full details of attendance requirements.

COURSE PROGRESS

Refer to Course Progress Policy in [section 11.1](#)

WORK

You cannot work until you have commenced your course in Australia. Once your course has commenced

you are permitted to work a maximum of 40 hours per fortnight when your course is in session (between the start and end dates on your Confirmation of Enrolment certificate), and unlimited hours when your course is not in session (in the time between your courses, if you are enrolled in multiple courses).

If you are found to be working more than 40 hours per fortnight, DHA may cancel your visa.

7.7. ACTB'S COMMITMENT TO YOU

The Australian College of Technology and Business Pty Ltd agrees to:

- treat you in a fair and equitable manner
- respect your rights and privacy
- provide a supportive and safe learning environment
- provide counselling and support services
- allow you access to your personal records on request
- give feedback on your academic progress

7.8. ESOS FRAMEWORK

The Education Services for Overseas Students (ESOS) framework comprises the laws that protect international students during their studies in Australia. As an international student, it is important that you are aware of your rights and responsibilities under the ESOS framework.

To find out more, please visit the Australian Government Department of Education's international education website at www.internationaleducation.gov.au. You can also download a fact sheet on the ESOS framework by clicking [here](#).

ACTB is bound by the National Code 2018.

7.9. OVERSEAS STUDENT HEALTH COVER (OSHC)

As an international student on a Student Visa, you are required to have Overseas Student Health Cover (OSHC) for the duration of your studies in Australia. It is a government requirement and is compulsory.

All international students must have paid for private Medical Insurance prior to their arrival in Australia. The insurance is from an Australian company and you will need to go to their office with your passport to confirm that you have arrived.

OSHC covers you when you need to visit a doctor or go to hospital. You may possibly be required to pay at the time of consultation approx. \$60 – \$70. Pay, and obtain a receipt from the doctor's

receptionist to make a claim from your OSHC provider.

WHAT ARE YOU COVERED FOR?

OHSC helps you pay for:

- Medical practitioners (including specialists) who treat you at the Doctor's Surgery, Hospital or at home
- Pathology services, such as blood tests
- X-rays
- Hospitals – Public or Private
- Emergency ambulance transport (where medically necessary). OSHC pays 100% of the charge for medically necessary ambulance transport when medical attention is required immediately.
- OSHC provides benefits for prescription medicines. You are required to pay a contribution towards the cost of each prescription item. Medibank Private, for example, will pay the rest of the cost up to a maximum of \$50 per item.

7.10. MEDICAL EMERGENCY AND LOCAL DOCTORS

In an emergency, CALL 000 and ask for the police and/or an ambulance.

If you are sick, you should see a doctor immediately. Depending on your requirements, you can go to one of the Medical Centres listed below if you do not have any other doctor:

Doctors on Brunswick Unit 16/421 Brunswick Street FORTITUDE VALLEY QLD 4006 T: (07) 3252 7614	MyHealth Fortitude Valley Shop T20/230 Brunswick Street FORTITUDE VALLEY QLD 4006 T: (07) 3852 2030	CBD 7 Day Medical Centre 1/245 Albert Street BRISBANE QLD 4000 T: (07) 3211 3611
James St Medical Level 1/6 James St FORTITUDE VALLEY QLD 4006 T: (07) 2101 4797	Myer Centre 7 Day Doctors Shop 103B, Level E The Myer Centre, 91 Queen Street BRISBANE QLD 4000 T: (07) 3210 2111	Central Brunswick Dental Centre <i>(for Dentist services)</i> 16A/421 Brunswick Street FORTITUDE VALLEY QLD 4006 T: 0413 487 630

If you have any specific questions, please do not hesitate to ask one of the friendly staff and they will be happy to assist.

7.11. PERSONAL SAFETY

Brisbane is quite safe by world standards, but as with anywhere, there is still some crime. To maximise your personal safety, consider the following tips, particularly at night:

- walking, jogging or cycling with a friend or dog
- vary your routes
- know where you are going
- choose well-lit, popular roads and paths, or stay where you are visible to other people
- face oncoming traffic, so a car cannot pull-up unnoticed
- carry identification, a mobile phone, phone card, or change for a public phone
- wearing headphones while out and about can make you less alert to your surroundings
- maintain a streetwise appearance – be confident in your body language
- walk without lingering or walking slowly with your head down
- carry your bag securely and talk to people in a confident manner
- teach yourself to look people in the eye
- trust your instincts – if you are feeling unsafe, threatened or nervous, do not ignore it
- build your personal safety habits on your own sense of comfort and security
- if travelling at night on public transport, keep your phone, laptop and/or other expensive items hidden, or use them discreetly so as not to attract unwanted attention

See <http://www.brisbane.qld.gov.au/community/community-safety/personal-safety> for more personal safety information.

7.12. VALUABLES

ACTB recommends that you do not bring any valuables to the College. Occasionally, wallets, mobile phones, iPads are reported as stolen in educational environments and students are advised to carefully look after their own valuables. ACTB does not accept any responsibility or liability for personal goods and valuables lost, stolen or damaged at the College or during any College activities. ACTB will not pay for any such claims, nor replace any lost or stolen goods.

7.13. WORKPLACE HEALTH AND SAFETY (WHS)

The College will take appropriate steps to ensure compliance with WHS requirement in order to minimise any harm/injury to students, staff and visitors. Please read the College WHS policy in [section 13.9](#) for further details.

Workers and students have responsibility for:

- Compliance with this policy
- Supporting the maintenance of a safe environment
- Following safety instructions
- If you see anything dangerous, inform Reception immediately
- Make sure you know where the fire exits are in the building (see the plan of the campus on the back of every classroom door, and in [section 12.3](#))
- The fire exits are clearly labelled on each floor of the building and your Trainer will show you where the nearest one is located.

During your time at ACTB you may be asked to take part in an evacuation of the building. This may be a practice, or a real emergency evacuation and you must follow your Trainers/Fire Wardens' instructions to evacuate the building and assemble at the designated meeting spot. For further information, please refer to [section 13.9. Workplace Health & Safety Policy](#).

8. STUDENT SUPPORT SERVICES

8.1. AIRPORT PICK-UP

If you are travelling to Australia for the first time and are unsure about how you will find your way to your College or to your accommodation, please do not hesitate to ask us for assistance. We will be happy to give you tips and advice to make you feel at ease.

The College can organise airport pick-up for you if required. There is a charge for this service. Please email or call the College and we can provide you with the latest fees and charges.

8.2. ACADEMIC SUPPORT SERVICES

ACTB wants you to succeed in your studies. If you ever feel like you are struggling with your study load, please let us know as early as possible so we can work out a strategy to assist you and enable you to make satisfactory course progress.

You can talk to your Trainer, or schedule an appointment with the College Director, via our administrative staff.

Academic support services include:

- **Trainer drop-in hours:** Designated times (outside of your usual class times) where your Trainer will be available for you to ask questions and give assistance.
- **Consultations with the College Director:** Schedule a meeting with the College Director and/or your Trainer so we can work out strategies to assist you. These may include extra tuition hours, temporarily adjusting your course load, supplementary or modified assessment, and other strategies as needed.

8.3. NON-ACADEMIC SUPPORT SERVICES

If you are struggling with non-academic issues, including attendance, work, or other issues, please let the College Director know. We will attempt to assist you as best we can, and if our help is not enough, we will put you in contact with external support services that may be able to assist you. See also [Section 8.5](#) for further support information.

8.4. ACCOMMODATION OPTIONS

International students have access to a range of affordable accommodation options, including

student accommodation complexes and other accommodation. If you need help with accommodation, please contact us to get more detailed assistance.

OPTION 1: STUDENT ACCOMMODATION

- www.unilodge.com.au
- www.scape.com.au/Student

UniLodge and Scape provide modern, safe student accommodation in the heart of Brisbane City. Enjoy the convenience of living in fully furnished studio apartments in the centre of Brisbane.

The facilities of both accommodation may include a Business Centre, an outdoor pool and BBQ area, a student lounge and games room, as well as a gym, spa and sauna.

OPTION 2: OTHER ACCOMMODATION (RENT / SHARE)

Due to the College's central location and close proximity to the Central train station, accommodation all around the city is easy to find, either through local real estate agents and newspapers or www.realestate.com.au.

You can find share accommodation or rent a unit or house with friends. Searching for the right place could take a couple of weeks, so it is recommended that you book temporary accommodation before arriving.

Residential Tenancies Authority

The Residential Tenancies Authority (RTA) looks after the laws for renting a place to live in Queensland (the *Residential Tenancies Act 1994* and *Residential Services (Accommodation) Act 2002*).

The law gives tenants, landlords and agents an understanding of their rights and responsibilities when renting.

The RTA can help you learn your rights and responsibilities as a tenant. Get advice on:

- what to do when you're starting a tenancy
- your rights and legal responsibilities as a tenant
- how to get your bond back
- what to do if you have a problem when renting

To download tenancy forms or for more information, call 1300 366 311 or visit the RTA Website <https://www.rta.qld.gov.au/>. Please also read [Appendix 1 – Rental Accommodation Fact Sheet](#) in this handbook for more details.

Please note that Residential Tenancy Authority services do not apply to students living in Homestay.

8.5. DEALING WITH PROBLEMS / COUNSELLING SUPPORT

We are here to help you with advice or assistance for any problem that you may face in Australia. Please do not hesitate to ask us at any time.

- For study/training/study plan/assessment related matters, please contact your Teacher/Trainer or make an appointment to meet the CEO
- For accommodation matters, please talk to the Student Support Officer or Receptionist staff
- For health matters, please consult your Doctor. If you do not know where to go for help, please talk to the Student Support Officer, who will be able to help you
- For financial or fee-related matters, please talk to the CEO
- For visa matters, please talk to the Student Support Officer or CEO
- For general career advice or job search skills training, please speak to the CEO. If you need professional career advice from a trained career counsellor, we can arrange a meeting with trained counsellors for you, on a fee-for-service basis
- For general support, please talk to the Student Support Officer who will direct you to the CEO or a specialist, as required
- If you need a specialist psychologist, we can make arrangements for you, as required. Professional psychologists are available on a fee-for-service basis
- If you need to speak to someone about general questions about Australia, Australian culture, expected norms of behaviour, dress code, food, shopping or anything else, or if you are feeling home sick, we are all here to help you. Please talk to any staff, including the CEO
- For any bullying/harassment matters, please report to the CEO immediately and follow the [Complaints & Appeals Policy](#)

Personal Issues/General Welfare/Mental Health

Many charities and other organisation in Australia run counselling hotlines that you can call if you need support or assistance.

- Lifeline: 13 11 14
- Beyond Blue: 1300 224 636
- Salvation Army: 1300 363 622
- Kids Help Line: 1800 551 800

8.6. EMERGENCIES AND STUDENT SUPPORT

For any emergency, immediately call '000'.

Below are the official contact points for students in the event of an emergency or for student support:

Maddie Mohammed CEO maddie@actb.com.au +61 (07) 3852 6967 +61 407 690 141	Lynn Seo Office Manager lynn@actb.com.au +61 (07) 3852 6967 +61 434 570 823
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You can also contact info@actb.com.au, if your enquiry relates to an administrative matter, please contact College Reception during office hours.

IMPORTANT EMERGENCY NUMBERS

Police	000
Fire	000
Ambulance	000

How 000 ('Triple zero') works

Triple zero (000) calls are answered by an Operator who will ask you which service you require - Police, Fire or Ambulance. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service.

000 calls from Mobile Phones

000 calls are **free-of-charge** on all mobile phones.

USEFUL EMERGENCY WEBSITES – QUEENSLAND

- Police Service - <http://www.police.qld.gov.au/>
- Ambulance Service - <http://www.ambulance.qld.gov.au/>
- Fire & Rescue Authority - <https://www.qfes.qld.gov.au>
- Department of Emergency Services - <https://www.qld.gov.au/emergency>

9. LOCAL INFORMATION

9.1. COST OF LIVING

International students in Australia typically spend between \$250 to \$400 a week on accommodation, food, clothing, entertainment, transport and telephone and incidental costs.

In order to save money, students often share a room, cook for themselves and shop at markets. You can buy second-hand goods through a number of sources, such as Saturday morning garage sales (advertised in the weekend 'Courier Mail' newspaper), www.ebay.com.au, flea markets, and second-hand shops.

It is estimated that international students will require approximately AU\$21,041 for living expenses each year (information current as of date of publication, see <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs> for updated information).

Prospective Student Visa applicants and their family members must have access to the following funds to meet the living costs requirements:

3. AU\$21,041 a year for the main student / guardian.
4. AU\$7,362 a year for the student's partner/spouse.
5. AU\$3,152 a year for each of the student's children.

Please note that you should come prepared with sufficient funds to support your study and living expenses. Jobs are not easy to find and you should not rely on your possible income in Australia to cover your study and living expenses.

9.2. TRANSPORT

ACTB is very conveniently located within walking distance to bus stops and the Fortitude Valley Railway Station. Fortitude Valley is very well connected to all the major train lines that run through the station.

Due to the central location of the College, students can live in any of the outer Brisbane suburbs and take a bus or train to and from College.

When you are looking for rental or other accommodation, we recommend that you find a place that is within walking distance from a bus stop or train station. It is cheaper to find accommodation in one of the suburbs outside the central CBD, as the inner city (CBD) accommodation is quite expensive.

Brisbane is not very highly populated, so you will find it relatively quick and easy to travel to study/work from the suburbs to the CBD, except during peak hour traffic time.

Please see the TRANSLink website to help plan your journey: <https://translink.com.au/plan-your-journey>

For maps of your potential journey via train, bus, ferry etc you may choose to use the following link: <https://translink.com.au/plan-your-journey/maps>

You can buy a GO CARD to travel on public transport in Brisbane. The GO CARD can be purchased from any local newsagent, 7-Eleven convenience stores or online at <https://gocard.translink.com.au>.

9.3. SHOPPING

In Brisbane there are two major shopping/central business precincts

- Brisbane City (CBD)
- Fortitude Valley (1 km from the Brisbane CBD)

Additionally, there are several big shopping malls, such as:

Toowong Village www.toowongvillage.com.au	Queen Street Mall www.queenstreetmall.com.au	The Myer Centre www.myercentreshopping.com.au
Wintergarden www.wgarden.com.au	Westfield Chermside www.westfield.com.au	Macarthur Central www.macarthurcentral.com.au

Brisbane Factory Outlet shopping is also very popular. Outlet malls are located at:

- DFO Brisbane, located in Skygate near Brisbane Airport
- DFO Jindalee
- Harbour Town (Gold Coast)

Also, most suburbs in Brisbane have small suburban shopping areas with small retail, food, grocery etc outlets. There are a number of specialist grocery stores that stock ethnic foods and spices, including Indian, Chinese, Japanese, Korean, Thai, Vietnamese, Sri Lankan flavours

The big grocery/everyday products chains available close to most residential areas are:

- Woolworths
- Coles
- Aldi
- IGA Supermarkets

Big superstores that sell general goods such as clothing, household goods etc include:

- Big W
- Kmart
- Target
- Harvey Norman
- Myer

Second-hand goods are sold through:

- Garage sales (in private homes; advertised in the Saturday 'Courier Mail' newspaper)
- Second-hand stores (furniture, small goods, clothing, homewares), also called Op Shops
- eBay (www.ebay.com.au)

9.4. BANKING

International students are advised to open a bank account in Australia. A number of Australian banks provide specialised services for international students. Students should not carry large amounts of cash at any time.






To open a bank account, you usually need the following documents:

- Your passport
- Proof of residence in Brisbane (Rates bill; or Electricity bill etc)
- College ID

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals, 24 hours a day. Most department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Most banks open from 9.30am – 4pm Monday to Thursday, and 9.30am – 5pm on Friday.

Banks / ATMs closest to the College are listed in the table below.

BANK / ATM	LOCATION/S	
 13 13 14 https://www.anz.com.au/personal/	The Arcade, 315 Brunswick St Fortitude Valley QLD, 4006	146 Queen St Brisbane QLD 4000
 13 22 65 https://www.nab.com.au/	230 Brunswick St Fortitude Valley QLD 4006	308-322 Queen St Brisbane QLD 4000
 https://www.commbank.com.au/ 13 22 21	100 McLachlan St Fortitude Valley QLD 4006	81 Boundary St West End QLD 4810
 http://www.westpac.com.au/ 13 20 32	Brunswick & Wickham Street Fortitude Valley QLD 4006	260 Queen St Brisbane QLD 4000
 https://www.suncorp.com.au/ 13 11 75	6/243 Edward St Brisbane QLD 4000	900 Brunswick St New Farm QLD 4005

9.5. LEGAL SERVICES

Students are advised to carefully select legal advisors, particularly in relation to migration advice.

LEGAL SERVICES

Legal Aid

Legal Aid Queensland (www.legalaid.qld.gov.au) is a useful source of free legal information and advice. Representation is also available for people who meet means and merit test guidelines.

Legal Representation

If you haven't used a lawyer/ solicitor before, you may not know where to find one, what to expect when using one, or what to do if things don't work out as you expected.

You can use the Queensland Law Society website to find a registered lawyer: https://www.qls.com.au/For_the_community/Find_a_solicitor

Courts and Tribunals

Information on the Queensland court system is available at <https://www.qld.gov.au/law/court/courts/>.

The Queensland Civil and Administrative Tribunal (QCAT) is an independent tribunal which actively resolves disputes in a way that is fair, just, accessible, quick and inexpensive. See www.qcat.qld.gov.au.

MIGRATION AGENTS

In Australia, migration agents must be registered with the Office of the Migration Agents Registration Authority (Office of the MARA) in order to provide immigration assistance services.

A registered migration agent can advise on visa requirements, help an applicant lodge a visa application and deal with the Department of Immigration and Citizenship on an applicant's behalf, usually for a fee.

If an applicant chooses to seek migration advice, e.g., because they don't feel confident lodging an application, or if their case is complex, it is important that a registered migration agent is used.

Note: An applicant does not have to use a migration agent to lodge a visa application with the Department of Immigration and Citizenship, and a migration agent cannot influence the outcome of the application.

A list of **registered migration agents** can be found at <https://www.mara.gov.au/>

9.6. MEDICAL SERVICES / CHOOSING A DOCTOR

See [section 7.10](#) above.

9.7. ACCOMMODATION

See [section 8.4](#) above.

9.8. EMPLOYMENT / JOBS / WORK - VISA CONDITIONS

People granted a Student Visa on or after 26 April 2008 receive permission to work with their visa grant. This applies to both the primary student and any family members travelling with them on their Student Visa. As a result, most Student Visa holders will no longer need to apply separately in Australia for permission to work. The new arrangement will save Student Visa holders time and money. However, you should always check your Visa Grant Notice for specific information about your individual work rights.

Also, you will need to obtain a Tax File Number (TFN) to work in Australia. You can obtain a TFN through the Australian Tax Office. You will need to contact them about their requirements and processes.

See: Australian Tax Office website (www.ato.gov.au)

While your Student Visa allows you to work 20 hours per week, please understand that it is not easy to find work. You cannot depend on your income in Australia to pay for your fees or living expenses. ACTB does not take responsibility for finding work for students. Your ability to find work depends on your English proficiency, qualifications, previous work experience, skills, contacts, a positive, friendly attitude and some good luck.

9.9. DEPENDENT CHILDREN AND SCHOOLING

Students with school-age dependent children are advised to contact Education Queensland International for any school fees that may be applicable for attending Queensland government schools (www.eqj.com.au).

If you are interested in enrolling your children in non-government (independent or Catholic) schools, please contact the individual schools directly for school fees.

10. VISA OBLIGATIONS

10.1. THE NATIONAL CODE

ACTB is bound by the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018* under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

International students on Student Visas must abide by all their visa regulations in order to remain compliant with the immigration legislation. Any breach of Student Visa regulations can result in cancellation of your Student Visa.

In particular, students MUST:

1. Maintain satisfactory academic progress
2. Maintain satisfactory attendance
3. Inform the College of their current residential address and contact details
4. Follow the rules in relation to work rights
5. Comply with Australian law and regulations at all times

10.2. THE DEPARTMENT OF HOME AFFAIRS

If you need to contact the Department of Home Affairs (DHA), the contact details are as follows.

National telephone numbers:

- General enquiries: 131 881
- Australian citizenship: 131 880
- Translating and Interpreting Service: 131 450

Brisbane office details:

Street Address	Ground Floor, 299 Adelaide Street Brisbane QLD 4000 (Entry via pre-approved appointment only)
Counter Hours	0900 – 1600hrs Monday – Friday

Information about immigration, visas and citizenship is available on the DHA website at <https://immi.homeaffairs.gov.au/>.

10.3. SATISFACTORY ACADEMIC PROGRESS AND ATTENDANCE REQUIREMENTS

International students on Student Visas are required to maintain satisfactory attendance and course progress at all times.

See Section [7.6. Student Visa Conditions](#) and [Section 11. Academic Requirements](#) for more detailed information around the specific obligations of Student Visa holders.

11. ACADEMIC REQUIREMENTS – INTERNATIONAL STUDENTS

11.1. COURSE PROGRESS POLICY

Introduction

- International students on Student Visas are required to maintain satisfactory attendance and course progress at all times.
- ACTB must ensure that it monitors students' attendance and course progress on a regular basis in order to meet its legal obligations and ensure that students are given every opportunity to complete their course successfully.

Legislation

- National Code 2018 – Standard 8

Procedures

ACTB will ensure that it has adequate procedures in place to:

- Ensure that the expected duration of the course specified in the students' 'Confirmation of Enrolment' (COE) does not exceed the CRICOS registered duration for the course.
- Ensure that information regarding the Attendance requirements and Course Progress Policy are provided to the student prior to enrolment. Students are also informed of the requirements at the Student Orientation program in the first week of their respective commencement.
- Monitor students' attendance and send reminders, offers of support and/or warnings to students whose attendance is deemed to be unsatisfactory to achieve satisfactory course progress. ACTB will review attendance records at the end of every 5-week study block to identify students at risk of not meeting their course progress requirements.
- Monitor students' course progress and send reminders, offers of support and/or warnings to students whose course progress is deemed to be unsatisfactory; or where ACTB believes that the student is at risk of not meeting the course progress requirements. ACTB will formally monitor progress at the end of every 10-week study term. ACTB will make every attempt to assist the student in completing the course progress requirements within the expected course duration noted on their COE.

If a student is unable to meet the course progress requirements due to compassionate or compelling circumstances or when implementation an intervention strategy, ACTB will discuss an extension of the COE with the student. If agreed, ACTB will extend the COE via PRISMS and keep a record of the decision in the Student File

ACTB may allow students to undertake a maximum of 25% of the course via online study; however, the student may not enrol exclusively in online learning during any study period / block.

ACTB staff will follow the detailed Course Progress Policy outlined below.

Templates Used

- Academic intervention letters
- Attendance warning letters
- Notice of intention to report to cancel enrolment

1. PURPOSE AND SCOPE

- 1.1. The purpose of this policy is to ensure that students' course progress is monitored and reviewed, and that Australian College of Technology & Business (ACTB) takes intervention action when a student is at risk of not progressing satisfactorily or completing their course as per the requirements of National Code 2018 (Standard 8).
- 1.2. ACTB is implementing the *DET (formerly DEEWR) – Department of Home Affairs ("DHA") (formerly DIAC) Course Progress Policy and Procedures* for CRICOS Providers of VET Courses for all its vocational courses.
- 1.3. This policy applies to all international students enrolled in any course offered to international students (all CRICOS registered courses).
- 1.4. ACTB will document and implement a detailed policy and process for monitoring the attendance of overseas students in the event that this requirement is set as a condition of ACTB's registration by the regulatory authority. In such an event, ACTB will comply with the requirements outlined in Standard 8.10, 8.11 and 8.12.

2. RESPONSIBILITY

- 2.1. The CEO or delegate is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application.
- 2.2. The CEO / delegate / training manager is responsible for determining the training and assessment strategy for the course. The training and assessment strategy will specify how the course is divided into study periods / blocks and the workload for each study period / block.

3. POLICY STATEMENT

- 3.1. The progress of each student shall be monitored, assessed, and recorded.
- 3.2. Each student shall be assessed at the end point of each Block and their course progress shall be determined.
- 3.3. An intervention strategy (verbal and / or written) will be implemented to assist students who are at risk of not making satisfactory course progress.
- 3.4. Where ACTB has assessed the student as not meeting satisfactory course progress, (after

the intervention strategies have been exhausted) ACTB will inform the student in writing of its intention to report the student to DHA and that he or she is able to access the Complaints and Appeals process within 20 working days.

- 3.5. ACTB shall notify the Secretary through PRISMS within 14 days of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the ACTB's decision to report.
- 3.6. **Requirements for achieving satisfactory course progress** – A student will be deemed to have achieved satisfactory course progress if he/ she satisfactorily completes and achieves competency in 50% or more of the Units attempted in the study period / block.
- Competency is determined by the Assessors based on the specific competency requirements related to each Unit.
 - Academic misconduct, such as plagiarism, is not acceptable and the student will be required to resubmit work, if relevant. Additional information on the expected 'Code of Conduct' is available in the 'Code of Conduct' and procedures to handle misconduct is included in the 'Complaints and Appeals Policy'.
- 3.7. **Students at risk** - are defined by ACTB as students who:
- have failed to achieve competency in 50% or more of units or prescribed assessments attempted in a study period / block
 - have unsatisfactory performance in class and show very little learning progress
 - have unsatisfactory attendance which is deemed to be insufficient to achieve satisfactory course progress by their instructor

4. DEFINITIONS

4.1. Study Period / Block

- A study period / block for courses – 5 weeks
- Each College term is a 10-week duration (which comprises of two 5-week study periods / blocks).

4.2. Meeting course requirements

- Satisfactorily completing and achieving competency in more than 50% of units or prescribed assessments in a study period / block

4.3. Unsatisfactory course progress

- Failing to satisfactorily complete and achieve competency in 50% or more of units or prescribed assessments in 2 consecutive study periods / blocks.

5. METHOD

- 5.1. A failure in 50% or more units in a single study period / block will trigger a review of academic progress and implementation of an intervention strategy by the College.
- 5.2. Units that have been completed at the end of a study period / block and have a final unit result will be evaluated by the student administrator in accordance with the course progress and intervention strategy.
- 5.3. Where a unit runs for more than one study period / block, early intervention will be implemented at the end of each term of delivery. If the student has not satisfactorily completed all assessment tasks in that term, they will be deemed as being 'at risk' of failing the unit.
- 5.4. Early intervention based on assessment task failure is not counted toward formal course progress. Early intervention is only implemented to assist students in achieving satisfactory course progress.
- 5.5. Failing a unit means being assessed as "Not Yet Competent" for a completed unit.
- 5.6. Students will be counselled if they have failed any unit in a study period / block or if they have failed two or more core units in any study period / block
- 5.7. Within 10 working days of the completion of a study period / block the student administrator will review the course progress of all students and identify those students who have failed 50% or more units in the study period / block.
- 5.8. Within 10 working days of the completion of a study period / block all students identified as having failed 50% or more units will be contacted requiring them to attend a course progress interview with the course program manager.
- 5.9. At any point in the term, if ACTB believes a student is struggling and may not achieve satisfactory progress, an early intervention may be activated. The early intervention requires an interview with the course program manager and strategies identified to assist student to pass the unit.
- 5.10. At the course progress interview the student may be placed on a Student Monitoring Program with one or more of the following intervention strategies put in place:
 - Student attendance timetable drawn up
 - Student study timetable drawn up
 - A fortnightly intervention meeting for the current study period / block with the course program manager or a delegated person will be scheduled
 - A fortnightly academic involvement report requested from each subject instructor
 - Advice of course suitability
 - Opportunities to be reassessed in tasks or subjects previously failed, or be able to

demonstrate the necessary competency in areas in which they had not previously been able to achieve competency

- Advising students that unsatisfactory course progress in two consecutive study periods / blocks could lead to them being reported to DHA and cancellation of his or her visa, depending on the outcome of any appeals process.

5.11. At the fortnightly intervention meeting the following will be reviewed

- Fortnightly attendance
- Fortnightly academic involvement
- Implementation of the study timetable

5.12. All students training plans, results, course progress, and interventions (if any) shall be recorded in the student management system or student file on an ongoing basis.

5.13. If a student fails 50% or more units in two consecutive study periods / blocks (after having been on the Student Monitoring Program and interventions put in place) thus failing to meet course progress requirements, then ACTB will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The student will be informed they have 20 working days to appeal the decision to report via the Complaints and Appeals process. If the appeal is not upheld or the student withdraws from the appeal process, ACTB will report the student to DHA. A copy of all the documents and PRISMS notifications will be put in the student management system or student file.

5.14. During the intervention period, students who fail to maintain 80% attendance, fail to achieve set satisfactory academic progress goals or fail to implement the study timetable may be reported to DHA for unsatisfactory academic progress.

5.15. Students failing to attend the fortnightly intervention meeting without a reasonable excuse may trigger the reporting process to DHA for unsatisfactory academic progress.

5.16. In exceptional circumstances, ACTB may extend the duration of the student's enrolment if he/ she is unable to complete the course within the expected duration. These circumstances are listed below and will be examined on a case-by-case basis, subject to sufficient supporting evidence being available to ACTB:

- Compassionate or compelling grounds exist
- ACTB has implemented a special intervention strategy to help the student achieve satisfactory course progress, or
- An approved deferral or suspension of study has occurred (based on the ACTB 'Deferral, Suspension and Cancellation Policy').

In circumstances where a student's course duration is approved and changed by ACTB, the student must be notified to contact the Department of Home Affairs to seek advice on the potential impact to their visa, including any visa extensions that may be needed.

6. RECORDS

- 6.1. All records related to students' course progress and attendance will be retained in the student's file for a minimum period of two years after the student ceases to be an accepted student at ACTB.

7. PUBLICATION

- 7.1. These Course Progress Policy and Intervention Strategy will be made available to staff, students and persons seeking to enrol with Australian College of Technology and Business P/L through publication on the College's website (<http://www.actb.com.au/Student-handbook/>).

11.2. COMPLETION WITHIN EXPECTED DURATION OF STUDY

ACTB will monitor the enrolment load of students to ensure they complete the course within the duration specified in their COE (Confirmation of Enrolment) and do not exceed the allowable portion of online or distance learning. ACTB will only allow students to extend the expected duration of study for the course through the issuing of a new COE in limited circumstances.

ACTB adheres to its policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's COE. In monitoring this enrolment load, ACTB will ensure that in each compulsory study period / block for a course, the student is studying at least one unit which is not by distance or online learning.

ACTB will monitor student's progress closely using the Course Progress Policy and will take action where required to ensure that the student can complete a course within the expected duration as specified on the COE. Please refer to the [Course Progress Policy](#) to identify how the student's loads will be monitored and what actions ACTB will take to keep students on track.

ACTB will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:

- a. compassionate or compelling circumstances (examples below), supported by demonstrable evidence
- b. ACTB has, or is in the process of implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- c. an approved deferment or suspension of study has been granted according to the Deferment, suspension and cancellation policy.

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

- Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- Traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports); or
- inability to begin studying on the course commencement date due to delay in receiving a Student Visa.

In addition to the above, for the purpose of Standard 8.16 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, the following additional situations can also be considered "compelling" circumstances and could support the granting of an extension of the duration of a student's study:

- if the student has failed occasional units throughout the course, but had not done so poorly as to be picked up by the provider's intervention strategy for course progress (ACTB will have to document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course)

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, then ACTB will record this variation and the reasons for it on the student file. ACTB will then correctly report the student via PRISMS and/or issue a new COE when the student can only account for the variation/s by extending his or her expected duration of study.

Except in the circumstances noted above, the expected duration of study specified in the student's COE must not exceed the CRICOS registered course duration.

PROCESS FOR EXTENDING THE DURATION OF STUDY

IMPORTANT: *Students are advised that if their course duration is extended, they MUST seek advice from the Department of Home Affairs regarding the potential impact on your visa, including the need to obtain a new visa.*

To extend a student's enrolment, the student must apply for the extension in writing to the **CEO / College Director / Administration team** explaining the justification to their application. All records of the consideration and approval or rejection of the application to extend the visa are to be retained on the student file.

The **CEO / College Director** shall review the application along with trainers/assessors and other relevant members of staff and make an informed decision. Rejection of the application shall be discussed with the student and where appropriate, the student may appeal the decision as defined in our procedures.

The student shall be advised of the outcome in writing.

Where a student's enrolment is extended, DHA will be notified via PRISMS of the extension.

11.3. ASSESSMENTS

Students should plan to have their assessment(s) completed and submitted by the required date set out in your Training Plan or Unit/Learning topic outline. The deadline for assessments will be 5:00 pm on the date set, unless otherwise specified.

Submit your assessment with an Assessment cover sheet directly to your Trainer or staff at the Reception desk. Do not hand your assignment to someone else (including another Trainer or Student) for submission. It is your responsibility to retain a copy of your written work in case of accidental loss.

EXTENSIONS

If you believe that you have a genuine reason for submitting your assessment late or missing your class assessment, a formal application prior to the due date must be completed by:

- Emailing your Trainer for an extension
- If approved, making alternative arrangements with your Trainer

IMPORTANT: Read the policy below for details.

SUBMISSION AND EXTENSION OF ASSESSMENT TASKS POLICY

IN-CLASS ASSESSMENT

What happens if I am absent on the date an in-class assessment is scheduled?

1. Notify Reception of your absence.
2. Complete the in-class assessment, in an appropriately negotiated time slot, as quickly as possible after return, without undue advantage.

ASSIGNMENTS

How do I submit an assignment on the due date?

On the designated due date, submit your assessment to your Trainer, or email your assignment to academicteam@actb.com.au, where it will be recorded that the assignment task has been received.

What happens if I do not submit my assignment by the due date?

- The College Director will be informed by your Trainer about your failure to submit your assignment.
- The teacher/Trainer may give you an extension for two weeks, if requested. See below ('EXTENSIONS') for full details on how to request an extension.
- Please note that if you do not submit your assessment as per the due date or if you do not seek an extension, you may be required to pay a Late Submission fee of \$200. We do not wish to collect this fee from you, so please make sure that you submit your assessments on time or discuss your concerns with your Trainer / College Director / CEO before the due date so we can help you to complete your work.

Supporting documentation required:

Illness must be supported by a Doctor's Certificate (covering the day the assignment was due)

What happens if I am absent on the date the assignment is due?

- You need to contact the College Reception or your Trainer if you are absent. This is in accordance with College policy on absenteeism.
- You need to either email your assignment to admin@actb.com.au or get a friend or family member to deliver the assignment to the College Reception on the due date.
- The Receptionist will give this person an acknowledgement slip. Receipt of the assignment task will then be recorded.

EXTENSIONS

What do I do if I need an extension?

- ACTB has the expectation that all assignments are completed by the due date. If you realise that you won't get the assignment done by the due date you can submit an application requesting an extension (see below for request process), **at least 5 working days before the due date**.
- Await approval of the extension.

Process for requesting an extension

1. Email an Extension request to your Trainer.
2. Attach documents to provide proof of the issue preventing the submission of the assignment.

Extensions are not an automatic right and must be approved

Except for very exceptional circumstances, approval of extensions must be done prior to the date on which the assignment is due. An extension can be granted by your specific trainer

What are valid reasons we accept for extensions?

- Genuine illness (for which you must have a medical certificate covering the time away).
- An accident that affects your ability to do your work (for which you could have a medical certificate covering the time away).
- Personal reasons which you will need to explain to the Training Manager (suspension is not a valid reason).

What do I do after I have approval?

- Be sure that you meet the new deadline approved for you.
- Attach the extension approval to your assignment when you submit your assignment.
- You must not lose your copy of the approval, as it is proof that your extension was granted.

Why you may be refused an extension

- You don't have a valid reason that is accepted (see previous reasons listed above).
- Giving you an extension would affect other students being able to get their results.
- It may be too close to the end of semester.
- The extra time allowed to you if the extension was granted, would give you an advantage that other students did not have. This would mean that other students could object to your extension.

Can I appeal if I have been refused an extension?

Yes. However, you must have very good grounds to appeal against a non-approval for an extension, because, if you have followed the correct procedure, your circumstances have been considered.

It is not intended that this process be used unless the circumstances are exceptional. As clearly explained, we cannot allow students to have an advantage not available to other students.

How do I appeal?

- If you appeal it is important that you still submit your assignment for marking.
- Write down your reasons for appealing the non-approval of extension on the Complaints and Appeals form as outlined in the College [Complaints and Appeals policy](#).
- You will be notified of the outcome of your appeal.

11.4. PLAGIARISM / BREACH OF COPYRIGHT

Students are not permitted, during the course of their studies or whilst using the resources of the College, to plagiarise (copy/cheat) the work of another (whether they be another student, the author of

a text or work obtained from the Internet) or to breach copyright laws. Please read the 'ACTB Copyright and Plagiarism policy' in [section 13.10](#) for details.

Students and staff are only permitted to run software on computers on College property which has been purchased or licensed to Australian College of Technology and Business Pty Ltd.

Students found to be in deliberate breach of this policy shall be deemed to have failed the assignment or project submitted and may be subjected to disciplinary action.

11.5. GRADING

Students either get 'Competent' or 'Not Yet Competent' (NYC). No grades, marks or percentages are awarded.

11.6. ISSUING OF CERTIFICATES

Certificates indicating course completion can be requested via the following process:

1. Students who have completed their qualification are required to complete a form to request the issuance of a certificate for the qualification.
2. Upon receipt of the completed form, ACTB administration staff check the student records and identify all the units of competency satisfactorily completed by the student. They also ensure that all the student's marked assessments and portfolio of evidence is included in the student file. If any completed assessment record is missing, the administration staff follow up with the relevant trainer/s and/or student to locate any missing marked assessment/s.
3. ACTB administration staff also check if the student has paid their fees in full. Certificates are not issued until all relevant fees have been paid in full.
 - The above process is completed within 21 days, as far as possible.
 - The student can collect the certificate originals from the office or request for the originals to be mailed at a nominated address.

Alternatively, if a student has NOT completed a form requesting the issuance of a certificate/ Statement of Attainment, the following process will apply:

1. The Administration staff identify all the students who have completed their qualification at the end of each term.
2. The ACTB administration staff check the student records and identify all the units of competency satisfactorily completed by the student. They also ensure that all the student's marked assessments and portfolio of evidence is included in the student file. If any completed assessment record is missing, the administration staff follow up with the

relevant trainer/s and/or student to locate any missing marked assessment/s

3. The ACTB administration staff also checks if the student has paid their fees in full. Certificates/ Statement of Attainment are not issued until all relevant fees have been paid in full.
- The above process is completed within 30 days from the course end date.
 - In cases, where a student has completed additional units of competency due to clustering of units or timetabling by ACTB, the student may request a separate 'Statement of Attainment' for the units of competency completed. There is no charge for this service.

12. ADMINISTRATIVE INFORMATION

12.1. CONTACT DETAILS

For enrolment enquiries, administrative matters, student support or any other enquires please contact our Administration team and they will direct you to the appropriate person:

Phone +61 (07) 3852 6967

Email info@actb.com.au

The College office hours are Monday to Friday, 9am - 5pm.

EMERGENCY CONTACTS

In an emergency situation, **immediately call '000'**.

Below are the official contact points for students in the event of an emergency (always call 000 first if anyone is in immediate danger or injured) or for urgent support outside of the College office hours.

If the matter is not urgent or outside office hours, please use the contact information provided above.

Maddie Mohammed CEO maddie@actb.com.au +61 (07) 3852 6967 +61 407 690 141	Lynn Seo Office Manager lynn@actb.com.au +61 (07) 3852 6967 +61 434 570 823
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12.2. MESSAGES / PHONE ACCESS

MESSAGES

Personal Messages will only be taken by the College Reception in case of emergencies.

TELEPHONES

The College telephone cannot be used for personal calls, except in case of emergencies. Public phones are available at the Fortitude Valley mall.

Students can purchase pre-paid mobile phones at various telephone shops (Optus/Telstra/Vodafone etc) or at local post offices. Students can also purchase mobile phones on 12-month or 24-month plans.

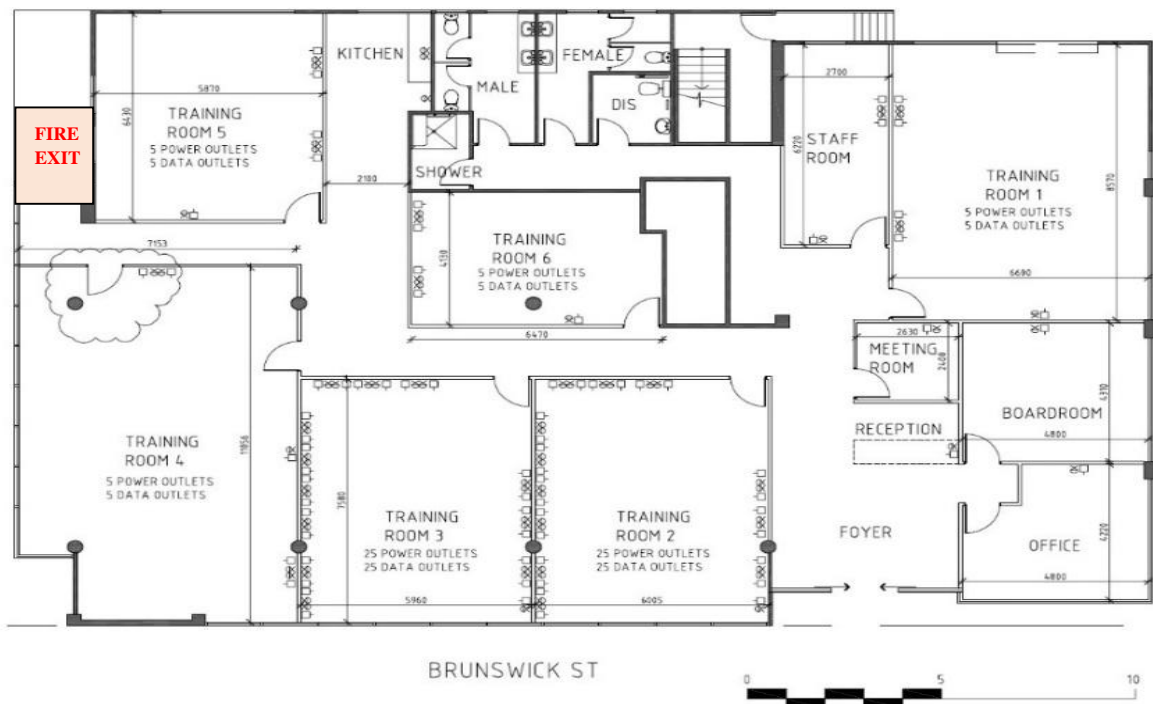
12.3. EMERGENCY & EVACUATION PROCEDURES

In the event of a fire or other emergency, please do the following:

1. Immediately follow any instructions given by an ACTB staff member or emergency services personnel.
2. Evacuate the building immediately in an orderly manner as per the evacuation plan – do not stop to take belongings.
3. Assemble at the designated assembly points as per the evacuation plan.
4. Wait for further instructions from ACTB staff members or emergency services personnel.

See the Evacuation Plans displayed at the campus for the most up-to-date information.

BRISBANE CAMPUS – Fire Exits (100 Brunswick St, Fortitude Valley)



SUNSHINE COAST CAMPUS – Fire Exits (18-22 First Avenue, Maroochydore)

13. ADMINISTRATIVE POLICIES

13.1. COMPLAINTS & APPEALS POLICY (INTERNATIONAL STUDENTS)

1. PURPOSE

The purpose of this policy is to ensure that complaints and appeals are resolved appropriately and as quickly as possible.

2. SCOPE

This policy and procedure applies to all staff of ACTB. Trainer/assessor staff and all staff working with international students, in particular, should have a clear understanding of this policy and procedure so that they can ensure students are aware of this process.

3. PRINCIPLES

ACTB will ensure that:

- All students have access to the complaints policy and procedures and their rights as consumers.
- ACTB will maintain the student's enrolment during the complaint process.
- The complainant is provided with information about the complaint's procedure.
- ACTB will respond to any complaint or appeal the international student makes regarding his or her dealings with ACTB, its education agents or any related party that ACTB has an arrangement with to deliver the international student's course or related services.
- All complaints are assessed in a professional, fair and transparent manner.
- The complaint process is commenced within 10 working days from the date of complaint.
- Due to confidentiality reasons, the number of people involved in the resolution process will be limited.
- Officials involved in any aspect of the process will maintain absolute confidentiality at all times.
- The complaint resolution procedure promotes a conciliatory approach using mediation and open communication while acknowledging that in some instances this may be challenging.
- The rights of the complainant and respondent will be protected throughout the complaint resolution process.
- All parties have the right to representation during the complaint resolution process.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- The complainant is provided with a written response including the outcome and reasons for the outcome within 20 calendar days.
- Complainants reserve the right to lodge a complaint with external agencies at any point during the complaint resolution process.

- Retain a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome for a period of five years after the student ceases to be an accepted student at ACTB.

4. DEFINITIONS

- Complaints – Dissatisfaction with a service offered by ACTB
- Appeal – Dissatisfaction with a decision made by ACTB

5. RESPONSIBILITIES

The CEO / College Director is responsible for implementing and ensuring compliance with this policy.

6. TYPES OF COMPLAINTS

Complaints may be about academic or non-academic matters including, but not limited to:

- Application procedures
- Marketing information
- Training delivery or content
- Trainers, Assessors, Teachers or other staff
- Assessment methods or assessment content
- Student progress
- Issuing of Awards
- An agent recruiting students for ACTB
- A third-party delivering services on ACTB's behalf
- A student or group of students of ACTB
- Discrimination
- Harassment, bullying or victimisation
- Breach of privacy
- Individual conflict arising from perceived inappropriate behaviours
- Fees or other financial matters
- Fines and payments

7. COMPLAINTS PROCEDURE FOR ALL ACADEMIC AND NON-ACADEMIC MATTERS

INTERNAL COMPLAINTS AND APPEALS

The internal complaints and appeals processes are conciliatory and non-legal.

7.1. Complaints against other students

- Grievances brought by a student against another student will be dealt with under the College's Behaviour Policy/Code of Conduct.

7.2. Informal Complaints/Appeals Resolution

- In the first instance, ACTB requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- Students should continue to attend classes (if applicable) while the complaint is being processed
- Students should contact their Trainer/Teacher in the first instance to attempt mediation/informal resolution of the complaint.
- If students are not satisfied with the outcome, they should contact the College Director or who will attempt to resolve the matter.
- If the complaint is about the College Director, it can be directly brought to the CEO's attention.
- If the matter cannot be resolved through the informal mediation process, the matter will be referred to the CEO in writing and ACTB's internal formal complaints and appeals handling procedure will be followed.

7.3. Formal Appeals/Complaints Handling Procedure

- a. The process of this grievance procedure is confidential, and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b. The student must notify ACTB in writing of the nature and details of the complaint or appeal.
- c. Written complaints or appeals are to be lodged with the CEO.
- d. Where the internal complaints and appeals process is being accessed by an international student because the student has received notice by ACTB that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e. Complaints and appeals processes are available to students at no cost.
- f. Each complainant or appellant has the opportunity to present his/her case to the CEO.
- g. Students and/or the College may be accompanied and assisted by a support person at all relevant meetings
- h. The formal grievance process will commence within 10 working days of the lodgment of

the complaint or appeal with the CEO.

- i. ACTB undertakes to finalise all grievance procedures within 20 calendar days.
- j. However, should detailed investigation be required, the process may take more than 20 days. The complainant or appellant will be notified of the expected duration of the investigation process should the process take 21-60 days.
- k. If more than 60 days are required, ACTB will advise the complainant in writing, the reasons for why more than 60 days are required. ACTB will regularly update the complainant or appellant of the progress of the matter.
- l. For the duration of the appeals process, the student's enrolment and attendance must be maintained. If the student chooses to access ACTB's complaints and appeals process, ACTB will maintain the student's enrolment while the complaints and appeals process is ongoing
- m. Once the CEO has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained securely on the student's file. A copy will also be retained securely in the internal 'Complaints and Appeals Register'.
 - (i) If the grievance procedure finds in favour of the complainant, ACTB will immediately implement the decision and any corrective and preventative action required and advise the student of the outcome.
 - (ii) If the international student is not successful in the ACTB internal complaints handling and appeals process, ACTB will advise the international student within 10 working days of concluding the internal review of the international student's right to access an external complaints handling and appeals process at minimal or no cost.

7.4. External Appeals Processes

Overseas Students: If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for international students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <https://www.ombudsman.gov.au/making-a-complaint/overseas-Students> or phone 1300 362 072 for more information.

You can complain to the Overseas Students Ombudsman if you believe your provider has not followed the rules correctly or treated you fairly.

The Ombudsman can consider complaints about:

- refusing admission to a course
- fees and refunds
- course or provider transfers

- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent

The Overseas Students Ombudsman can also investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. You can also complain if a provider has failed to take action or is taking too long to take some action, like not providing your results in the normal timeframe, or not providing services included in your written agreement with the provider.

If you are an overseas student and you have a complaint about the quality of training and assessment being delivered by ACTB, you may be eligible to submit a complaint to ASQA.

You can also contact your local state & territory consumer protection agency (sometimes called 'consumer affairs' or 'fair trading') can provide you with information about your rights and options.

ACTB will identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence, for continuous improvement purposes

Written records of all complaints and appeals and their outcomes will be maintained in the relevant person's file and a copy in the ACTB Complaints Register for a period of two years after the student ceases to be an accepted student at ACTB.

The Complaints Register is to be managed and maintained by the CEO. Complaints must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaint Register soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is to be saved electronically in ACTB's management file.

A review of the complaint is to be undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

13.2. REFUND POLICY (INTERNATIONAL STUDENTS)

PAYMENT OF FEES

All fees must be paid prior to the commencement of the course or as per an agreed payment plan accepted in writing by the student. All ongoing fees must be paid as invoiced for the course. All fees are payable in Australian dollars.

Students will not be permitted to commence or continue their course until all outstanding fees have been paid. ACTB reserves the right to cancel a student's enrolment for non-payment of fees, where fees are overdue by more than 14 days. Any cancellation of enrolment due to non-payment of fees will be reported to the Department of Home Affairs ("DHA") as prescribed under Section 19 of the Education Services for Overseas Students Act 2000 (ESOS Act).

ACTB reserves the right to change fees at any time, subject to the relevant authority's approval.

Non-payment of fees and debt collection for all students

Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation). Delays in payments incurs a late fee fine. Ongoing delays in payment of College fees may result in cancellation of enrolment. Please refer to the 'Deferment, Suspension and Cancellation Policy' for details.

The College reserves the right to utilise the services of a debt-collection agency for the collection of overdue fees, in circumstances where the College's internal processes to collect the fees have not been successful. In such circumstances, costs for full debt collection/recovery, including costs such as demand letters, skip/trace, solicitor's involvement etc. will be added to the amount outstanding and the student will be liable for the costs.

REFUND POLICY

Refund of the fees will only be granted in accordance with the refund policy set out below.

Application fees are non-refundable under any circumstances, except in the unlikely circumstances where ACTB is unable to provide the course.

FULL REFUND

ACTB has a fee refund policy for situations where special circumstances exist. We will make a full refund of course fees paid (less administration and application fee charge) in the following circumstances:

- Visa Not Granted
 - Application for a Student Visa is unsuccessful: In this case ACTB College, reserves the right to charge a Cancellation Fee of AUD\$500. Refund of any balance of pre-paid Tuition Fees will be made within 14 days. A request of refund in writing and proof of visa refusal, from the Australian Government must be sent to ACTB College upon visa

refusal.

- Provider Default
 - In the unlikely event that ACTB is unable to start your course on the agreed starting date, you will be offered a full refund of all the course money you have paid to date. The refund will be paid to you within 14 days from the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by ACTB at no extra cost to you. You have the right to choose whether you would prefer a full refund of the unspent course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
 - In the unlikely event that ACTB is unable to deliver your course in full, you will be offered a refund of all the unspent course money you have paid to date. The refund will be paid to you within 14 days from the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by ACTB at no extra cost to you. You have the right to choose whether you would prefer a full refund of the unspent course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
 - If ACTB is unable to provide a refund or place you in an alternative course the Australian Government's Tuition Protection Service (TPS) will assist you with your placement in an alternative course or manage any applicable refunds.
 - The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:
 - complete their studies in another course or with another education provider or
 - receive a refund of their unspent tuition fees
 - ACTB reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, if necessary. In such circumstances, if a student is unable to enrol in a similar course at ACTB all fees will be refunded within 14 days.

PARTIAL REFUND

- ACTB will make a partial refund of any tuition fees **paid** to ACTB *before the Course Start Date* in the following circumstances:
 - Withdrawal at least 10 weeks prior to agreed course start date - Full refund of tuition.
 - Withdrawal at least 6 weeks prior to agreed course start date - 75% refund of tuition.
 - Withdrawal at least 4 weeks prior to agreed course start date - 50% refund of tuition.
 - Withdrawal at least 2 weeks prior to agreed course start date - 25% refund of tuition.
 - Withdrawal less than 2 weeks prior to agreed course start date - 10% refund of tuition.
- In the above circumstances the refunds will be processed within 4 weeks from the date the refund request is received.

NO FEE REFUND

- If a student withdraws from, cancels or fails to attend a program or course after the start of the program, with the exception of visa refusal, ACTB will not refund any of the fees paid for that program or course. The student will be required to pay any outstanding balances for the course. No refund will be issued for any non-tuition fees paid to ACTB. No refunds will be issued for any deposits and payment plan fees paid on additional COEs at ACTB. Any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at ACTB.
- Refunds for any non-tuition fees received by ACTB on behalf of the student for ancillary services, such as Overseas Student Health Cover etc. must be requested from the company delivering the service and students will be subject to the respective companies refund policies.
- In the event that an extension to the student's visa is not granted and the course has commenced a refund will not be issued to the student for the course duration that has already finished.
- In the event that the student seeks and is granted approval by ACTB to transfer to another provider prior to completion of six months' study of the principal course, no refund of any course money paid in advance will be granted. Any outstanding fees for the course must be paid prior to release.
- In the event that the student's enrolment is cancelled because of infringement of ACTB's disciplinary Policy or breach of student visa conditions or non-payment of fees, no refund of any course money will be granted.

REFUND PROCESSES

Claiming a Refund

All applications for refunds must be made in writing by completing an 'Application for Refund Form' (available from the ACTB Administration Office) and submitted to the Enrolment Officer. Prospective students who are overseas should contact Student Administration.

Approval of Refund

All refunds must be approved by the Chief Executive Officer (CEO). Exemptions to any of the abovementioned cases may only occur where the student has extenuating, or compassionate grounds as determined by the CEO.

Payment of Refund

All refunds for which a student is eligible will be forwarded to the bank account nominated in writing by the student, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution, as authorised by the student or his/her legal guardian (if under 18). ACTB will provide the student with a statement detailing the calculation of the refund.

Appeals

Please refer to ACTB's 'Complaints and Appeals Policy' if you wish to appeal the decision related to your refunds.

NOTE: *"This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".*

13.3. TRANSFER BETWEEN REGISTERED PROVIDERS POLICY (INTERNATIONAL STUDENTS)

INTRODUCTION

CRICOS providers are restricted from enrolling transferring students prior to the student completing six months of his or her principal course of study, except in certain circumstances. Providers, from whom a student is seeking to transfer, are responsible for assessing the student's request for transfer within the restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

After the first six months of the principal course no restrictions apply.

KEY REQUIREMENTS FOR ALL SECTORS

- Registered providers must not enrol a transferring student before the student has completed six months of the student's principal course of study except for the circumstances outlined in Standard 7 of the National Code.
- The restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the principal course.
- When a student wants to transfer before completing six months of his or her principal course, the provider must assess the student's request against its documented transfer policy and procedures.
- Requests can be refused, but the reasons must be consistent with the intent of the standard, the provider's documented transfer policy and given to the student in writing.
- If a provider refuses to release a student or the provider does not respond during the timeframe set out in the policy, the student can appeal through the provider's complaints and appeal process.
- The new provider must have issued a valid enrolment offer for a student's request for a letter of release to be considered.
- A provider must not charge the student for the release.
- Under-18 students must have written confirmation from their legal guardian or parent to transfer. If the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5. The Letter of Offer must note this responsibility.
- Providers must keep records of requests for release and the process used to make a decision in relation to the request.
- A provider must not enrol a transferring student before the student has completed six months of his or her principal course unless the following exceptions in Standard 7.1 are satisfied:
 - the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
 - the releasing registered provider has had a sanction imposed on its registration by the

ESOS agency that prevents the overseas student from continuing his or her course at that registered provider

- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change
- Students can apply to transfer before they have completed six months of their principal course.
- The provider must have documented policies and procedures for assessing applications for transfer.
- Providers must accept responsibility for assessing applications to transfer.
- If a student's request for release is refused, the student must be informed in writing of the reasons for the refusal and his or her right to appeal the decision

(Source: <https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%207.pdf>)

LEGISLATION

- National Code 2018
 - Standard 7

TRANSFER POLICY

Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.

TRANSFERRING TO ACTB FROM ANOTHER PROVIDER

ACTB will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

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

TRANSFERRING FROM ACTB TO ANOTHER PROVIDER

Students can apply for release to enable them to transfer to another education provider.

- Applications for transfer from a student must:
 - Be in writing or via email (info@actb.com.au) on the prescribed ACTB's 'Transfer of Provider Form'.
 - Relate to and provide details about the student's individual circumstances.
 - Provide details as to the reasons why the application should be approved.
- In order to apply for a release, students must provide a valid enrolment offer from the receiving provider.

Students under 18 years of age MUST also have:

- Written evidence that the student's parent(s)/legal guardian supports the transfer
- Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative
- Evidence that the student is always in DHA approved welfare and accommodation arrangements

All applications for transfer will be considered within 10 working days and the applicant notified of the decision. This period may be extended if the applicant fails to provide all relevant information/documentation, however in such instances ACTB will advise the student of the additional information/documentation required to make the decision.

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications.

Contact details are:

- Phone: 131 881
- Email: studentvisa@immi.gov.au

RELEASE WILL BE CONSIDERED ON THE FOLLOWING GROUNDS:

A release will be granted when ACTB is satisfied that:

- A course is academically unsuitable for the student; or
- The course the student wishes to transfer to better meets the long-term goals of the student, whether these relate to future work, education etc; or
- The student has not been able to achieve satisfactory course progress even after participating

actively in the ACTB academic intervention policy; or

- Compassionate or compelling reasons for the transfer exist; or
- ACTB fails to deliver the course outlined in the written agreement; or
- There is evidence that the student's reasonable expectations about their current course are not being met; or
- The student can provide evidence that he/she was misled by ACTB or its appointed representative regarding the course or ACTB; or
- An internal or external appeal results in a decision or recommendation to release the student.

If the application is successful ACTB will:

- process the release of the student via PRISMS at no cost to the student
- advise the student to contact the Department of Immigration to seek advice on whether a new Student Visa is required
- update PRISMS to indicate that the release has been granted against the relevant COE (Confirmation of Enrolment)

RELEASE NOT GRANTED

A release will be refused if a student is unable to provide satisfactory evidence that his/her course does not meet the long-term goals of the student or it is academically unsuitable, or that the student cannot demonstrate compassionate or compelling circumstances for the transfer exit.

Specifically, a release request will not be granted if:

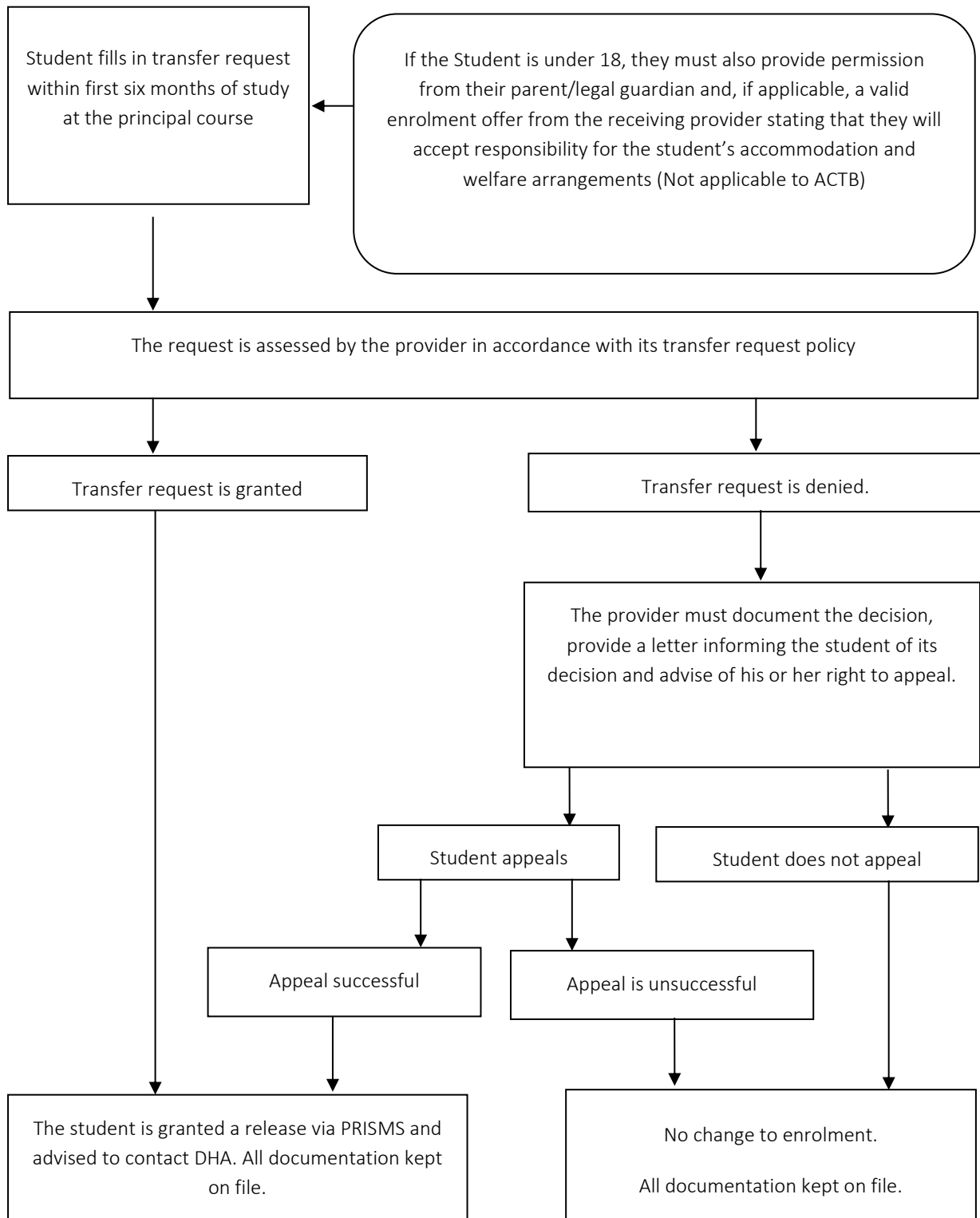
- ACTB forms the view that the student is trying to avoid being reported to the Department of Home Affairs (DHA) for failure to meet the provider's attendance or academic progress requirements (in cases where the student has not fully engaged with the academic intervention opportunities provided by ACTB),
- The transfer may jeopardise the student's progressions through a package of courses; or
- The intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.
- ACTB fees for the course that the student is currently enrolled in have not been paid in full. This includes any balance instalment payments applicable to the course (students are advised to read the ACTB Refund Policy prior to seeking a release, as any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at ACTB).

Students whose request for transfer has been refused will be informed in writing of:

- The outcome and the reasons for the decision and the factors taken into consideration given the student's individual circumstances.
- Their right to appeal the decision within 20 working days in accordance with ACTB complaints and appeals policy.

ADMINISTRATIVE ACTIONS

- ACTB must not finalise the student's refusal status in PRISMS until:
 - the appeal finds in favour of ACTB; or
 - the student has chosen not to access the complaints and appeals process within 20 working days; or
 - The student withdraws from the process.
- All relevant documents related to the release will be retained in the student's file for a minimum period of two years from the date the student ceases to be an accepted student at ACTB.



13.4. DEFERRAL, SUSPENSION & CANCELLATION POLICY (INTERNATIONAL STUDENTS)

INTRODUCTION

To *defer or suspend enrolment means to temporarily put studies on hold* (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment.

A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension or cancellation of a student's enrolment due to misbehaviour of the student.

KEY REQUIREMENTS FOR ALL SECTORS

- Providers must have documented procedures for assessing, approving and recording a deferment, suspension or cancellation of study. (This relates to Standard 2.1.8., which requires that students must be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled.)
- Providers must inform the student that deferment, suspension or cancellation of enrolment may affect his or her Student Visa.
- Should a provider initiate the suspension or cancellation of a student's enrolment, it must notify the student of its intention and allow the student 20 working days to access the provider's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.
- If the student appeals the decision to defer, suspend or cancel his or her studies, the provider must not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.
- Providers inform the Department of Education, via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.
- This standard allows providers to grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.
- The standard also allows providers to temporarily suspend the enrolment of students due to misbehaviour of the students. Misbehaviour of students can also be grounds for cancellation of studies as long as the student was informed of this prior to enrolment. (See Standard 2.1.8)

LEGISLATION

- Education Services for Overseas Student Act 2000
 - Section 19
- National Code 2018
 - Standard 9

DEFERMENT, SUSPENSION AND CANCELLATION POLICY

Deferring or temporarily suspending your enrolment

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness
- Serious illness or death of a family member necessitating a return to the student's home country
- Serious injury
- Major upheaval in home country requiring student to return home
- Natural disaster
- Unavailability of courses
- Visa delay

Students must notify the College in writing, preferably by submitting the prescribed ACTB form or via email (info@actb.com.au) to Administration requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate). ACTB will assess the application and make a decision within seven business days. Suspension of studies is allowed for a maximum period of 8 weeks. If an international student's application for deferral or suspension is approved, ACTB will notify the Department of Home Affairs ("DHA") through the Department of Education's ("DoE") reporting system PRISMS.

Deferral prior to commencement

Students may request a deferral prior to course commencement. Student must notify the College in writing, preferably by completing the prescribed form or via email (info@actb.com.au) and submitting it to the Administration officer.

When the deferral is processed and approved the student will receive a revised COE (Confirmation of Enrolment).

Cancelling your enrolment

Students wishing to cancel their enrolment must notify the College in writing, preferably but completing the prescribed form, or via email (info@actb.com.au) with all supporting documentation attached. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course, they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

Suspension or cancellation of enrolment by ACTB

ACTB has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to ACTB
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student fails to attend formal academic intervention meetings set up to assist with course progress
- If a student does not maintain satisfactory attendance in accordance with the Attendance Policy for international students
- If a student does not pay the required tuition or non-tuition fees as per the Written Agreement / Letter of Offer
- If the student behaves in a way which could potentially bring the College into disrepute
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student has received two formal warnings from the College for disobeying College rules. A formal warning will be issued if a student:
 - Disobeys any College rules as set out in the Student Handbook
 - Fails to attend formal academic intervention meetings
 - Does not abide by the email and Internet rules as stipulated by the College
 - Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
 - Misuses or willfully damages Homestay or College facilities, equipment or property.

PLEASE NOTE: Deferring, suspending or cancelling your enrolment may affect your Student Visa. You must seek advice from the Department of Home Affairs on the potential impact on your visa.

Students are required to pay all fees due during their temporary suspension or deferral period, as per the payment plan outlined in the Letter of Confirmation of their enrolment.

Appeals

1. ACTB will notify the student in writing of its intention to cancel or suspend their enrolment, including the reasons for the cancellation or suspension.
2. Students have the right to appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the CEO of the College within 20 working days from the date of the intention to cancel or suspend notice. Students should refer to the College's complaints and appeals procedures, if they wish to lodge an appeal.
3. If the student accesses the ACTB internal complaints and appeals process, the suspension and cancellation of the student's enrolment cannot take effect until the internal process is completed, unless the student's wellbeing or the wellbeing of others is likely to be at risk.
4. Upon completion of any appeals process (where relevant) or upon the expiry of the 20-day appeal period (in the event the student does not appeal), if an international student's enrolment is suspended or cancelled, ACTB will notify the Department of Home Affairs

(DHA) through PRISMS, the Department of Education's reporting system.

IMPORTANT

Timeframe for reporting changes in enrolment via PRISMS: As required under Section 19 of the ESOS Act, ACTB must notify DHA through PRISMS within 14 days from the date of deferment, suspension or cancellation.

Record Keeping

All records related to deferment, suspension and cancellation, including records of decisions must be retained for a period of two years after a student ceases to be an accepted student at ACTB.

13.5. PRIVACY POLICY

INTRODUCTION

ACTB is required to collect, use, store and disclose a range of personal information on students, employees and a range of other stakeholders. ACTB is committed to maintaining the privacy and confidentiality of all student and personnel records. ACTB complies with the Privacy Act 1988 (C'Wlth), including the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (C'Wlth).

LEGISLATION

- The Privacy Act 1988 (C'Wlth)
- The Australian Privacy Principles (APP), 2014 (C'Wlth)

SCOPE

This policy applies to all students, ACTB staff & employees and contractors.

RESPONSIBLE PARTIES

The **CEO / College Director** is responsible for the control and issuance of this policy.

PRIVACY POLICY

1. Open and transparent management of personal information
 - a. ACTB will publish this policy on its website
 - b. The policy will be included in ACTB's Student Handbook, Staff Handbook and made available on request.
2. Anonymity and pseudonymity
 - a. Individuals have the option to not identify themselves when dealing with ACTB, for example when requesting information on a course, website enquiries or anonymous complaints/feedback.
 - b. Individuals who wish to undertake nationally recognised training with ACTB will be required to disclose information of a personal nature as outlined in this policy.
3. Collection of solicited personal information
 - a. ACTB will collect information you provide on enrolment into a nationally accredited course or on commencement of employment with ACTB. ACTB may also collect information you provide on websites, enrolment forms, course materials and assessments.
 - b. ACTB may sometimes collect information, with your consent, from your employer, a job services provider or other organisations where students may engage in placement for training and assessment purposes.
 - c. ACTB collects information of a personal and sometimes sensitive nature.

Information ACTB collects may include: full name, date of birth, residential address, contact details, demographic information, ability/disability, employment details, educational background, indigenous background, concession status language, literacy and numeracy skills and educational/course progress. ACTB may also collect information on your next of kin or parent/guardian.

4. Dealing with unsolicited personal information
 - a. ACTB only collects, uses and stores information which is directly related to the provision of training and assessment (for students) and information directly related to the employment or engagement of contractors (for employees and contractors).
 - b. Information which is received that is not related to training and assessment or employment with ACTB is destroyed in a safe and secure manner.
5. Notification of the collection of personal information
 - a. Students and employees are notified when information is collected or sourced from third parties. Such notifications are expressed in enrolment forms, assessment tools and other written documents or implied in such circumstances such as workplace observations.
6. Use or disclosure of personal information
 - a. ACTB only uses information for the provision of training and assessment and is required to disclose this information to a number of organisations such as:
 - i. Registering bodies such as the ASQA (National), VRQA (Victoria) or TAC (Western Australia),
 - ii. Government funding bodies in each state and territory and/or Commonwealth Government
 - iii. Apprenticeship Centres,
 - iv. Employers and Job Services Providers,
 - v. External auditors and our consultants,
 - vi. The Australian Taxation Office,
 - vii. Other entities required by law and in accordance with the Privacy Act 1988.
 - b. ACTB will not disclose any personal or sensitive information to a third party except for the direct provision of training and assessment or in emergency and life-threatening situations.
 - c. In addition, ACTB may release Information collected about you throughout your enrolment as required under law and in order to meet our obligations as a CRICOS Registered Training Organisation, to the Commonwealth Government, including the Tuition Protection Scheme (TPS) and/or designated State and Territory agencies, including the Department of Immigration; or legal institutions, in accordance with the Privacy Act 1988.
7. Direct marketing
 - a. Your personal information will never be sold to any marketing company or third

- party,
- b. ACTB may use your personal information to market directly to you only for the provision of further training and assessment with ACTB.
 - c. ACTB will only use your information if you have provided consent to use your information for this purpose and you have opted-in to this type of communication.
8. Cross-border disclosure of personal information
- a. ACTB will not disclose your personal information to any entity outside of Australia unless you have provided your express written consent,
 - b. All records will be kept in Australia.
9. Adoption, use or disclosure of government related identifiers
- a. ACTB is required to collect, in some circumstances, government related identifiers. ACTB will not use these identifiers for any reason or purpose except for the explicit reason it is required (eg. Concession numbers, Tax File Numbers, Drivers Licence Number, etc) and will not use these numbers as an identifier of individuals.
 - b. ACTB will only disclose government related identifiers where required by law or express consent has been given to disclose this information.
10. Quality of personal information
- a. ACTB collects information and ensures it is accurate, up to date and complete,
 - b. ACTB will take all reasonable steps to ensure that the information provided from individuals is correct and any third-party information received can be verified for accuracy, currency and completeness.
11. Security of personal information
- a. All personal and sensitive information is kept safe and secure at all times, only people who are authorised may access this information,
 - b. Personal and Sensitive information is protected from unauthorised access, interference, misuse, loss, modification or disclosure.
 - c. Destruction of personal and sensitive information is carried out by commercial document destruction companies or secure shredding or secure electronic deletion.
12. Access to personal information
- a. Individuals may request copies of information which is kept about them at any time free of charge. ACTB may charge for printing and postage in some circumstances.
 - b. All requests for access to personal information must be in writing and the individual must be able to identify themselves and verify their identity prior to any information being disclosed,
 - c. All requests must be made to the CEO / College Director
13. Correction of personal information
- a. Individuals who feel that the information ACTB uses and stores is inaccurate or

incomplete may request to have the information updated and corrected. Such corrections must be in writing.

13.6. ACCESS TO PERSONAL INFORMATION POLICY

INTRODUCTION

Students of ACTB can request access to records of their own personal details, training participation, course progress, assessment and certification at any time.

Please refer to Privacy Policy for detailed information

KEY LEGISLATION

- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Act 1988 (Privacy Act) including the Australian Privacy Principles
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- ESOS Regulations 2001 Clause 3.06

PROCEDURES

1. Access by students to their personal records is available upon request to the Administration staff.
2. Students are required to send an e-mail requesting for information or change to their personal details or fill out a Personal Details form. This information will then be stored on the student file and / or the Student Management System.
3. The Administration Staff will conduct an identification check to verify the student
4. Access to the student file will be granted only after the administration staff has verified the student's identification.
5. Access will be provided within 2 working days, or earlier if practicable
6. There is no fee for accessing personal records.

13.7. RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER POLICY

PURPOSE

The purpose of this procedure is to ensure all students are offered and, where evidenced, granted credit transfer and recognition of prior learning prior to enrolment.

SCOPE

This procedure applies to any staff involved in the processing of marketing, taking student enrolments, responding to student inquiries, administrators of the Credit Transfer and Recognition of Prior Learning (RPL) process and Trainers/Assessors.

CREDIT TRANSFER

All Australian Qualification Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations will be fully recognised by ACTB unless prevented by licensing or regulatory requirements.

Credit Transfer Procedure

1. The CEO / College Director is to ensure that student information and relevant marketing material contains advice that ACTB will recognise AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations.
2. The CEO / College Director is to ensure that the Staff Handbook includes appropriate references to credit transfer and reinforces this policy during Staff orientation/induction sessions.
3. Participants are required to complete a Release of Information Form, which will allow ACTB to verify the Qualifications and/or Statement of Attainment with the issuing RTO.
4. The CEO / College Director is to verify the AQF Qualifications and/or Statement of Attainment presented for recognition by contacting the issuing Registered Training Organisation.
5. Participants seeking credit transfer for Qualifications or Statements of Attainment awarded by another Recognised Training Organisation must present the original documents for sighting and a certified copy of original documents. Copies of the Qualification or Statements of Attainment which have been verified with the issuing RTO are to be kept on the individual Participant's file.
6. Verified AQF Qualifications and Statements of Attainment are to be fully recognised and appropriately recorded on the students' file.
7. AQF Qualifications and Statements of Attainment unable to be verified will not be recognised and the student will be asked to provide further verifiable evidence if possible.
8. Non-verified claims for Credit Transfer are to be recorded on the individual student's file, together with details of any requests for further information and / or counselling undertaken.

9. The RTO will not provide Credit Transfer for a fully qualification issued by another RTO.

RECOGNITION OF PRIOR LEARNING (“RPL”)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
 - Previous formal learning
 - Employment
 - Recreational or personal interests
1. All students are to be made aware of the ACTB policy on RPL prior to enrolment
 2. RPL is available for limited courses only for international students
 3. During orientation all students are to be advised of the procedures for applying for RPL
 4. Applications for RPL are to be made on the appropriate form and submitted to the Assessor together with all relevant supporting information for assessment.
 5. The CEO will review each application and a decision will be made as to whether RPL can be granted.
 6. If such a decision cannot be made then the applicant may be required to provide more information, e.g., more details, verification of experience, etc.
 7. The applicant may be invited to attend an interview with an RPL Assessor and/or industry expert and may be accompanied by his/her employer or support person.
 8. An initial assessment and/or a request for further information will be made within fourteen (14) working days of the receipt of the application.
 9. An applicant may appeal against a decision in accordance with the Complaints and Appeals policy.

Administration of credit transfer and Recognition of Prior Learning resulting in shorter course duration

Applications for Credit Transfer or RPL should be submitted either before a student enrolls at or by the end of the first term of study.

These applications will only be accepted if:

- The student is enrolled in an approved course of ACTB; and
- The appropriate fee has been paid; and
- The application is made in the first term of study at ACTB

If ACTB grants the student course credit which leads to a shortening of the student's course before the Student Visa is granted, the COE (Confirmation of Enrolment) will indicate the actual net course duration for the course.

If the course credit is granted after the Student Visa is granted, the change of course duration will be reported to DHA via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

If the College grants RPL or course credit to a student, ACTB will give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

Visa Implications for International Students

Students are advised that the grant of RPL/Credit Transfer may result in a shortening of their enrolment duration and may impact on their Student Visa.

For international students studying in Australia, when the granting of RPL/ course credit leads to a shortening of the student's course, the College will:

- in cases where RPL/ course credit is granted before the Student Visa grant, indicate the actual net course duration (as reduced by RPL/ course credit) in the confirmation of enrolment issued for that student for that course, or
- in cases where RPL/ course credit is granted after the Student Visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act. In these circumstances, a new confirmation of enrolment will be issued.

13.8. ACCEPTABLE USE POLICY (INTERNET AND NETWORK SERVICES)

OVERVIEW

All use of ACTB's computing and internet access facilities must be consistent with the terms and conditions stated in this policy and any associated policies and procedures.

ACTB provides access to computers and the internet to support the teaching, learning, and employment activities of our staff and students.

COPYRIGHT AND OTHER INTELLECTUAL PROPERTY RIGHTS

Users must not make an unauthorised reproduction of material protected by copyright, or use audio-visual items in which copyright subsists, without permission.

CONDITIONS OF USE

Anyone using ACTB's computers or internet connections must comply with the conditions provided below. Intentional misuse of these facilities may result in sanctions if users act irresponsibly or disregard their obligations to other users and ACTB as the provider of their internet access.

Users may use ACTB's computers and/or internet connections to access the following resources:

- Local applications (e.g., Microsoft Office)
- ACTB's website and Learner Applications
- Licensed electronic resources
- General internet browsing of acceptable websites

UNACCEPTABLE USE

Unacceptable use of ACTB's computing and internet access facilities includes, but is not limited to:

- Destruction of, or damage to equipment, software, or data belonging to ACTB.
- The use of peer-to-peer file-sharing software.
- The installation of any software on ACTB's computers without the express written permission of ACTB.
- Display of offensive or inappropriate material. This can include, but is not limited to, pornography, hate sites, gratuitous violence and sites using frequent, highlighted offensive language.
- Playing games, gambling, or dating/match-making sites.
- The violation or attempted violation of any computer network's system security or unauthorised access to any other network or computer system.
- The violation of the privacy of individuals or entities.
- Unauthorised reproduction of material protected by copyright, or use of audio-visual items in

which copyright subsists, without permission.

- Unauthorised monitoring of electronic communications.
- Inappropriate use of email services, such as spamming.
- The use of software or automated robots, such as website crawlers, harvesters or offline browsers, to systematically download content from websites.

DISCLAIMER

No responsibility is accepted for any damages, direct or indirect, howsoever caused, arising from the use of ACTB's computers or internet connections. ACTB has no control over the content of material publicly available via the Internet and any complaints about Internet content should be directed to the [Australian Communications and Media Authority](#).

MONITORING & PRIVACY

ACTB respects your privacy and right to use its computers and internet connections as freely as possible. However, ACTB reserves the right to check any use of its internet service including data transmissions both sent and received when ACTB deems that these conditions of use have been breached.

INFRINGEMENT OF CONDITIONS

Failure to abide by these conditions of use may result in suspension of internet access, disciplinary action up to and including expulsion from ACTB and, if necessary, a report to the relevant law enforcement authority.

Users who infringe these conditions of use may be asked to leave the premises. Users who refuse to comply with staff directives may be denied further access to ACTB's library and/or computer facilities.

Illegal acts involving the use of ACTB's computer or internet access facilities may also be subject to prosecution by local, state or federal authorities.

13.9. WORKPLACE HEALTH & SAFETY POLICY

INTRODUCTION

The Work Health and Safety Act 2011 places a duty of care on ACTB as a Person Conducting Business or Undertaking (PCBU) to ensure the health and safety of all employees and non-employees, i.e., students, visitors, volunteers and members of the public, who use the ACTB Campus. This places a significant obligation to incorporate workplace health and safety as part of the overall management function. The Act also places an obligation on employees and non-employees to act responsibly and perform duties associated with their work in accordance with instructions and standards applied by this policy, the Act and the relevant Regulations or Codes of Practice.

PURPOSE

The purpose of this policy is to ACTB ("the PCBU") as employer to comply with its obligations pursuant to the *Work Health and Safety Act 2011* and to provide a framework whereby the employer may encourage and assist its employees to comply with their obligations pursuant to the *Work Health and Safety Act 2011* as well as contractors, external customers and members of the public.

The policy is also designed to assist and facilitate the formulation of appropriate conditions, work practices, information, education and supervision to enable staff and students to work in a risk free, safe and healthy workplace.

LEGISLATION

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Work Health and Safety Code of Practice 2011
- Work Cover Act 1996

SCOPE

This policy applies to all workers and students at ACTB.

POLICY

ACTB will use a consultative and cooperative approach with staff to ensure the health and safety and wellbeing of all ACTB staff, students and visitors at the ACTB campus.

Breaches of this Policy will attract penalties both from the employer and under the *Work Health and Safety Act 2011*.

RESPONSIBILITIES

The CEO will:

- investigate any issues which may be causing work-related injury/stress.

- take action to ensure the workplace health and safety of persons at the workplace.

Workers and students have responsibility for:

- Compliance with this policy
- Supporting the maintenance of a safe environment
- Follow safety instructions.

WHS ASSESSMENTS

WHS assessments must be conducted at least once every twelve months.

The CEO must:

- Ensure the nominated Workplace health and Safety Officer conducts the assessment during normal working hours;
- Take appropriate action to rectify any unsafe workplace health and safety conditions and practices;
- Keep assessments, investigations and recommendations and other matters recorded and maintained for five years.

Criteria for assessment

In accordance with the Act the set of eight approved criteria are:

<i>Hazard identification, risk assessment and control</i>	That the organisation ensures that hazards are identified, risks assessed, control measures implemented then monitored and reviewed for effectiveness.
<i>Work environment</i>	That a safe and healthy work environment is provided and maintained.
<i>Noise</i>	That exposure to "excessive noise" is prevented.
<i>Plant</i>	That safe plant is provided and maintained.
<i>Electrical</i>	That the electrical risks are controlled.
<i>Hazardous substances</i>	That risks arising from the use, handling and storage of substances are controlled.
<i>Manual tasks</i>	That controls are in place to prevent or minimize musculoskeletal disorders.
<i>Information, instruction, training and supervision</i>	That information, instructions, training and supervision are provided to ensure health and safety.

13.10. COPYRIGHT & PLAGIARISM POLICY

INTRODUCTION

This Policy is designed to inform students of their responsibilities when conducting assignments, research or projects in relation to plagiarism and copyright laws.

SCOPE

This policy applies to all students of ACTB when conducting research, projects or other assessments using secondary data.

RESPONSIBILITIES

It is the responsibility of ACTB management and trainers to educate students in relation to the avoidance of plagiarism and respect of copyright and methods for citing sources of information and to communicate the terms of this policy, including consequences of breach.

POLICY GUIDELINES

Students are not permitted to plagiarise the work of another (whether they be another student, the author of a text or work obtained from the Internet) or to breach copyright laws.

Students and staff are only permitted to run software on computers on College property which has been purchased or licensed to ACTB

Students found to be in deliberate breach of this policy shall be deemed to have failed the assignment or project submitted and may be subjected to disciplinary action.

Trainers/ Assessors should help students to understand the ethical and legal issues relating to plagiarism and assist them to develop an efficient approach to keep track of, and properly cite, their sources of information.

Copyright laws are based on the underlying social principle that people should have the right to compensation for their creative work. A 'work' (text, music, picture, etc.) is automatically protected by copyright from the moment it is created: no copyright notice or registration is required. The Copyright Act recognises that it is in the public interest to allow some people to use copyright material without seeking permission from the copyright owners or their representatives. This is called the "fair dealing defence". The purposes allowed are:

- research and study;
- criticism or review;
- reporting the news;
- giving legal advice; and
- participating in judicial proceedings.
- additionally, the dealing must be 'fair'. Fairness is judged by:

- whether the amount of information copied is less than 10% of the total work;
- the purpose and character of dealing;
- nature of material;
- effect on the market for the material;
- commercial availability of the material; and
- amount and sustainability of the part used.

APPENDICES

APPENDIX 1 – RENTAL ACCOMMODATION FACT SHEET

RENTAL ACCOMMODATION

Students over 18 years may wish to consider renting instead of living in homestay as another accommodation option. In Australia, it is common for university students to live in 'share houses/units', where they have their own bedroom, but share other facilities in the house such as the kitchen, laundry, bathroom etc. Share houses are a cost-effective way of living independently and help foster relationships with other students while you are studying Brisbane. This fact sheet will outline some basic guidelines on approaching and maintaining your rental accommodation. ACTB is happy to assist in this process so please contact us if you have any further questions.

STEP 1: Before you arrive in Australia

Think about your needs and preferences in a rental property – for example, location, public transport access, roommates, costs, lifestyle options etc. It is very difficult to make an informed decision on these factors without seeing the rental houses themselves, so make sure you spend a few days acquainting yourself with the area in Brisbane before you finalise any paperwork.

STEP 2: When you arrive in Australia

Contact your local real estate agent and arrange an appointment to inspect properties. You must check the condition of the property including individual bedrooms, heating and cooling facilities, security, rent arrears etc. A real estate agent will typically require you to fill out a *tenancy application form* and pay a holding deposit.

Beware: these application forms can be legally binding! This means you will lose your holding deposit and may potentially have to pay rent at the property (until they find alternative tenants) if you change your mind on a successful application.

STEP 3: Securing your tenancy

When the *lessor* informs you that your application has been successful, you will be required to carry out three tasks before you move in:

1. Sign your *Lease Tenancy Agreement*
2. Pay your *bond money*
3. Complete an *Entry Condition Report*

STEP 4: During your tenancy

As the lessee, you are expected to carry out several duties for the duration of your lease agreement. These include keeping rent payments up-to-date, maintaining the property in the same condition as when you rented it (this includes the surrounding grounds/gardens), pay for damage caused by you or your guests and seek written permission before amending any terms in the tenancy agreement (e.g., changing flatmates) or permanently altering the property in any way. As a co-tenant, *join and several liability* applies to these circumstances.

STEP 5: Ending your tenancy

It is very difficult to break your lease agreement and end your tenancy before the specified date. If you want to leave your current rental accommodation on the last day of your agreement, 14 days' notice and a completed *Notice of Intention to Leave* form is required.

RENTAL ACCOMMODATION – TERMS / DEFINITIONS

Tenancy Application Form – this form needs to be completed before you start looking for rental accommodation. This form requires general contact information and details of employment and helps the lessor decide on successful applicants.

Lessor/Lessee – A Lessor is the person who legally owns the property. The Lessee is the party who rents the property (i.e., the student)

Lease Tenancy Agreement – The primary, legal document between the lessor and lessee that outlines all terms and conditions of the tenancy.

Bond Money – Generally four weeks' worth of rent, the bond must be paid by the lessee upon signing the lease tenancy agreement in order to provide financial collateral in the event that the terms and conditions of the contract are not followed.

Entry Condition Report – Lessees are required to document the exact condition of the rental property upon moving in. When your tenancy comes to an end, the lessor will compare an exit report with the entry condition report to determine the amount of bond refundable.

Joint and Several Liability – This law only applies to co-tenants and says that responsibility for a property is held by both individuals and as a group. That is, all co-tenants as a group will be responsible for property damage (despite who caused it). Additionally, if co-tenants disappear, the remaining individual will be held responsible for all rent payments.

Notice of Intention to Leave Form – If you are intending to leave your rental property, this form must be completed and given to the lessor with sufficient notice (two weeks).

DISPUTES

If there are any problems with the property or tenancy, contact your lessor about the problem and an agreement is likely to be quickly reached. However, if disputes continue, there are two bodies that you can contact for further advice:

1. The Residential Tenancies Authority (www.rta.qld.gov.au)
2. The Tenant's Queensland organisation (<http://www.tenantsqld.org.au/>)

WHERE TO FROM HERE?

There are a number of real-estate agents situated in the suburbs near ACTB that can help you get started in securing your tenancy. The best option is to visit them in person and discuss your needs with them.

Some Brisbane real estate agents' details are given below:

- Aspley Real Estate
Phone: (07) 3863 0511
<http://www.aspleyrealestate.com.au/>
- PRD Nationwide - Nundah
Phone: (07) 3266 5166
<http://www.prd.com.au/nundah>

APPENDIX 2 – ACTB POLICIES

All students, associates, volunteers and staff are required to adhere to ACTB policies and procedures whilst undertaking any activity relating to the provision of ACTB services or operations on campus or externally.

These policies are outlined in [Section 13.](#) above and are also available on the College website – refer to www.actb.com.au

APPENDIX 3 – ORIENTATION CHECKLIST**New students to complete, sign and return to College Reception**

STUDENT NAME:
STUDENT NUMBER:
COURSE:

Students to tick the boxes below, as applicable

- I have been given a copy of the Student Handbook
- I have received information about the College facilities and resources
- I have received information about support services at ACTB
- I have received information about English language and study assistance programs
- I have been advised about the Student Code of Conduct and acceptable behaviour
- I have been advised about my rights and responsibilities, especially regarding attendance, academic progress, fee payment, address notification and College policies.
- I have been advised about my work rights as an international student on a Student Visa; and information I can access on my employment rights and conditions, and how to resolve workplace issues
- I have received information about the College Complaints and Appeals Policy, Refund policy, Transfer policy and other College policies
- I have been informed about the Learner Questionnaires and other opportunities for providing feedback.
- I have been explained the ACTB policies about health and safety on campus, including procedures for Evacuation, First aid and Reporting hazards and accidents
- I have been given information about legal services and emergency and health services, and other services available to me as an international student in Australia. I have been advised that I can seek referrals to specialists from the College.
- I have been informed about safety and awareness relevant to life in Australia.
- I have been given information about how to seek assistance for and report an incident that significantly impacts on my wellbeing, including critical incidents
- I have been asked to advise my trainer/ Student Support Officer if I have any specific learning or

support needs or if there is anything I feel may prevent me from completing my training/ assessment

- ACTB staff has checked my enrolment.
- I have been introduced to other ACTB staff.
- ACTB staff has provided an overview of the course/qualification outline.
- ACTB staff has explained the relevant mode of delivery (flexible, face to face, online etc)
- I have received details about term dates, holidays, course details and a timetable for my qualification/course.
- I have received an outline of the assessment process
- ACTB have explained about Recognition of Prior Learning, Transfer of Credit and National Recognition.
- ACTB has provided other information as relevant to the industry area or course/qualification
- I agree to follow all the College rules, especially in relation to maintaining satisfactory course progress, observing the Code of Conduct, notifying the College of any change in contact details and meeting all the conditions of my Student Visa.

STUDENT Name: _____

STUDENT Signature: _____ Date: _____

STAFF Name: _____

STAFF Signature: _____ Date: _____