ACS Student Handbook

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Approvals

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Welcome from Australian Computer Society (ACS)

The Australian Computer Society (ACS) is the professional association for Australia's Information and Communication Technology (ICT) sector. In everything we do, our goal is to help our members be the best they can be. We're passionate about recognising professionalism, developing ICT skills and building a community with a true sense of belonging.

Congratulations on taking the first step to becoming an ICT professional. As a student of our organisation, you will be given student membership of the ACS, providing you with access to a wide range of learning resources, and to the ACS Digital Library. You will also be able to attend ACS events in your city, which will provide you with opportunities to learn more about the ICT industry in Australia and to develop networks with ICT professionals and other students.

ACS is a Registered Training Organisation (Provider Number: 40184) specialising in information technology and related subject matter. Our CRICOS provider number is 3405K. As we are a RTO, we are approved to deliver to you Australian Nationally Recognised Qualifications, the list of our approved qualifications can be viewed on www.training.gov.au and on the CRICOS register http://cricos.education.gov.au/

We adhere to standards of professional conduct, of academic integrity and subscribe to a spirit of innovation. ACS has relationships with a range of external stakeholders.

The purpose of this Student Handbook is to introduce you to the services available at Australian Computer Society. You will receive a copy of this hand book at your induction and it is available in softcopy from our website. Keep it with you, as it provides information about your course, assessment processes, tuition fees and your rights and responsibilities and living in Australia.

Australian VET Quality Framework and your qualification

Congratulations on choosing Australia as your study destination. The Australian education system is a modern and vibrant system that is well respected globally and is designed to provide students with skills and knowledge in their chosen field of study. The foundation of this system is the Vocational Education and Training Framework.

The Vocational Education and Training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

ACS as a Registered Training Organisation (RTO), its affiliations, role and responsibilities

Staff appointed to teach, train or assess qualification courses such as the one you will be studying are required to have relevant qualifications and industry experience. Though the course is delivered via our partner Registered Training Organisation, we are ultimately responsible for the quality and standards of the training and assessment you receive.

Modes and methods of delivery

The main mode of delivery for our courses is face to face. Students may be required to do some work online, for example, discussion posts and quizzes, but most of the delivery will be done in class.

The methods of delivery will include topic-based approaches, problem-solving approaches and enquiry-based learning.

The following may form part of the course, depending on the subject: Lectures, Tutorials, Online tasks/assessments, Seminars, Practicals and labs, Online discussion forums, and Group Work.

Program Guarantee

Once you have commenced a program, we agree to work together to produce a unified approach in the achieving of the relevant qualification you are undertaking.

In the event we are unable to provide you with continued training, ACS will provide a refund for training which has not been delivered. ACS will make every effort to place you with another organisation to complete your training.

If ACS ceases operations or no longer delivers any part of the agreed training program, we will support you by sourcing another training provider suitably placed to deliver the program and easily accessible by you. If a suitable provider cannot be sourced and the training program transferred, a refund for the training which has not been delivered will be provided.

Significant changes affecting the operations and/or agreements between Australian Computer Society and it's partners, the regulator will be advised in writing within 30 days of the change taking place. The changes include, but are not limited to:

- Changes to training staff
- Changes to Partnering arrangements; they have commenced or ceased.
- Changes to ownership
- Cessation of operations
- Other changes which will affect course delivery.

Training and assessment is provided by our own trainers and assessors and also with third party arrangements in place. We acknowledge it is our responsibility to monitor these arrangements and will ensure your trainers and assessors are suitably qualified to deliver our programs.

The trainers and assessors utilised will be qualified in accordance with the Standards for RTOs 2015.

ACS is responsible for issuance of all AQF Certificates of Qualifications and Statements of Attainment.

Upon successful completion of all units required to be undertaken in your chosen qualification and competent results recorded, ACS will issue an AQF Certificate or Statement of Attainment, dependant on results. If you withdraw or cancel from the program, and there are units which have a competent result recorded, an AQF Statement of Attainment will be issued. All qualifications issued under the AQF will be compliant in accordance with the AQF directions for issuance of qualifications.

All Certificates and Statements of Attainment will be issued within 30 days of the recorded completion/cancellation date.

ACS will retain all completed student assessment items for a period of 6 (six) months and records of attainment of units of competency and qualifications results for 30 years from date of issuance.

Student Surveys

During your course and at the completion of your program, you will be requested to complete surveys. The survey will be used by ACS as a tool to review and improve our services. Students will be surveyed at the end of each semester via an online survey written by the ACS. The ACS will supply a link to the survey, and trainers will ensure that each student completes the survey. We encourage all students to complete these surveys and have your opinions count. The results of these surveys will be collated by the ACS and used to make improvements in the course or its delivery.

Another survey will be conducted which is part of the National Centre for Vocational Education and Research (NCVER). The survey titled *AQTF Learner Survey* will be conducted at the end of the program and the results of this data will be submitted as part of our annual reporting requirements.

ACS advises students that they may also expect to receive an invitation from National Centre for Vocational Education Research (NCVER) to seek their views on learning, education and training by participating in a survey, or a Department-endorsed project or audit or review.

Student Admissions and Enrolment

All students are assessed on their eligibility against entry criteria of the course to which they applied. Applicant will be notified of the results of their application. If the applicant is not satisfied with the result of the application, they may request the application to be reviewed.

The Student Enrolment Policy requires students to enrol within the dates specified by ACS. The student has the right to defer or cancel their enrolment as long as they follow the requirements set in the Student Enrolment Policy and Procedure.

Upon acceptance of the enrolment application, students will be provided with confirmation of enrolment and information relating to the commencement of the course and orientation will be provided.

Pre-Training Review - Language Literacy and Numeracy

ACS recognises that reading, writing, listening, speaking and mathematical concepts are integral skills required for the course and industry, and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills will vary.

As part of our enrolment process, student are to complete a Pre-Training Review which includes a language, literacy and numeracy (LLN) test. This will be used to assess the students' LLN ability and suitability for the course. Some students may be referred on for special help as required.

Students are advised that all courses will be delivered in English.

The Pre-Training Review will consist of:

Part 1 - A self-reflection	Part 5 – Comprehension
Part 2 – Your reasons	Part 6 – Structured writing
Part 3 – Attention to detail	Part 7 - Grammar
Part 4 – Evaluation	Part 8 – Essay

ACS' Student Support Services Policy allows for students in need of support to access services provided by the ACS and/or external partners and detailed within the Student Handbook. Student's can access any of these sites at any time, and assistance for Language Literacy and Numeracy ACS recommends the following:

Reading and writing hotline: http://www.readingwritinghotline.edu.au

Adult reading and literacy apps for phones: http://www.scoop.it/t/adult-literacy-apps

Students with Language Literacy or Numeracy concerns are encouraged to continue training and to speak with their assessor, or ACS Education Team. ACS will refer to students to specialised support networks and external providers where appropriate.

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal learning, structured training program linked to an AQF qualification, and/or informal learning through work

experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards:

- Assessment based on a portfolio of evidence;

- Direct observation of demonstration of skill or competence;

- Reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the Nationally Recognised Qualification or Unit of Competency;

- Provision of examples of the student's work drawn from the workplace, social, community or other setting in which the student applies their learning, skill or competence;

All Students will be offered the opportunity to apply for RPL on or before the commencement of training. Students who apply for RPL must provide evidence to the satisfaction of the ACS. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers is available to all students on our website www.acs.org.au

Please note that RPL cannot be granted for partial units of competency, only for whole units of competency. Where applicants wish to appeal RPL decision/outcome, this can be lodged in writing in accordance with the ACS Complaints and Appeals Policy and Procedure.

Credit Transfer

Australian Qualifications and Statements of Attainments issued by any other Registered Training Organisation (RTO) will be recognised by ACS.

Credit transfer (CT) is the process where ACS accepts and provides credit to you for units of competency that you have previously completed at another Registered Training Organisation (RTO). The units should relate to the current course you are about to undertake.

To apply for a Credit Transfer, you must provide evidence of completion, by providing original or certified copy of the AQF Qualification, including the unit name and title of the unit, or Statement of Attainment with your application (A certified copy is a photocopy that has been certified as a true copy of the original by a Justice of the Peace or similar person).

Evidence presented is reviewed by the appointed assessor and the student is advised of the outcome within 14 days of the application being received by ACS.

The application for Credit Request Form is available upon request through the ACS Education team.

International students are advised that credit will be awarded in accordance with the National Code

1. All students can apply for credit transfer or RPL during the course of the program, but the application must be made no later than 3 weeks prior to the applicable unit commencing.

2. International students can apply for academic credits before or after their Visa approvals.

3. The maximum academic credits which can be given to any student in any course cannot exceed more than twenty five percent (25%) of that course weight.

4. Credit may be recognised and awarded, up to the following levels:

- 100% of the credit necessary to satisfy the requirements of a vocational program listed as a qualification on the ACS Scope of Registration as a Registered Training Organisation.

- 50% of the credit necessary to satisfy the requirements of a program (with the exception noted below) accredited as an ACS higher education qualification.

- For other ACS programs and qualifications, the level of credit will be determined on a case-by-case basis.

5. Credit may be assessed based on any the following:

- Achievement of the same or equivalent version of the unit of competency for the Nationally Recognised Qualification to which the student is enrolled;

- Original or certified copies of AQF issued qualifications or Statements of Attainment.

Evidence presented is reviewed by the appointed assessor and the student is advised of the outcome within 14 days of the application being received by ACS.

Student Induction

Students will be given a detailed orientation at the beginning of the course. Your trainer will provide you with information about all aspects of the course, your role and responsibilities specifically relating to your participation in the course. Orientation provides a wide variety of information including your rights and responsibilities as outlined in the ACS education policies and procedures.

Orientation

Orientation comprises of both online and face-to-face.

Online orientation module must be completed within the first two weeks of the course. It will tell you about the course structure, expectations of ACS in terms of workload and referencing, and how to use online learning platform. All classes will be conducted face to face, but you will access the seminar materials through ACS Learning Platform and contribute to discussions there. You will also submit all your assignments through ACS Learning Platform.

Online orientation will also provide you with information about ACS Digital Library, which can help you with your studies, and online courses available to student members. In addition, the online component of orientation will guide you to review the ACS Student Code of Conduct and Academic Misconduct Policy, which you need to make yourself familiar with to ensure you behave in a professional manner as a student of ACS

As part of your enrolment in this program, you will need to attend a face to face Orientation Program. The Program covers a broad range of topics.

The purpose of the face-to-face component of orientation is to provide an overview of the course you are studying, the institution in which you are studying and important information regarding how we can assist you with your studies and support your time studying in Australia. The program provides information to ACS students on a range of topics including:

- Australian VET Quality Framework and your qualification
- ACS as a Registered Training Organisation (RTO), its affiliations, role and responsibilities
- Articulation pathways
- Our staff and their capabilities
- Resources, facilities and equipment
- Conflicts of interest and how we handle them
- Help available to you with regard to the English language and academic support for your studies
- Helping you adjust to life in Australia and to your new course
- Services available to you, from the college, and from other sources to assist you in meeting your course requirements and/or maintaining your attendance.
- Availability of welfare services
- Our critical incident policy
- Your contact person at the college for support in academic and non-academic matters
- Non transfer policy prior to six (6) months of commencing your studies
- Letters of Release and how they work
- Complaints handling
- Grievance handling
- External, independent complaints referral and appeals
- Your continued enrolment during a complaint or appeal
- Monitoring your course progress and supporting you
- Expected duration of course completion
- How we maintain student records

- Intervention strategies to help you complete your course
- Our verbal and written communications with you: Letters and other correspondence
- Non-satisfactory student progress and compulsory reporting by us
- Student induction
- English language delivery and support
- Course structure and content
- Course credits
- Attendance, absence for 5 consecutive days, the 80% requirement and our counselling to students
- Articulation pathways
- Modes and methods of delivery
- Plagiarism
- Assessment
- Results
- Disciplinary procedures
- Informing the student of an intent to suspend or cancel your enrolment
- Appeals, complaints and grievance procedures
- Deferring a course
- Access for students
- Student surveys

English Language Delivery and Support

All the courses delivered by ACS will be delivered **entirely in English.** This may pose some challenges to those students where English is not their first language. For this reason, trainers will embed English Language Teaching (ELT) into their learning resources. Trainers will undertake various activities to help students understand new terms, so this will help students to understand and fully engage with the learning materials.

However, if a trainer identifies a student who is still struggling with understanding the content of the course, the student should be referred for language support outside class. This may take the form of one on one language support working with the subject content, or extra language classes, or may include some online components.

Trainers will also help students to understand assessments, and go over assessments in class to make sure students know exactly what is expected of them. They may also provide examination training if it is relevant to their subject.

If students have any problems or doubts regarding the course content or assessment, they should always ask their trainer for help and advice. This will ensure that students get the help and support they need to successfully attain their qualification. For further information, please contact the ACS Education Team via 1800 671 003 or education@acs.org.au

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a reference number made up of numbers and letters, that creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with. USI can be accessed online, is free to create and stays with you for life.

If you are studying in Australia, whether an Australian citizen, permanent resident, or on a Visa, you must register for a USI.

The USI will allow you to have easier and more reliable online access to your record of training history including transcripts of your recognised training.

Certificates and Qualification are unable to be issued unless the student has registered for a USI. ACS can assist you in registering for a USI, and recommend that you apply for a USI before enrolling in your course. For instructions on how to create a USI go to http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx

To apply for a USI, you will need verifiable identification. International students will require their Passport with a valid Visa. Further information regarding the USI can be accessed from our website www.acs.org.au or the USI register or http://www.usi.gov.au/Students

If students request that the ACS obtain a USI on their behalf, an administration fee will apply. If students apply for their own USI, it is free.

Attendance

ACS recommends attendance of 100% of classes and requires a minimum attendance of 80% over the course of a semester for students to be seen as fully participating in the program. A great deal of valuable knowledge is passed on by the trainers in class, which is not captured by class notes or text books. Students have a far better chance of fully engaging with the course content, not to mention understanding it more fully, if they attend all classes.

Group work will form part of some subjects in the course, and it is not possible to be a good team player and group member if you are not in class to help your team mates. Furthermore, many concepts will be discussed in class and a great deal of active learning takes place during these discussions, which students miss out on if they miss class.

If a student falls below the 80% attendance, they will be deemed "at risk", in other words likely to fail the course, and the three-strike policy will be enacted.

More information relating to attendance can be found at www.acs.org.au.

Class Times / Timetables

Class timetable and study programme will be available at the beginning of each term, including a list of subjects. The class timetable for the forthcoming study period will be published at a time, and in a manner, which permits enrolling students to be informed of the timetable in a reasonable timeframe.

Please try to be on time for your class/lecture as lateness inconveniences both fellow students and staff and reduces your attendance, which may affect your visa.

Classes

All students are expected to attend 100% of classes allocated to them and must attend at least 80% of the scheduled course contact hours in any one Term. Failure to do so may result in warnings from ACS.

Change of Class/ Timetable

Classes and timetables may be changed up until the end of session two of each subject (usually this falls at the end of week 2). Classes and timetables cannot be changed after this time due to class sizes and the fact that students will miss assessments tasks which are critical to the success of the student. The cost for changing classes and timetables after you have completed your timetable for the term is $100.

Class Rolls

Each class and tutorial you attend has a separate class roll. The roll is marked by the class trainer each day as a record of your attendance.

Excursions

Trainers sometimes organise excursions for their classes. These provide important opportunities to experience aspects of business or the business environment relevant to your course of studies. Excursions form a normal part of the learning experiences provided by ACS. They should, therefore, be attended by all students in the class.

Excursions are often free of charge, but there may sometimes be a bus or train fare, or entrance fee to be paid. Wherever possible ACS tries to keep these fees and charges to a minimum.

Collecting Timetable for the Next Term

Each term you are expected to complete the timetable collection process for the term. Details of dates for next term's timetable collection period will be available in week 7.

Students who do not collect their Timetable

Students who do not collect their timetable are deemed to have not commences or returned to their study.

Students who do not collect their timetable by close of the business (5pm) within 5 business days of their COE start date will have a default recorded against their COE for non-commencement of study.

Students who do not collect their timetable by close of business (5pm) of Friday of week 2 of term will have their COEs cancelled for the reason of:

- Non- commencement of studies for new students/ new COEs.
- Cessation of studies for continuing enrolments.

Below is an **example timetable** for the ICT50115 Diploma of Information Technology. Timetable will be distributed before and during Orientation week.

ICT50115 Diploma of Information Technology
28th November 2016 Cohort Timetable

Week	Subject Code	Subject Name	Week start date	Week end date
Subject: Problem Solving				
Week 1	BSBCRT501	Originate and develop concepts	28-Nov-16	04-Dec-16
Week 2	BSBCRT501	Originate and develop concepts	05-Dec-16	11-Dec-16
Week 3	ICTSAD501	Model data objects	12-Dec-16	18-Dec-16
Xmas break		Xmas break	19-Dec-16	25-Dec-16
Xmas break		Xmas break	26-Dec-16	01-Jan-17
Week 4	ICTSAD501	Model data objects	02-Jan-17	08-Jan-17
Week 5	ICTSAD502	Model data processes	09-Jan-17	15-Jan-17
Week 6	ICTICT608	Interact with clients on a business level	16-Jan-17	22-Jan-17
Week 7	ICTICT608	Interact with clients on a business level	23-Jan-17	29-Jan-17
Week 8		Break/Reassessment Workshop	30-Jan-17	05-Feb-17
Subject: Business Skills				
Week 9	BSBINN601	Lead and manage organisational change	06-Feb-17	12-Feb-17
Week 10	BSBINN601	Lead and manage organisational change	13-Feb-17	19-Feb-17
Week 11	BSBINN601	Lead and manage organisational change	20-Feb-17	26-Feb-17
Week 12	ICTICT511	Match ICT needs with the strategic direction of the enterprise	27-Feb-17	05-Mar-17
Week 13	ICTICT511	Match ICT needs with the strategic direction of the enterprise	06-Mar-17	12-Mar-17
Week 14	ICTPMG501	Manage ICT projects	13-Mar-17	19-Mar-17
Week 15	ICTPMG501	Manage ICT projects	20-Mar-17	26-Mar-17
Week 16	ICTPMG501	Manage ICT projects	27-Mar-17	02-Apr-17
Week 17	ICTPMG501	Manage ICT projects	03-Apr-17	09-Apr-17
Week 18	ICTSAS502	Establish and maintain client user liaison	10-Apr-17	16-Apr-17
Week 19		Break/Reassessment Workshop	17-Apr-17	23-Apr-17
Subject: Systems Development				
Week 20	ICTICT509	Gather data to identify business requirements	24-Apr-17	30-Apr-17
Week 21	ICTICT509	Gather data to identify business requirements	01-May-17	07-May-17
	ICTNWK514	Model Preferred Systems Solutions		
Week 22	ICTNWK514	Model preferred system solutions	08-May-17	14-May-17
Week 23	ICTPRG527	Apply intermediate object-oriented language skills	15-May-17	21-May-17
Week 24	ICTPRG527	Apply intermediate object-oriented language skills	22-May-17	28-May-17
Week 25	ICTPRG527	Apply intermediate object-oriented language skills	29-May-17	04-Jun-17
Week 26		Break/Reassessment Workshop	05-Jun-17	11-Jun-17
Week 27		Break/Reassessment Workshop	12-Jun-17	18-Jun-17
Subject: Concepts of Professionalism				
Week 28	BSBWHS501	Ensure a safe Workplace	19-Jun-17	25-Jun-17
Week 29	BSBWHS501	Ensure a safe Workplace	26-Jun-17	02-Jul-17
Week 30	ICTICT610	Manage copyright, ethics and privacy in an ICT environment	03-Jul-17	09-Jul-17

Assessment

Competency

Competency based assessment is undertaken for qualifications delivered by ACS. This means that the students do not necessarily receive marks for assessments but have to demonstrate that they can perform the relevant task satisfactorily. The aim is to ensure that Vocational Education and Training (VET) courses and qualifications better meet the needs of Australia's industries and enterprises.

If students can demonstrate or submit evidence to prove that they are able to perform the task, they are deemed Competent. If they are not able to demonstrate competence, they are deemed Not Yet Competent, but will have other opportunities to demonstrate competence. International students are also advised that attendance results form part the requirements for successful outcomes of our programs.

Assessment of units of competency will be formative (on an ongoing basis, designed to help students to identify strengths and weaknesses and improve on them) and summative (at the end of a topic, unit or subject to evaluate student learning), so continuous assessment is often used in conjunction with an assignment in order to determine whether or not the students can be deemed "Competent". Your assessor will give you feedback on your assessments, which will help you to improve your performance and skills, in addition to grades. ACS will provide confirmation of learner completions of units of competence and qualifications on a regular basis.

Percentage Marks and Grades

ACS qualifications and course are graded for articulation purposes. Students will receive percentage marks and accompanying grades for assignments and summative assessments, as universities typically attach a percentage mark or grade for articulation purposes. For example, some universities need a 60% average or Credit average to receive credits or exemptions towards Bachelors' degree course.

Below are some tables showing the grading systems that will be used to grade your assessments:

Competency Grades

Grade	Meaning
C	*Competent*: the student has demonstrated competency in the unit/subject
NYC	*Not Yet Competent*: the student has not demonstrated competency
WD	*Withdrawn*: the student has withdrawn from the unit/subject
NS	*Not Submitted*: the student did not submit the assignment/assessment for this unit/subject

Percentage Grades

Grade	Range of Marks
High Distinction (HD)	85%+
Distinction (DI)	75 – 84%
Credit (CR)	65 – 74%
Pass (PS)	50 – 64%

Assessment will be conducted in accordance with the Principles of Assessment and the Rules of Evidence as set out in the *Standards for Registered Training Organisations (RTOs) 2015*.

Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Reassessment

Where a student has undertaken an assessment and it has been marked as Not Yet Competent (NYC), they will be offered the opportunity to be re-assessed immediately. If they are deemed NYC for a second time, the student will be provided with more training before attempting the assessment again. If on the third occasion the result is still NYC, they will be deemed Not Yet Competent. The training program will be revisited with the assessor and student and the training programme may be amended or further training provided. If the unit is a core, further training and support will be delivered later in the program.

Reasonable Adjustments

ACS complies with State/Territory and Commonwealth Equal Opportunity, Anti-Discrimination and Disability discrimination legislation and will apply reasonable adjustment as required during the training and assessment process.

It is expected the student will declare any disability and/or special need during the enrolment process and where necessary the assessor will make adjustments to meet the needs of the student. The adjustments made will not compromise the outcomes required for qualifications on the RTO Scope of Registration.

Reasonable adjustments could include:

- Allowing the Student to undertake their written assessments in a verbal format.
- Adjusting location for assessment to accommodate a student.
- Allowing more time for the student to complete the assessment.
- Writing instructions or diagrams to ensure the student understands what is required for the assessment.

Access for students

Access to Trainers

Students will have reasonable access to trainers outside class times to consult with them on any matters pertaining to their study. Trainers will make themselves available for student consultations a minimum of two hours per week outside of class time. These consultation hours will be publicised to the students and posted in the student area or outside the trainer's office along with the trainer's timetable. Students can make appointments during these times either by phone or by email to consult with their trainers. A suitable space for confidential consultations must be made available if the trainer's office is not available or suitable for this purpose.

Access to personal information

Students may access their personal information except when government legislation requires or authorises the refusal of access. To access personal information, students will need to contact the relative authority of or ACS in writing and specify the type(s) of information to be viewed. Access to the file will be granted within a reasonable timeframe of confirming the identity of the student and will be no less than 14 days of confirmation of identification.

Access to Student Records

Personal records held by the ACS or ECA College may be accessed at any time upon request. Students will be required to contact the relative authority of the partnering organisation or may contact the Education Program Manager of the ACS in writing to view your file. Access will only be granted once you confirm your identification.

Identification

Access to any records will require the student to provide verifiable photographic identification. Records will not be released until student identification is verified.

Student records

Full records of student files will be retained for a period of 6 (six) months in the case of assessment items and student records of attainment of units of competency and qualifications for a minimum period of 3 years. These will be stored in electronic format by the ACS within their Learning Management System (currently Moodle) in the case of assessment items and in VETtrak in the case of records of attainment of units of competency and qualifications. Copies of student assessment items may also be kept in hard copy by

the partner in a secure location for 6 (six) months. After this period of time files will be destroyed and disposed of using confidential waste processes.

Records of Student AQF certification will be retained for a period of thirty (30) years. This will be maintained in a format that is able to be transferred to the regulatory body as required.

Complaints and Appeals Process

ACS has a complaints and appeals policy and procedure to manage requests for a review of decisions, including assessment decisions, made by ACS trainers/assessors or a third-party providing services on behalf of ACS.

For students ACS applies a three-strike rule whereby infringements including plagiarism, attendance or other aspects of student behaviour occurring on the third occasion may lead to enrolment discontinuation. Where a student is unhappy with any disciplinary procedures and/or judgements, they can follow the complaints and appeals processes.

ACS' **Complaints Policy and Procedures** relate to situations in which a student has a grievance relating to:

- ACS Partner's facilities, including building, classrooms, information technology and/or learning resources;
- administrative, educational and/or student services procedures and/or delivery;
- unfair behaviour on the part of a trainer;
- a 'breach' of the ACS Student Code of Conduct by another party;
- a student being assessed as Not Yet Competent when the student believes the assessment tool and procedures were in some way invalid – either inappropriate or not implemented correctly; and/or
- in the case where an international student is concerned and where the student has a PRISMS entry which they believe is unjustified on grounds such as the availability, compliance and/or implementation of ACS policies and procedures

Students with a grievance or complaint are encouraged to first seek an informal resolution by directly raising the matter with the person responsible. If desired the persons involved may also seek the informal advice of appropriate third parties such as the welfare officer, a trainer or other staff member. Where these informal approaches resolve the grievance the agreed adjustments and changes will be implemented at that level.

Where informal resolution is either unsuccessful or inappropriate, students can initiate the Formal Complaints procedures by reporting the matter in writing to the Course Coordinator or equivalent. This person will guide students through the official complaint or appeal process. The formal complaints process requires that the student includes clear documentation, for example by the use of the complaints forms to record their complaint or appeal.

On receipt of a complaint/appeal the ACS or any of its Partner's Course Coordinators or equivalent will check the details and any attached documentation and complete the complaints document and refer it and the associated materials to an appropriate investigating officer (varies depending on the nature/subject of the complaint). This must be completed within three working days of the receipt of the complaint.

In all cases, and especially with complaints relating to the conduct of staff, trainers and/or students, the investigation of complaints will be undertaken by an officer in a higher position and independent from the situation and person identified in the complaint, either directly or indirectly.

It is expected that this process will be completed in a timely fashion, normally within 10 working days.

Where the appropriate person (as above) considers that more than 60 calendar days are required to process and finalise the complaint, they will:

- inform the complainant in writing, including the reasons why more than 60 calendar days are required, and will
- regularly update the complainant on the progress of the matter.

Students who disagree with an assessment result can formally make an appeal, or complaint against the decision using the same processes above.

While a complaint or appeal is in progress, students will not be withdrawn or cancelled from the program they are enrolled in.

The full complaints and appeals policy and procedure is available for download on the ACS website.

Unsatisfactory Complaint Resolution

If the student feels that their complaint is rejected was not resolved satisfactorily by ACS, or one of its Partner organisations, the respondent will inform the student:

- that if they are dissatisfied with the decision/outcome, they have a right to appeal and enter the external appeals process within twenty (20) working days from the receipt of the letter;
- of their right to submit an external appeal to the Complaints and Appeals Tribunal or the National Ombudsman or the Overseas Students Ombudsman; and of
- the possible grounds for an external appeal.

If a student appeals against the decision/outcome, ACS or its Partner organisation will determine whether or not to implement its original decision/outcome prior to or after the internal appeal outcome is determined. Should the original decision be implemented, and the Appeal is subsequently determined in favour of the student, the ACS or its Partner organisation will reverse its implementation.

External parties include, but are not limited to

- Complaints and Appeals Tribunal http://www.aat.gov.au
- National Ombudsman http://www.ombudsman.gov.au/ and for international students go to http://www.ombudsman.gov.au/making-a-complaint/overseas-students
- Australian Skills Quality Authority www.asqa.gov.au/complaints

Disciplinary procedures

Disciplinary procedures may be applied to students based on the following:

- Poor attendance
- Lack of academic progress due to non-completion of work
- Plagiarism
- Misconduct
- Behaviour harmful to self or others
- Any other matter specified by the educational institution
- Three-strike policy will be used in the case of such infringements.
    - First instance: verbal and written warning, specified period in which to improve performance
    - Second instance: verbal and written warning, close monitoring of performance (for example, in the case of poor attendance, having to sign in to each class with the trainer)
    - Third instance: Verbal and written notification of withdrawal from the subject or program

If a student is withdrawn from a subject because of disciplinary procedures, they may have to redo, and pay for, the whole subject again. ACS Course Coordinator and/or

Plagiarism and cheating

Plagiarism will not be tolerated in any form. While attending ACS or it's Partnering organisation, students are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are eager to do their best and achieve their qualification. However, sometimes cheating and plagiarism can occur whether it is intentional or not, and ACS will act if this behaviour is identified. The following information should help you avoid unintentional misconduct and clarify the consequences of plagiarism and/or cheating.

Students will be given a personal logon and password. Under no circumstances should these details be passed onto another colleague, assessor, or student. If personal details are shared, this will be considered as cheating and may result in the student having to resubmit or be suspended or cancelled from the training program.

Definitions:

Plagiarism is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings are of another person. Plagiarism is a form of cheating. Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other Students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;
- direct copy and pasting from articles or work from the internet which are paraphrased and presented without a reference

Cheating: To act dishonestly or unfairly in connection to an assessment conducted by the RTO. To cheat (whether successful or not) is deliberately making an attempt to deceive ACS into acknowledging work which is not the students' own work. Cheating including assisting someone else to cheat may be subject to disciplinary action in accordance with the Academic Misconduct Policy.

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

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

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

Your trainer will advise how to avoid plagiarism. Trainers will have various methods for detecting plagiarism. If plagiarism is detected students are given another chance to submit the assignment or assessment within a restricted timeframe.

The ACS recommends a three strikes policy for plagiarism:

1st incidence of plagiarism	Task forfeited. Student must repeat task and resubmit within 2 days.
2nd incidence of plagiarism	Task forfeited. Student must repeat task and resubmit within 1 day or under direct supervision.

3rd incidence of plagiarism	Assessor reports to Academic Director, who makes a determination. If student appeals, Plagiarism Panel makes a determination about whether plagiarism has occurred, and if so, student is deemed Not Yet Competent in that subject. In order to be deemed Competent, the student must repeat the entire subject again.

ACS recommends the following process for dealing with plagiarism:

- Staff member contacts student records to ascertain whether or not this is the first incidence of plagiarism
- Staff member notifies the Course co-ordinator or ACS Education Team representative
- Staff member provides the following evidence:
    - Plagiarism report outlining the circumstances of the plagiarism
    - Copy of assessment task or assignment with plagiarised sections highlighted
    - Evidence of plagiarism (e.g. extract from sourced website with link)
- If plagiarism has occurred, student forfeits task and can resubmit as above if first or second incidence
- The student has a right of appeal in the first and second incidence. The student's appeal will be heard by a third party (not the student's trainer) nominated by the Course Coorindator, and the possible results are:
    - Finding that student has not plagiarised: reverses forfeiture of task
    - Confirms plagiarism and forfeiture of task – in this case resubmission of the task will be made as outlined above
- In the case of the third incidence, once a determination has been made by the Education Program Manager (or equivalent), the student can again appeal, and the case will be referred to the Director of Education (or equivalent). If the student is deemed Not Yet Competent as a result of the above process, they have to repeat, and pay for, the whole subject which contains that unit of competency again.

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

All Students have access to the Academic Misconduct Policy and Procedure, a copy is available on the website www.acs.org.au

Privacy

ACS is committed to protecting the privacy and personal information of all of students. Information about students will not be disclosed to a third party without direct consent of the student, except as required under the Standards for NVR Registered Training Organisations 2015, Government Contracts and by law.

ACS adheres to and complies with the Australian Privacy Principles under the Privacy Act.

This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. Students are advised to contact the relevant government agency for a copy of their privacy policy. The Commonwealth legislation and regulations relating to privacy are outlined in:

Student Identifiers Act 2014

Student Registrars Privacy Policy

Student Identifiers Regulation 2014

Disclosure of Personal Information

ACS respects the privacy of all students' personal information and adheres to privacy laws. The information collected at commencement and during course enrolment, meet our obligations under the Education Services for Overseas Students (ESOS Act), National Code 2007, Standards for Registered Training Organisations 2015 and Government requirements. It is also collected to ensure that students comply with the conditions of their visas and their obligations under Australian immigration laws.

Some of the information that we need to collect from students includes personal information: full name, gender, birth date, country of birth, nationality, residential address, student visa details, student passport details, health insurance as well as academic information including: information about your course, start date, expected completion date, course fees, and English language proficiency. This also includes the recording of any breach of student visa relating to attendance and unsatisfactory academic performance.

ACS maintains student data to ensure it is available for reporting to the governing bodies on request. The information collected about you on the enrolment forms may be provided to the Australian Government and designated authorities. In other circumstances, information collected on these forms can be disclosed without your consent where authorised or required by law.

A copy of the Privacy Policy is available on our website www.acs.org.au

ACS Equity Commitment

All ACS staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination, including the requirement to demonstrate access and equity principles for all students and staff. ACS has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

Students are also part of the Equity Commitment and are required to be aware of the Equal Opportunity Principles and Practices whilst living in Australia.

ACS acknowledges its legal obligations under State and Federal equal opportunity law, including, but not limited to:

- *Racial Discrimination Act, 1975 (Commonwealth)*

- *Sex Discrimination Act, 1984 (Commonwealth)*

- *Disability Discrimination Act, 1992 (Commonwealth)*

- *Equal Opportunity Act, 1987 (Commonwealth)*

- *Privacy Act 1988 (as amended 2014)*

- State based legislation such as *Equal Opportunity Act, 2010 (Victoria) & Information Privacy Act 2000 (Victoria)*

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

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

ACS encourages individuals with disabilities to apply. If you have not disclosed a disability, we encourage you to do so to ensure adequate support is provided.

If a student or staff member believes they have been treated unfairly by an ACS representative, please contact the ACS Education - 1800 671 003 or email: education@acs.org.au

Statutory and Legal Obligations

ACS and its Partner organisations, staff and students must comply with all relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended operations and its intended scope of registration.

Legislation and Regulation are an important part of the training program. To ensure training is delivered in accordance with the legislation and regulations, students and staff are to be aware and informed of relevant legislation and regulation which may impact on their duties and or training. A list of relevant legislation is provided below. The list does not advise of all legislation, but key legislation and regulations are referenced for students.

Australian Skills Quality Authority (ASQA) http://www.asqa.gov.au

Complaints and Appeals Tribunal http://www.aat.gov.au

Copyright http://www.copyright.com.au

Disability Legislation

Australian Human Rights Commission Act 1986

Age Discrimination Act 2004

Disability Discrimination Act 1992

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Fair Work Australia www.fwa.gov.au

National Privacy Principles https://www.oaic.gov.au/privacy-law/privacy-archive/privacy-resources-archive/national-privacy-principles

Standards for Registered Training Organisations 2015

Student Identifiers Act 2014 http://www.comlaw.gov.au/Details/C2014A00036/Html/Text#_Toc391618973

Safe Work Australia http://www.safeworkaustralia.gov.au

Legislation and Regulations are often reviewed and updated. When changes to legislation and regulation occur which affect the student, ACS will advise the student. .

Workplace Health and Safety

ACS complies with all relevant Workplace Health and Safety Legislation, at both Commonwealth and State levels. Assessors will actively take steps to identify hazards that could cause harm to students in the workplace and learning environment. Where possible, the assessors will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel.

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

Safety

Australia is considered to be one of the safest countries in the world. However, like all countries/major cities, undue risks should not be taken. For example, avoid poorly-lit areas at night time, do not provoke undue attention to yourself with loud behaviour, dress etc. Take care of your valuables and belongings at all times.

Emergency Telephone Number i.e. Police/ Fire Department/ Ambulance

> 000 (from a landline)
>
> 112 (from a mobile phone)

First Aid

Any personal injury sustained at ACS must be reported to your trainer. A basic first aid kit is available for emergencies. Look for the green first aid sign and see the poster for details of the first aid officer on your campus.

Evacuation Procedures and Emergencies

ACS is committed to providing a safe working and studying environment so far as practicable, the highest standards of occupational health, safety and welfare for the employees, students, contractors and any other members of the community who may be affected by the training provider operations.

Accident/Injury

Accidents can result in the loss of life, injury, and property or equipment damage. All injuries or incidents that occur on ACS premises including excursions must be reported. Students injured or involved in an incident must advise their Trainer and will be asked to complete an 'Incident and Accident Report' Form. Your report will assist us in determining what happened, how it happened and most important how we can prevent it from happening again.

Emergency Management

In the event of an emergency, all students are required to act as directed by the Emergency Warden. If asked to evacuate they should proceed to the Emergency Assembly Area. Please check the 'Emergency Evacuation Map' for this location. An emergency evacuation is not a formal break.

Evacuation Procedures

- Don't run, don't panic.
- Pick up your personal belongings.
- Locate the exit.
- Exit the building by the fire stairwells. Do not use the lifts.
- Follow orders of staff and move to the assembly point.

Automatic Fire Alarm

- DO NOT PANIC and IN AN EMERGENCY DO NOT USE THE LIFTS.
- At the sound of the ALERT Tone – (Beep, Beep, Beep) – Move immediately to the nearest assembly area.
- At the sound of the EVACUATION tone – (Whoop, Whoop, Whoop) or When requested to do so by your Emergency Warden MOVE INTO THE FIRE STAIRS IN ORDERLY MANNER to ANOTHER LEVEL OR STREET LEVEL.
- On reaching the street move clear and out of sight of your building and down LIVERPOOL STREET AND INTO THE DARLING HABOUR AREA and AWAIT FOR FURTHER INSTRUCTIONS.

24 Hour Emergency Contact

For medical, police or fire emergencies please contact **000** from a landline or **112** from your mobile.

Living in Australia

To find out all about living in Australia as an international student, go to
https://www.studyinaustralia.gov.au/

Study in Australia website is the official Australian Government website for international students. Search for courses, institutions and scholarships, read about studying and living in Australia, watch stories from other students, and learn about Australian education.

Seeing a Doctor

To see a doctor, you need to go to a General Practitioner (GP) in their private clinics or medical centre. Please note that in Australia, you don't need to go to the hospital to see a doctor. Overseas Student Health Cover (OSHC) covers either part or the entire doctor's fee. You must make an appointment to see a GP and you can also inquire if your OSHC can cover your fee. You can also contact your health cover provider for their list of doctors. Please note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

In Australia, overseas students must have OSHC at all times.

Student Entry Requirements and Application Procedures

Students applying for our courses are required to apply using an Application Form located on the ACS website. Students may apply directly either through post, or online.

All documentation sent with the application should be either original or certified copies, and if not the applicant will be contacted and asked to submit the required documentation.

Entry requirements for our courses by the ACS in conjunction with approved Partners will be:

- Completion of Year 12 or equivalent

- 18 years of age or over

- IELTS 5.5 (no band below 5) or equivalent

- Pre-entry Knowledge Quiz

If any required original/certified documents are not provided, a condition requiring them will be inserted under Special Conditions in the International Student Offer and Acceptance Agreement.

Acceptance, fee payment and issuing of a Confirmation of Enrolment (CoE) cannot occur until certified documents are provided.

Assessing Applications

Application forms together with associated documents (For example, English language reports, Secondary/Post-Secondary Studies Certificates and Academic Transcripts) will be forwarded to the relevant staff member to determine whether or not the applicant meets the relevant entry requirements, and whether or not an offer should be made.

Applications will be assessed in the first instance by ACS or its Partner and then submitted to the ACS for final approval. Applications will normally be assessed and responded normally within 3 working days. Processing may be delayed or impacted where requests for original or certified documents have been made. Where this is the case, processing time will depend on when the requested documentation is provided.

The main means of assessing and verifying applicants' educational qualifications will be via the *Australian Government AEI Country Education Profiles (CEP)* online at https://internationaleducation.gov.au/Services-And-Resources/services-for-organisations/Pages/Services-for-organisations.aspx

IELTS English language test results are checked and verified using the web-based *IELTS Test Report Form (TRF) Verification Service* online at https://ielts.ucles.org.uk/ielts-trf/index.jsp

The ACS or its Partner will check the provision, adequacy and authenticity of:

- all necessary personal and contact information;

- passport pages;

- English language proficiency; and

- prerequisite educational history and qualifications.

When applicants are informed of the fee structures they will be asked to indicate their preferred mode of payment either bank transfer, credit card, bank cheque, VISA debit/MasterCard Debit, or online payment through the ACS Partner website.

Applicants can apply for advanced standing/credit transfer on the basis of their having previously studied and successfully completed an equivalent course in Australian. Applicants will be able to apply for Credit Transfer and attach the required details relating to the institution, course of study, syllabus, and curricula of subjects successfully completed and for which they are seeking credit. They must also attach originals or certified copies of the related qualifications and academic transcripts. All such applications will be assessed by the ACS as a part of the overall application process.

Letter of Offer and Confirmation of Enrolment

If an application is checked and verified as meeting all criteria, and if a suitable place exists, the ACS or its' Partner will send the applicant via email or standard post a Letter of Offer and Acceptance Form.

ACS Acceptance Form is a legal document and is a legal agreement to be signed and returned by the applicant. It has several sections, which are:

- Personal Details;
- Offer Details;
- Program Details;
- Mandatory Dates Relating to the Program;
- Payment of Fees;
- Conditions Relating to the Program Offer;
- Refund Policy;
- Emergency Contact Details;
- Acceptance/non-acceptance of offer

If any of the necessary documentation is not provided, the Letter of Offer will be made Conditional, with the specific conditional requirements for providing the necessary documentation recorded in the student file. All such conditions must be met before a CoE can be issued.

On receipt of the Letter of Offer the applicant must meet any special conditions and sign the *ACS Acceptance Form* before or at the time of paying their first installment of fees. Students must meet any Condition/s as stated on their Offer Letter before a CoE can be issued.

An electronic Confirmation of Enrolment (eCoE) can be issued when these conditions are met and when a copy of a bank draft or receipt of payment at bank has been received.

The eCoE will be created on PRISMS by registered staff, and the eCoE will be issued within 2 days of the student accepting the offer.

The following information will be included in the eCoE:

- Student's full name as on passport, gender, date of birth, nationality and country of birth;
- DIBP Office where visa application is to be made;
- Course title and CRICOS Code;
- Course start date (refer offer letter);
- Course end date (refer offer letter);
- Fee paid in advance;

- Total course fee (allowing for adjustments due to Credit Exemption/RPL);
- OSHC paid;
- English test type and score;
- Passport;
- Comments section with any extra information e.g.: RPL Granted, Family OSHC paid.

Currency of Information

In keeping with ACS' commitment to a process of continuous improvement, ACS will take action to ensure that published material is regularly updated, and that information is accessible to prospective students through ACS website, Student Handbook and promotional brochures.

All ACS policies and procedures will be adjusted to reflect changes in requirements, and are reviewed on a regular basis.

Rights and Responsibilities of International Students in Australia

The Education for Overseas Students Act 2000 (ESOS Act)/ National Code of Practice 2007

The Australian Government wants to create a safe, enjoyable and rewarding environment for overseas students to study in. The Education Services for Overseas Students (ESOS) Legislative Framework has been designed to establish and maintain national standards for the provision of education and training services to international students. The legislation aims to protect international students and guarantee quality education. The ESOS Framework link below provides a brief summary of the Act. The National Code of Practice 2007 provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

An International student on a student visa must study with an education provider in a course that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This ensures that the course and the education provider meet the high standards necessary for overseas students.

Your rights as a student:

- To receive, before enrolling, current and accurate information about the course, fees, modes of study and other information from your provider and your provider's agent.
- To sign a written agreement with your provider before or when you pay your fees, setting out the services to be provided, fees payable and information about refunds of course fees. You should keep a copy of your written agreement
- To know how to use your provider's student support services and the contacts for overseas students
- To apply for course credit and Recognition of Prior Learning (RPL)
- To know when to defer, suspend or cancel your enrolment
- To know what your provider's requirements are for satisfactory progress
- To know that your attendance will be monitored
- To know what will happen if you want to change providers
- To know how to use your provider's complaints and appeals process

Your responsibilities as a student:

- Satisfy your student visa conditions, which includes attendance, payment of fees and satisfactory academic progress
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your provider

- Inform your provider if you change your address (within 7 days)
- Maintain satisfactory course progress
- Follow your provider's attendance policy (must attend at least 80% of all classes)
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.

For more information regarding your rights and responsibilities as an international student, please visit: http://www.australia.gov.au/information-and-services/education-and-training/international-students

Student Visas

All overseas students are required to have an International Student Visa issued by the Australian Government. Student visas are issued for full-time study on the understanding that the student studies on-campus and has sufficient funds to cover tuition fees and living expenses while in Australia.

The Student Visa is a multiple entry visa which allows a student to enter and leave the country for holidays during your course of study. It is valid for the entire length of your course. You will only need to renew it if you have changed your course or are taking more or less time to complete your course. If you are required to renew your Student Visa, it is important to renew it **prior to the expiry** of your current visa.

Conditions of a Student Visa

Students must comply with their visa conditions in order to retain their visa. You may be **reported to Immigration** and your **visa may be cancelled** for:

- Failure to provide ACS with your address or change of address details, within seven days of arrival or change of address
- Taking leave of absence without approval
- Not meeting course requirements, including irregular attendance at class
- Unsatisfactory academic performance, including not attending classes
- Performance would be considered unsatisfactory if a student fails a unit twice and may then be excluded from study which may lead to visa cancellation
- Students are expected to complete the course within the duration specified on the CoE
- Failing a core unit more than once
- Working without permission, or above the maximum number of hours permitted on a student visa
- Not maintaining the Overseas Student Health Cover (OSHC)

Current conditions can be found at http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students

Extending a Visa

If you need to extend your visa in order to complete your course or to study other courses in Australia, you must submit your application **before your current visa expires**. A fee is charged for this process. Your application will need to include the results of a health check if you have not had one done in the previous 12 months (a fee is charged for this process), a financial statement and academic transcripts. The Australian Immigration website contains all the information you need to put together a full application, see: http://www.border.gov.au/Trav/Stud/More/Extending-Your-Stay

Working in Australia

If you are the holder of a student visa, then you can undertake employment while in Australia, provided you only work **up to 20 hours per week** while your course is in session. During term breaks, you are able to work full-time. Spouses or "dependents" of students who are studying at Undergraduate level can also only work 20 hours per week during semesters. Spouses of students who are studying their Masters or Post Doctorates may work full-time throughout the year. Your spouse cannot start working before you have commenced your course of study. Please see: http://www.border.gov.au/Lega/Lega/Form/Immi-FAQs/can-i-work-while-i-am-studying

Students who undertake paid work will also need to apply for a **Tax File Number** (TFN) and complete an income tax return at the end of each financial year. For further information, please refer to: http://www.ato.gov.au/

The Australian economy is diverse and offers some opportunities. The Study in Australia web site (www.studyinaustralia.gov.au) offers useful information about working in Australia, while you are a student.

Your rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage.
- Challenge of unfair dismissal from the job
- Breaks and rest periods.
- A healthy and safe work environment.

Most employers in Australia are covered by an 'award', which sets minimum wages and conditions for a given field of work or industry. To find out more about your work rights visit the Australian Government's Fair Work (opens in a new window) website.

You will also need to get a tax file number to work in Australia. Visit the Australian Taxation Office (opens in a new window) website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

Tax File Number (TFN)

A tax file number is issued to individuals and organisations to help the Tax office administer tax and other Australian government systems. It is one of your most important forms of identification in Australia.

While it is not compulsory to quote your TFN, without one you may

- Pay more tax than necessary or
- Not be able to get government benefits you are entitled to receive

A TFN will also help you

- Lodge a tax return
- Ask the Tax office about your tax affairs
- Start or change jobs
- Limit the amount of tax you pay on interest

For more information you can refer to the Tax office website on www.ato.gov.au or Phone 132861

Course Information and Support Services

ACS Learning Management System (LMS) is accessed by students through individual user access and contains further information and detail pertaining to your course, including:

- Structure of the course
- Delivery Partners for courses on the Scope of Registration and approved by CRICOS
- Policies and Procedures which apply to the courses on the Scope of Registration
- Living in Australia
- Articulation into degree courses
- The Student Handbook

Students can also log into the ACS Moodle shell, where they can access learning materials to prepare for classes, discussion boards, quizzes and assessments, and where they can also submit assessments and assignments for their trainers to assess. Go to: http://learn2.acseducation.edu.au/ and login using the details that will be sent to you by the ACS.

You will also have access to many online courses covering both IT and Business Skills, and to the ACS Digital Library here: https://www.acs.org.au/cpd-education/digital-library.html.

Welfare and Counselling

The first point of contact for international students experiencing personal difficulties of a non-academic nature (financial problems, health problems, and all matters related to the welfare, safety, visa and emergency situations) is the ACS Education Team.

Students experiencing Health and/ or psychological – emotional problems will be referred to professional medical services and counsellors by either ACS or Welfare Coordinator who is responsible for handling initial inquiries, assessing the situation and, when necessary, referring students to appropriate professional help.

Students experiencing problems of a legal nature (theft, break-ins, assault, sexual abuse and assault, racial/ethnic abuse and/or discrimination) will be referred by the ACS Education and Welfare Coordinator to appropriate bodies for assistance. Where appropriate the ACS Education and Welfare Coordinator will be available to accompany the student to such services if requested to do so by the student.

A counsellor is available to talk through any problems you have, and to lend a sympathetic ear. The counsellor can help you with the following, or any other, problems:

- Crisis in your life (your own or your family's);
- Difficulty in making an important decision;
- Feeling depressed;
- Feeling highly stressed;
- Alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting your health or social functioning. Including your study;
- Eating disorders;
- Suicidal thoughts.

Please contact ACS Education team via 1800 671 003 or education@acs.org.au

In addition to the academic support and student services, a range of external organisations are able to help you, if you feel that we cannot assist you, or we deem we are unable to provide you with the specialist support that we believe you may need. In the first instance, it is best to contact your counsellor and make an appointment to discuss your issue/s. If the counsellor is unable to assist, they may refer you to one of the

organisations below, to assist with your issue. In all cases, the counsellor is available for contact in all cases of emergency and in case you wish to discuss whether these external organisations have been able to assist you, or you simply need to discuss the issues further.

The third party organisations that are not related to ACS or their partners that are able to potentially provide you with assistance are:

- The Australian Red Cross (general social support) www.redcross.org.au and 1800 811 700

- Mission Australia (general social support)- www.missionaustralia.com.au and 13 11 14

- St Vincent De Paul Society (general social support)- www.vinnies.org.au and (02) 9568 0262

- Beyond Blue (depression)- www.beyondblue.org.au and 1300 22 36 46

- Gambling Help Australia (issues with gambling and gaming addiction) www.gamblinghelp.nsw.gov.au and 1800 858 858

- Lifeline Australia (self-harm and suicide help line)- www.lifeline.org.au and 13 11 14

- Relationships Australia (personal relationship support)- www.relationships.org.au and 1300 364 277

Emergency Services

The assistance and emergency networks in Australia are widespread and well equipped for any potential emergencies. Fire, ambulance, and police services will be able to provide you with any health and safety assistance you may need.

Wherever you are in Australia, if there's a life-threatening emergency, call 000 (zero zero zero). It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- Police

- Fire

- Ambulance

If you're not sure which one you need just tell the operator what you are calling about and they will help guide you. If you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist.

It is important to remain calm. The operator will ask questions, such as: where are you located, what is the emergency, and how many people are involved.

Here are some examples of when you should call 000:

- Someone has been seriously injured or is in urgent need of medical help

- If your life or property is being threatened

- If you have just witnessed a serious accident or crime

Most institutions provide on-campus security who can be easily contacted. Their contact details should be in your enrolment information, but if they are not, contact your institution's international student support staff to get their phone number or office location.

If it's a life-threatening emergency, you should still call 000 even if you are at school or on campus.

Legal Aid

With regard to legal aid, you are able to access the following service to seek advice about the potential to assist you with legal matters.

National Legal Aid is a website, which will direct you to the legal aid authority applicable to the state you are in: http://www.nationallegalaid.org/

Sexual Health Service

For sexual health services, information or advice, please refer to:

Sexual Health and Family Planning Australia: http://familyplanningallianceaustralia.org.au/services/

For mental health support, information and service, please refer to: Lifeline, Phone 13 11 14

Contact Details

Under Australian law all international students must provide their current Australian residential address, phone number and email address to the ACS. **You are required to notify us of any change of address within 7 days**. This information will be submitted to Australian Government Department of Home Affairs. Your contact details must be kept up to date as ACS need to contact you during the duration of your course to pass on important information about your studies. It is your responsibility to ensure that you always update your address details at ACS to ensure you receive important information about your course, fees and possible breaches of your student visa.

Overseas Student Health Cover (OSHC)

As an international student it is compulsory for you to obtain Overseas Student Health Cover (OSHC) for the duration of your student visa while you are in Australia. You will need this cover for Doctors and Specialists visits, hospitalisation, pathology services, x-rays and prescriptions. Some services not covered are Dental, Physiotherapy or Optical. This rule also applies to any members of your immediate family who join you here. The health insurance fee must be paid before your visa can be issued, and you will be responsible for renewing your health cover as required.

Please refer to this website for more details:
http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1

Payment of Fees

Your tuition fees must be paid in accordance with payment schedule of your course. Once you have paid your fees you will receive a Confirmation of Enrolment (CoE) and you can then apply for your student visa. A re-enrolment reminder will be sent to you via email from the ACS. It is your responsibility to ensure that you re-enrol in your course. You will receive an Invoice for your fees for the following terms, which must be paid before you can formally enrol. If you do not pay on time, you may not be able to sit in the classroom and you will not be able to access your results.

ACS will inform you of the payment methods available to you.

Refund Policy

Full Refunds

Tuition fee and any administration fee/enrolment fee will be refunded in full where:

- the course does not start on the agreed starting date which is notified in the Letter of Offer;
- the course stops being provided after it starts and before it is completed;
- the course is not provided fully to the student because the ACS or its' Partner has a sanction imposed by a government regulator; or
- an offer of a place is withdrawn by the ACS or its' Partner and incorrect or incomplete information has been provided by the student.
- The ACS or its' Partner is unable to deliver the course in full

A full refund, less any administration fee/enrolment fee will be provided to the student where:

- a student is unable to obtain a student visa;
- illness or disability prevents a student from taking up the course;
- a student fails to meet the English or other requirements for admission for the course;
- there is death of a close family member of the student (parent, siblings, spouse or child); or
- a major illness or disability affecting the student; or
- other special or extenuating circumstances, including political, civil or natural disasters.

A full refund of any pre-paid fees will be provided for continuing students if:

- a student's enrolment is either suspended or cancelled by the ACS or its' Partner
- a student's visa is cancelled during the semester.

The student must provide documentary evidence to the satisfaction of the ACS or its' Partner in support of one or more of the grounds listed above.

Partial Refunds

Partial refunds of the amounts specified below will be provided in the following circumstances:

- where the ACS or its' Partner withdraws an offer based on incorrect or incomplete information supplied by the student, all fees paid for the semester are refundable less administration fee/enrolment fee;
- where a student, after accepting an offer of a place, withdraws from a course more than 4 weeks before the commencement of a semester, tuition fees paid for that semester and any following semesters are refundable less administration fee/ enrolment fee;
- where a student, after accepting an offer of a place, withdraws from a course 4 weeks after the commencement of a semester, 50% of the tuition fees paid for that semester and all of the tuition fees for any following semesters are refundable less any administration fee/enrolment fee;

No Refunds

No refund will be provided where:

- a student withdraws or defers from a course more than 4 weeks after the commencement of a semester;

- a student's enrolment is either suspended or cancelled by the ACS or its' Partner;
- a student's visa is cancelled during the semester.

Process for Claiming Refunds

1. Refund applications for full or partial refunds must:

   - be made in writing on the Refund Request Form by the student; and
   - set out the reasons for the application; and
   - be accompanied by supporting documents as may be appropriate; and
   - be forwarded to education@acs.org.au

2. The information provided by the student on the Application for Refund Form must include:

   - the date of the claim;
   - the student's full name;
   - the course in which the student was enrolled;
   - the basis for making the claim;
   - the amount claimed;
   - the Financial Institute's information to which the refund is to be forwarded;
   - the Student's payment details;
   - the Student's signature, and
   - all documents relevant to the consideration of the claim.

3. A Refund Calculation Form will be prepared by ACS and refunds will be credited to the student's account or where an account is named as the source account within the contract, to that account in Australian dollars. The ACS or its Partner is not liable for any variance caused by foreign exchange rate fluctuations.

4. In order for a refund to be payable, the funds must be available (e.g. cheques are cleared, telegraph transfers received), and any debts to the ACS and/or its' Partner must be paid in full or outstanding amount will be deducted from the refund.

5. This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Payment of Refunds

Applications for refunds for students must be authorised by the ACS. Refunds may be approved where:

- the Course does not start on the agreed starting date; or

- the ACS or its' Partner stops the course after it starts and before it is completed; or

- the course is not provided fully to the student because the ACS or its' Partner has a sanction imposed by a government regulator, and the student has requested a full refund of fees rather than placement in an alternate course. In this case, the refund of fees will be paid in full to the student within 2 weeks.

In any other circumstance, the ACS or its' Partner will refund the amount within 4 weeks after receipt of the completed and signed Application for Refund Form together with appropriate supporting documents.

The date of the notification for application for refund is the date the completed and signed Application for Refund is received by the ACS or its' Partner.

Appeals of decisions

If the student is not satisfied with the application of this Policy, they should raise their concern with the ACS.

This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Contact Details

If you have any enquiries about our courses, please contact us at:

Freecall: 1800 671 003 (within Australia)

Fax: (03) 9690 0201

Email: education@acs.org.au

Australian Computer Society Student Code of Conduct

This Code of Conduct has been developed to provide a clear statement of the expectations of a student studying at the Australian Computer Society (ACS). The code relates to how students conduct themselves academically and personally.

Studying presents an opportunity for students to interact with one another and with various parties including educators and administration staff as well as other parties. The values of professionalism, ethics and positive interaction should always be applied by students in their interactions with others. All students are required to comply with the requirements set down in the ACS Student Code of Conduct ("Code") as shown below.

ACS reaffirms its commitment to:

1. Sound learning and skills development
2. Social responsibility
3. Acceptance of other ideas, concepts and views
4. Honesty, integrity and mutual respect for others
5. Hard work, a passion for improvement and a sense of duty in all work we do

Application of the Code

The Code applies to all students studying at ACS and relates to all actions and activities as well as inaction/s that may affect or impact ACS and/or others.

Students will be required to sign read, agree with the Code of Conduct and sign off at the time of enrolment, or at Orientation.

The Code

Students at ACS must:

1. Treat all other students, staff, educators, trainers, assessors and other stakeholders with respect, dignity, impartiality, courtesy, sensitivity and professionalism.

2. Develop and maintain a collaborative approach for purposes of academic advancement and self-development as well as working with others.

3. Maintain positive and ethical relationships.

4. Act with honesty and integrity in dealing with all ACS and/or partner stakeholders.

5. Abide by the rules of privacy and the respect of the privacy of others where this does not pose an ethical or legal issue.

6. Behave in a way that does not negatively impact the ability of fellow students, workers or other stakeholders from studying or undertaking their work.

7. Not engage in unethical or illegal activity or encourage such activity.

8. Not engage in plagiarism or encourage or aid it. Respect the intellectual property of others.

9. Develop and maintain high standards of professional learning that use good form, good language and a healthy appetite for self-development.

10. Not engage in unacceptable or unprofessional behaviour that may intimidate others or cause them discomfort.

11. Abide by the policies and procedures of ACS or it's partners.

12. Abide by the requirements of their visa conditions, where applicable.

13. Respect and abide by the law and its requirements.

14. Undertake the student responsibilities conveyed by ACS with diligence and responsibility.

15. Work towards the successful completion of the qualification for which they are enrolled, including, but not limited to, studying the suitable number of hours, completing assignments on or before the deadline and participating in class activities, where applicable.

16. Read all official correspondence from ACS and respond, where required, within the allocated timeframe.

17. Maintain correct address, personal and other details and inform ACS of any changes in these pursuant to the policies, procedures and conditions of enrolment.

18. Maintain Overseas Student Health Cover (OSHC), for overseas students, where relevant.

19. Pay course fees on time.

20. Follow the reasonable instructions of the ACS and/or partner and abide by all the terms and conditions of the enrolment.

21. Act ethically and honestly in the completion of assignments and other work.

22. Avoid activities that could disadvantage other students in the completion of their assignments, work or their study efforts.

23. Follow the reasonable instructions of the trainer and/or assessor.

24. Behave professionally, ethically and respectfully in all dealings with ACS's partners and/or stakeholders.

25. Use the ACS resources, including digital resources, in a lawful and ethical manner.