

**Australian Computer Society/ECA College**  
**ICT50115 Diploma of Information Technology Student Handbook**  
2016



EDUCATION CENTRE OF AUSTRALIA



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CRICOS Provider Code 03405K

RTO ID: 40184

## Welcome to the Australian Computer Society

The Australian Computer Society 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.

The Australian Computer Society 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](http://www.training.gov.au) and on the CRICOS register [www.cricos.education.gov.au](http://www.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. <https://www.acs.org.au/education/diploma-of-information-technology> . Keep it with you, as it provides information about your course, assessment processes, tuition fees and your rights and responsibilities and living in Australia.

## Welcome to ECA College

Welcome to ECA College where new and exciting experiences and adventures await you. The Principal Executive Officer, Director, trainers and staff welcome you to join our school family. ECA College is a distinctive and very successful institution, which maintains a high profile and an excellent reputation locally, nationally and internationally. Our experienced staff and trainers are dedicated to providing every student with the best educational opportunity possible.

ECA College is a comprehensive, multicultural, education provider whose mission is to anticipate and respond to the educational needs of students, employers and communities in an advancing technological world. Our aim is to provide students with an effective teaching and learning environment designed to raise education standards, enhance economic development and enrich personal lives.

I ask you to join us in continuing to focus on the mission and vision that has been established at ECA College with continued support and cooperation, we can pursue excellence in the academic achievements of all our students.

Best wishes,

Minaal Sinha  
Principal Executive Officer

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## The 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.

## The Australian Computer Society and Partnerships

We are proud to deliver our quality programs with Partnership arrangements in place. All partners delivering courses on behalf of ACS have written agreements in place and will deliver our courses in accordance with the Standards for Registered Training Organisations 2015 and the ESOS Act. They have been made aware of their obligations and will deliver courses in accordance with our Code of Conduct. They will use materials which have been developed by the Australian Computer Society (ACS) and they must carry the ACS logo. ACS is ultimately responsible, as the registered provider, for the quality and integrity of our programs and how they are run and managed.

The partnering organisation will provide you with more information about:

- The institution
- Management and staff
- Campus map/location map
- Academic Calendar with key dates for DIT
- Holidays and public holidays
- Any other relevant information about the Partner, their campus or services

Our partnering organisations are:

### Education Centre Australia (ECA)

Level 3, 55 Regent Street Chippendale NSW 2008  
(02) 9318 8181

*\*if your partnering organisation is not in the list above, please contact us:*

**Phone:** (03) 9249 6709

**Freecall:** 1800 671 003 (within Australia)

## 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
- Pair work
- Seminars
- Practicals and labs
- Online discussion forums
- 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, you, ECA College and/or the regulators 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.

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Upon successful completion of all units required to be undertaken in your chosen qualification and competent results recorded, ACS will issue an AQF Certificate of Qualification. 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 student records of attainment of units of competency and qualifications for a minimum period of 3 years.

## **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 title 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.

## **Course Delivery and Structure**

### **Course Delivery: In class**

### **Course Duration: 52 weeks full time (20 hours per week)**

The ICT50115 Diploma of Information Technology (DIT) is aimed at students who may or may not be working in ICT, and who wish to obtain a formal VET qualification. Successful completion of the DIT can also lead to a pathway into an Australian Bachelor's Degree in ICT.

The DIT consists of five subjects: four core (incorporating 15 units of competency); and one elective stream (incorporating 5 units of competency) from a choice of 3 streams, each consisting of two subjects.

The four core subjects are: Concepts of Professionalism; Problem Solving; Business Skills; and Systems Development.

The three elective streams are: Software Development; Information Systems; and Computer Network.

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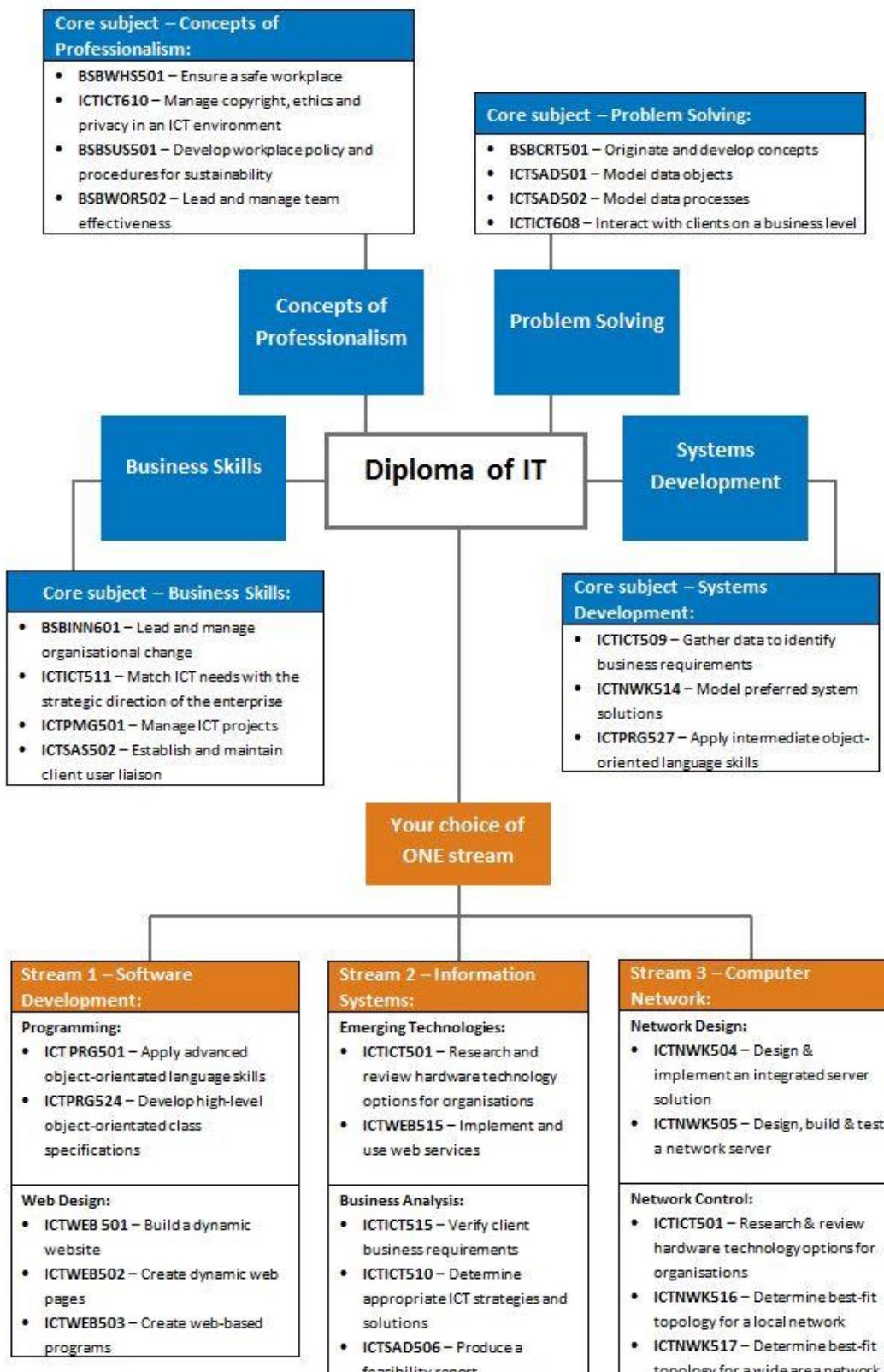
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On the next page is a diagram of the course structure.



## Core Subjects

There are four Core Subjects:

### Concepts of Professionalism

- BSBWHS501 – Ensure a safe workplace
- ICTICT610 – Manage copyright, ethics and privacy in an ICT environment
- BSBSUSS501 – Develop workplace policy and procedures for sustainability
- BSBWOR502 – Lead and manage team effectiveness

### Problem Solving

- BSBCRT501 – Originate and develop concepts
- ICTSAD501 – Model data objects
- ICTSAD502 – Model data processes
- ICTICT608 – Interact with clients on a business level

### Business Skills

- BSBINN601 – Lead and manage organisational change
- ICTICT511 – Match ICT needs with the strategic direction of the enterprise
- ICTPMG501 – Manage ICT projects
- ICTSAS502 – Establish and maintain client user liaison

### Systems Development

- ICTICT509 – Gather data to identify business requirements
- ICTNWK514 – Model preferred system solutions
- ICTPRG527 – Apply intermediate object-oriented language skills

## Elective Streams

Students will be required to choose one elective stream from the following three:

### Stream 1: Software Development

#### **Programming**

- ICTPRG501 – Apply advanced object-oriented language skills
- ICTPRG524 – Develop high-level object-oriented class specifications

#### **Web Design**

- ICTWEB501 – Build a dynamic website
- ICTWEB502 – Create dynamic web pages
- ICTWEB503 – Create web-based programs

### Stream 2: Information Systems

#### **Emerging Technologies**

- ICTICT501 – Research and review hardware technology options for organisation
- ICTWEB515 – Implement and use web services

#### **Business Analysis**

- ICTICT515 – Verify client business requirements
- ICTICT510 – Determine appropriate ICT strategies and solutions
- ICTSAD506 – Produce a feasibility report

### Stream 3: Computer Network

#### **Network Design**

- ICTNWK504 – Design and implement an integrated server solution
- ICTNWK505 – Design, build and test a network server

#### **Network Control**

- ICTICT501 – Research and review hardware technology options for organisations
- ICTNWK516 – Determine best-fit topology for a local network
- ICTNWK517 – Identify best-fit topology for a wide area network

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## Articulation Pathways

*Pathways to and from qualifications are outlined in the table below*

### COMPUTER SYSTEMS TECHNOLOGY PATHWAY

**ICT80415 Graduate Diploma of Telecommunications Network Engineering**  
**ICT80515 Graduate Diploma of Telecommunications and Strategic Management**

**ICT80315 Graduate Certificate in Telecommunications**  
**ICT80115 Graduate Certificate in Information Technology and Strategic Management**  
**ICT80215 Graduate Certificate in Information Technology Sustainability**

**ICT60515 Advanced Diploma of Computer Systems Technology**  
**ICT60115 Advanced Diploma of Information Technology**

**ICT50115 Diploma of Information Technology**

**ICT41015 Certificate IV in Computer Systems Technology**

**ICT30115 Certificate III in Information, Digital Media and Technology VETiS**

**ICT20115 Certificate II in Information, Digital Media and Technology VETiS**

*Pathways into a Degree in ICT with certain Australian Universities can be found on our website <https://acs.org.au/education/diploma-of-information-technology/articulation-pathways>.*

## Student Admissions and Enrolment Policies and Procedures

ACS and ECA College follow its student admissions and enrolment policies and procedures. Upon application, the students are assessed based on the entry criteria of the course they applied for. The 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 and/or ECA College. 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.

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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 this 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, the student will complete a Pre Training Review which will include 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 2 – Your reasons
- PART 3 – Attention to detail
- PART 4 – Evaluation
- PART 5 – Comprehension
- PART 6 – Structured writing
- PART 7 - Grammar
- PART 8 – Essay

The Student Support Services Policy allows for students in need of support to access services provided by the ACS and ECA College. You can access any of these sites at any time. Support services are detailed through this handbook. Specifically for Language Literacy and Numeracy assistance, ACS recommends:

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 the Education Program Manager (or equivalent).

Where we are unable to provide the support, ACS will refer to you an appropriate support network.

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

## Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal learning, through a structured training program linked to an AQF qualification, non-formal learning which has taken place through a structured training program, but does not lead to the attainment of an AQF qualification or 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.

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](http://www.acs.org.au)

Please note that RPL cannot be granted for part of a unit, only for whole units of competency. Any applicant may appeal in writing against a decision regarding RPL to the Education Program Manager by following the Complaints and Appeals Policy and Procedure.

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

Credit transfer (CT) is the process where the Australian Computer Society accepts and provides credit to you for units of competency that you have previously completed at another training organisation. The units should relate to the current course you are about to undertake. To apply for a Credit Transfer, you must provide us with evidence of completion, by providing us with the original, or with a 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 the ACS.

The application for Credit Request Form is available on ECA College's website.

International students are advised that credit will be awarded in accordance with the National Code Standard 12.

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:

- Participation in the same or a similar version of the assessment (UOC) the student would be required to complete as part of the Nationally Recognised Qualification ACS program;
- 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;
- Original or certified copies of AQF issued qualifications or Statements of Attainment.
- Testimonials of learning, skill or competence; or
- Any combinations of the above.

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 into the chosen program at the beginning of the course. Your trainer will provide you with information about all aspects of the course and your role and responsibilities specifically relating to your participation in the course. The Orientation will provide a wide variety of information about the policies and procedures at this institution and or ECA College.

## Orientation

There will be two orientations which students need to complete:

### 1. ACS Online Orientation

This orientation module will be delivered online and must be completed within the first two weeks of the course. It will tell you about the course structure, expectations of the ACS in terms of workload and referencing, and how to use Moodle, our online learning management system. All classes will be conducted face to face at ECA College, but you will access the seminar materials through Moodle and contribute to discussions there. You will also submit all your assignments through Moodle.

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This orientation will also provide you with information about the ACS Digital Library, which can help you with your studies, and online courses available to student members.

The ACS online orientation also includes a link to all ACS policies, and the ACS Student Code of Conduct and Academic Misconduct Policy, both of which you need to make yourself familiar with to ensure you behave in a professional manner as a student of the ACS.

## **2. ECA College Face to Face Orientation**

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

The purpose of the Program 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/ECA students on a range of topics including:

- The 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 some students since 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.

You can get more information about this kind of help from ECA College.

## **Attendance**

The 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 <https://acs.org.au/education/diploma-of-information-technology>

## Class Times / Timetables

Each term will be issued with a class timetable and study programme. A list of subjects will be posted around the Campus and on the Intranet at the beginning of each term. 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.

### 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 in Sydney directly relevant to your course of studies. Excursions form a normal part of the learning experiences provided by the college. 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, the ECA College 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.

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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 the timetable for the ICT50115 Diploma of Information Technology commencing Semester 1, 2016, for example:

Timetable		
Week	Subject	Week Commencing Date
<b>Subject: Problem Solving</b>		
Week 1	BSBCRT501 Originate and develop concepts	22/02/2016
Week 3	ICTSAD501 Model data objects	7/03/2016
Week 4	ICTSAD501 Model data objects/ICTSAD502 Model data processes	14/03/2016
Week 5	Break	21/03/2016
Week 7	ICTICT608 Interact with clients on a business level	28/03/2016
<b>Subject: Business Skills</b>		
Week 9	BSBINN601 Manage copyright, ethics and privacy in an ICT environment	18/04/2016
Week 12	Break	9/05/2016
Week 13	ICTICT511 Match ICT needs with the strategic direction of the enterprise	16/05/2016
Week 15	ICTPMG501 Manage ICT projects	30/05/2016
Week 19	ICTSAS502 Establish and maintain client user liaison	27/06/2016
<b>Subject: Systems Development</b>		
Week 20/21	ICTICT509 Gather data to identify business requirements/ICTNWK514 Model Preferred Systems Solutions	4/07/2016
Week 22	ICTNWK514 Model preferred system solutions	18/07/2016
Week 23	Break	25/07/2016
Week 24	ICTPRG527 Apply intermediate object-oriented language skills	1/08/2016
<b>Subject: Concepts of Professionalism</b>		
Week 27	BSBWHS501 Ensure a safe Workplace	22/08/2016
Week 29	ICTICT610 Manage copyright, ethics and privacy in an ICT environment	5/09/2016
Week 31	BSBSUS501 Develop workplace policy and procedures for sustainability	19/09/2016
Week 33	BSBWOR502 Lead and manage team effectiveness	3/10/2016
Week 35	Break	23/10/2016
<b>Elective Stream 1: Software Development – Programming</b>		
Week 36	ICTPRG501 Apply advanced object-oriented language skills	24/10/2016
Week 40	ICTPRG524 Develop high-level object-oriented class specifications	21/11/2016
<b>Elective Stream 1: Software Development – Web Design</b>		
Week 43	ICTWEB501 Build a dynamic website	12/12/2016
Week 45	Break	26/12/2016
Week 46		
Week 48	ICTWEB502 Create dynamic web pages	16/01/2017
Week 50	ICTWEB503 Create web-based programs	6/02/2017

## Assessment

### Competency

ACS qualifications are Australian Nationally Recognised Qualifications, and as such will be assessed on a competency basis. 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 programs 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.

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.

### Percentage Marks and Grades

In addition to the above, students in the ICT50115 Diploma of Information Technology 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 a Bachelor degree course.

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

#### Competency Grades

Grade	Meaning
C	<b>Competent:</b> the student has demonstrated competency in the unit/subject
NYC	<b>Not Yet Competent:</b> the student has not demonstrated competency
WD	<b>Withdrawn:</b> the student has withdrawn from the unit/subject
NS	<b>Not Submitted:</b> 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%

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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:** Fair

Flexible

Valid

Reliable

**Rules of Evidence:** Valid

Sufficient

Authentic

Current

The tables below provide more information about what this means:

**Principles of Assessment**

Fairness	<p>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.</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"> <li>• reflecting the learner's needs;</li> <li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li> <li>• 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.</li> </ul>
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"> <li>• 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;</li> <li>• assessment of knowledge and skills is integrated with their practical application;</li> <li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li> </ul>
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

**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.

International students are also advised that attendance results form part the requirements for successful outcomes of our programs.

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ACS will provide confirmation of learner completions of units of competence and qualifications on a regular basis.

#### 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.

## Results/Outcomes

Student results will be made available to students after a moderation process has taken place. This means assignments and assessments may be marked by more than one assessor to ensure consistency. The ACS or ECA College will inform you about how to access your results.

All Assessment Tasks must be completed satisfactorily. Once all components of the assessment are completed successfully, a Competent outcome will be awarded.

## Reasonable Adjustments

The Australian Computer Society and ECA College comply with State 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 the personal information ACS, or ECA College hold, except when government legislation requires or authorises the refusal of access. To access personal information, students will need to contact the relative authority of the partnering organisation or the Education Program Manager of the 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.

## Appeals and complaints procedures

There is a three strike policy for infringements, including plagiarism but which can also apply to attendance or other aspects of student behaviour. If students are unhappy with any disciplinary procedures, they can follow the complaints and appeals processes, as outlined in the Student Handbook.

The Australian Computer Society's (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 Australian Computer Society 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 Education Program Manager 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 the ACS or any of its Partner's Course Coordinators or Academic Managers/ ACS Education Program Manager 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 in 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 removed from the 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 are able to 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 website of ACS

#### **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, the 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 or <http://www.ombudsman.gov.au/pages/related-sites/other-complaint-handling-review-agencies.php>
- Overseas Students Ombudsman (for international students) <http://www.oso.gov.au/>
- The VET regulator ASQA [www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints)

### International Students Appeals Process

The Australian Computer Society's Appeals Policy and Procedures are designed to resolve situations where an ACS decision made in relation to a student is seen by that student as being against their interests and in some way contestable. Such decisions potentially include:

- a student being sent an Intention to Report Letter for unsatisfactory attendance (see Australian Computer Society's Monitoring Attendance Policy and Procedures);
- a student being sent an Intention to Report Letter for unsatisfactory academic progress (see Australian Computer Society's Monitoring Course Progress Policy and Procedures);
- a student being notified of an intention to suspend or terminate their enrolment as a result of their breaching the ACS DIT Student Code of Conduct;
- a student not being able to resolve a complaint (from the student's perspective) through the informal and formal complaints procedures;
- a student having their application for a release letter to transfer to another registered provider rejected;
- a student having an application for a refund of tuition fees rejected;
- a student having their application for a change of course rejected;
- a student having their application for leave of absence rejected; or
- a student having their application for course credit rejected.

### Disciplinary procedures

Disciplinary procedures can be put in place in the case of:

- 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
- A three strike policy will be used in the case of such infringements.
  - For example:

- 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 as a result of disciplinary procedures, they may have to redo, and pay for, the whole subject again.

## Plagiarism and cheating

Plagiarism cannot and will not be tolerated in any form. While attending the ACS or its 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 the ACS will take action 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 includes the following:

- is the act of presenting another person's work as your own, and failing to acknowledging 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 the 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 you how to avoid plagiarism. Trainers will have various methods for detecting plagiarism.

If it is detected that a student has plagiarised, they will be 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. |

The 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 Education Program Manager (or equivalent)
- 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 Academic Director, 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.

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*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](http://www.acs.org.au)

## Privacy

The ACS are 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 policies relating to your privacy are outlined in:

### COMMONWEALTH

*Student Identifiers Act 2014*

*Student Registrars Privacy Policy*

*Student Identifiers Regulation 2014*

### **Disclosure of Personal Information**

The ACS and ECA College respect the privacy of all students' personal information and adhere to privacy laws. The information that is collected on enrolment forms is to meet our obligations under the Education Services for Overseas Students (ESOS Act), the National Code 2007, the 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. We also need to record any breaches of your student visa relating to attendance and unsatisfactory academic performance.

The 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.

## Australian Computer Society 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. The ACS has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

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

- *The Racial Discrimination Act, 1975 (Commonwealth)*
- *The Sex Discrimination Act, 1984 (Commonwealth)*
- *Disability Discrimination Act, 1992 (Commonwealth)*
- *The Equal Opportunity Act, 2010 (Victoria)*
- *The Equal Opportunity Act, 1987 (Commonwealth)*
- *The Privacy Act 1988 (as amended 2014)*
- *The Information Privacy Act 2000 (Victoria)*

All legislation can be accessed at: [www.comlaw.gov.au](http://www.comlaw.gov.au)

The 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.

The Australian Computer Society encourages individuals with disabilities to apply. If you have not disclosed a disability as yet, we encourage you to do so. This way, we can provide the support you need.

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

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.

If a student or staff member, believes they have been treated unfairly by an ACS representative, please contact the Education Program Manager:

ACS Education - 1800 671 003 or email: [education@acs.org.au](mailto:education@acs.org.au)

ACS and ECA College will take steps to maintain the privacy and security of personal information and student records. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely in the secure storage area at ECA College

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

Destruction of this personal information will be disposed of using confidential waste processes.

A copy of the Privacy Policy is available on our website [www.acs.org.au](http://www.acs.org.au)

## **Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is effectively a reference number made up of numbers and letters, that gives you access to your USI account.

The USI will stay with you for life and will be recorded with any nationally recognised VET training course, undertaken from January 2015. 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. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training. The transcript will be available for download from 2016.

ACS and ECA College will not be able to issue you, the student with a Certificate of Qualification or a Statement of Attainment unless they have a verified USI. You must provide ACS administration with this information. Instructions for the creation of a USI can be located at  
<http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

As the Unique Student Identifier relates directly to the student, the ACS recommends students apply for a USI before enrolling into a course with us, or ECA College. 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](http://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, a \$250 administration fee will apply. If students apply for their own USI, it is free.

## **Statutory and Legal Obligations**

It is a requirement that the ACS, its Partner organisations, staff and students 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 in place, students and staff are to be aware and are 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.

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Name	Where to find changes/updates
Australian Skills Quality Authority (ASQA)	<a href="http://www.asqa.gov.au/">http://www.asqa.gov.au/</a>
Charter of Human Rights and Responsibilities Act 2006 (Vic)	<a href="http://www.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/">http://www.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/</a>
Complaints and Appeals Tribunal	<a href="http://www.aat.gov.au">http://www.aat.gov.au</a>
Copyright	<a href="http://www.copyright.com.au/">http://www.copyright.com.au/</a>
Disability / Act 2006	<a href="http://www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006">http://www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006</a>
Education Training and Reform Act 2006	<a href="http://www.education.vic.gov.au/about/department/legislation/pages/act2006faq.aspx">http://www.education.vic.gov.au/about/department/legislation/pages/act2006faq.aspx</a>
Equal Opportunity and Disability -	<a href="http://www.humanrightscommission.vic.gov.au/">http://www.humanrightscommission.vic.gov.au/</a>
Fair Work Australia legislation and regulations	<a href="http://www.fwa.gov.au/">http://www.fwa.gov.au/</a>
National Privacy Principles	<a href="http://www.oaic.gov.au/privacy/privacy-act/national-privacy-principles">http://www.oaic.gov.au/privacy/privacy-act/national-privacy-principles</a>
Privacy Act And National Privacy Principles (2001)	<a href="http://www.austlii.edu.au">www.austlii.edu.au</a>
Standards for Registered Training	Standards for Registered Training Organisations 2015
Student Identifiers Act 2014	<a href="http://www.comlaw.gov.au/Details/C2014A00036/Html/Text#_Toc391618973">http://www.comlaw.gov.au/Details/C2014A00036/Html/Text#_Toc391618973</a>
Safe Work Australia	<a href="http://www.safeworkaustralia.gov.au">http://www.safeworkaustralia.gov.au</a>

Legislation and Regulations are often reviewed and updated. When changes to legislation and regulation occur which affect the student, we will advise the student within 30 days of the change coming into effect. Students will be issued with an updated version of the Student Handbook and

advised to review the new legislation which affects their role. Trainers and assessors will also be informed through email and/or meetings and will also confirm with the student the relevant changes.

## Workplace Health and Safety

The 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 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 ECA College's premises.

## Health and Safety

### Work health and Safety (WH &S)

The ECA College has a number of policies to facilitate a safe and harmonious working environment and to meet various statutory compliance requirements. In brief, under our WH&S policy students:

- Are required to take reasonable care of themselves and others in the college;
- Have a responsibility to co-operate with all health and safety provisions;
- Have a responsibility to comply with relevant the ECA College WH&S management system policies, procedures and programs as appropriate;
- Must not bypass or misuse systems or equipment provided for WH&S purposes;
- Are required to carry a student identification card at all times while on the ECA College 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 in Sydney. For example, avoid poorly-lit areas at night time, do not provoke undue attention to yourself with loud behaviour, dress etc. And take care of your valuables and belongings at all times. If you are not familiar with Sydney, or if you must travel at night, please travel with a friend. Also do not accept a ride in a car from someone you do not know, even if they seem friendly or helpful.

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 the ECA College must be reported to your trainer. A basic first aid kit is available for emergencies (at level 2). 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

The ECA College is committed to providing a safe working and studying environment establishing and maintaining, 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 college's operations.

### **Accident/Injury**

Accidents can result in the loss of life, injury, and property or equipment damage. All injuries or incidents that occur on ECA College's 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' (located next to the toilets) 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 HARBOUR 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.

### **Medical Centre**

#### **Sydney CBD Medical Centre**

242 Castlereagh St Sydney 2000.

Ph: (02) 9268 0133, Fax: (02) 9268 0177

Opening hours: Monday to Friday 8.00am to 5.00pm

### **Hospital**

#### **St Vincent's Hospital**

390 Victoria Street, Darlinghurst NSW 2010

Ph: (02) 8382 1111

Transit: Kings Cross Train Station

### **OSHC World care (Overseas Student Health Cover)**

For emergency medical, interpreting and legal assistance, please call OSHC Worldcare 24 hours, 7 days per week on:

## Living in Australia

To find out all about living in Australia, go to

[http://www.border.gov.au/LifeinAustralia/Documents/lia\\_english\\_full.pdf](http://www.border.gov.au/LifeinAustralia/Documents/lia_english_full.pdf) a booklet produced by the Australian government to help migrants new to Australia learn about the country.

### Living Expenses in Australia

You may also find the following government website useful when considering the cost of living in Australia while studying here: <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.)

#### Accommodation

Hostels and Guesthouses - \$80 to \$135 per week  
Shared Rental - \$70 to \$250 per week  
On campus - \$80 to \$250 per week  
Homestay - \$110 to \$270 per week  
Rental - \$100 to \$400 per week  
Boarding schools - \$10,000 to \$20,000 a year

#### Other living expenses

Groceries and eating out - \$80 to \$200 per week  
Gas, electricity - \$60 to \$100 per week  
Phone and Internet - \$20 to \$50 per week  
Public transport - \$10 to \$50 per week  
Car (after purchase) - \$150 to \$250 per week  
Entertainment - \$50 to \$100 per week

#### Minimum cost of living:

The Department of Immigration and Border Protection has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

You - \$18,610  
Your partner - \$6,515  
Your first child - \$3,720  
Every other child - \$2,790

Another useful site, which is more informal, is: [http://www.numbeo.com/cost-of-living/country\\_result.jsp?country=Australia](http://www.numbeo.com/cost-of-living/country_result.jsp?country=Australia)

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>.

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The Australian Government provides information and guidance on managing your finances. You can read more at [www.moneysmart.gov.au](http://www.moneysmart.gov.au).

If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.

## **Banking**

A word of caution, we advise students not to carry large sums of money or keep their money in a rented property. We therefore suggest a bank account be opened. To open an account with an Australian Financial Institution, students are required to provide proof of identity. Applicants will need to provide 100 points of identification to open an account.

### **List of Australian Banks:**

The following are known as the Big Four banks in Australia:

Commonwealth Bank

ANZ Bank

Westpac Bank

National Australia Bank

There are also many other smaller banks, such as Bank of Queensland, Bank of Melbourne, Bendigo Bank, Bank Australia, Members Equity Bank and others – you should do your research and find out what the banks offer to students.

### **Point system to open your bank account**

You need 100 points of ID to open a bank account in Australia. Points are allocated as follows:

- 25 points : Master Card, or Visa Card issued from a bank
- 40 points: International Driver's Licence (must have photo and signature), or Student ID card
- 70 points: Birth certificate or Passport

Please note that if you have been in Australia for over six weeks, then your passport will be considered equal to 100 points.

Phone and internet banking are widely used in Australia. By utilising this service it will help you to reduce the charges on your account which the bank levies. Please do enquire about a Student Account as these often have an exemption from bank fees. Most students open an account that has access to Automatic Teller Machines (ATMs) via a card. Please note that at supermarkets and shopping places have facilities for you to use your ATM card, known as EFTPOS, to pay directly for goods that you buy.

## **Emergency Numbers (Police, Fire, Ambulance)**

Dial 000 for police, fire or medical emergency.

## Safety and Security

It is best that you are conscious of your own personal safety and security and that of your belongings. At all times carry identification that has your contact name, address and phone number for people to contact.

On campus ensure that your belongings are not unattended and in the event of any loss, contact Reception. Make sure that your belongings are clearly marked so that they are easily identified, but DO NOT write your address on them. A mobile number and/or email is enough.

In the case that you are harassed in any way speak to someone urgently so that you can receive immediate help. The Australian Police will assist you in any situation.

- Be aware and respond quickly to any situation which may affect you
- Always walk in well-lit populated areas during hours of darkness
- Inform someone (a friend or classmate) where you are going and when you will be back
- Carry your bags securely and do not leave them unattended
- Carry minimum cash and make sure that large sums of money are held in your bank account
- Keep local emergency numbers with you at all times such as Police, Fire brigade
- Avoid carrying your passport around unless it is absolutely necessary
- Avoid using ATMs in isolated or dark locations and do not let anyone see your personal identification number (PIN)
- Don't openly carry valuables, including iPods, mobile phones, laptops, etc.
- Find suitable and safe routes to petrol stations, shops and your local police station
- Avoid confrontation - it is better and safer to walk away if you are being provoked
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help
- Have your keys ready well before you reach the door of your car or house
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area
- Check the time of the last train, bus or tram home to avoid being stranded at night

## 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. 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.

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## ECA College

ECA College will provide the student with information specific to their local area and city. This should include information about:

- Timetables and semester dates
- First class
- Awards
- Student diary
- Student services
- Evacuation procedures and emergencies
- First aid
- Access – hours, codes etc as relevant
- Copyright – for computer usage
- Accommodation
- Public transport
- Weather
- Medical services and facilities
- Local hospitals
- Legal services
- Places of worship
- Local areas of interest
- Local festivals
- Local cultures

## Key Information – International students

### Student Entry Requirements and Application Procedures

Students applying for our courses are required to apply using an Application Form located on the ACS or Partner 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 CoE (Confirmation of Enrolment) cannot occur until certified documents are provided.

### **Assessing Applications**

Application forms together with associated (and applicable) documents (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.

The 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 to in an efficient and timely manner, normally within 3 working days. Processing will necessarily be delayed in cases where requests have to be made for either original or certified documents. 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://international.education.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 from bank transfer, credit card, bank cheque, VISA debit/MasterCard Debit, or online payment through the ACS Partner website.

Applicants will be informed of the possibility of applying for advanced standing/credit transfer on the basis of their having previously studied and successfully completed an equivalent course in an Australian RTO. 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.

The ACS *Acceptance Form* is a legal document which is printed on Australian Computer Society Letterhead and includes a legal agreement to be signed and returned by the applicant.

It has several sections, which are:

- Personal Details;
- Offer Details;
- Program Details;

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- 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 OSCHC paid.

**Currency of Information**

In keeping with the Australian Computer Society's commitment to a process of continuous improvement, the Australian Computer Society will take action to ensure that the published material is regularly updated, and that the information relating to relevant areas is made available to prospective students through the Australian Computer Society website, the Australian Computer Society Student Handbook and promotional brochures.

All Australian Computer Society National Code Standards Policies and Procedures will be adjusted to reflect changes in requirements, and will be reviewed on an annual basis.

**Rights and Responsibilities of International Students in Australia**

**AUSTRALIAN GOVERNMENT REQUIREMENTS**

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

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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 or ECA College with your address or change of address details, within seven days of arrival or change of address
- Taking leave of absence without ECA College 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](http://www.studyinaustralia.gov.au)) offers useful information about working in Australia, while you are a student. It indicates that there are a range of work and experience opportunities including those cited below (source: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au))

### Paid work

Australia has a wide range of industries and many have part time employment opportunities, including:

- Retail - supermarkets, department and clothing stores.
- Hospitality - cafes, bars and restaurants.
- Tourism - hotels and motels.
- Agricultural - farming and fruit-picking.
- Sales and telemarketing.
- Administration or Clerical roles.
- Tutoring.

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.

### Internships

Paid or unpaid internships can be a great way to get exposure to the professional, financial and creative industries. Learn more about getting an internship on the Internships page in the Education System section of this website.

### Volunteering

There are many charities and non-government organisations (NGOs) in Australia and they always need volunteers to help out. It can be a great way to meet friends, get some hands on work experience and give back to the community. To find out more about volunteering, start your search at:  
<http://www.govolunteer.com.au/> (opens in a new window)

### 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.

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### Finding Work

There are plenty of ways to find work that suits you, including:

- Newspapers and online job sites.
- Some institutions provide job notice-boards on campus and online. Contact your institution's international student support staff to find out what options your institution offers.
- Register your details at a recruitment firm; many of them help place people in casual or short-term work.

### 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

### Applying for a TFN

You can apply for a TFN online after you arrive in Australia if you have a:-

- Visa that allow work rights
- Valid overseas student visa

To apply, complete the online individual tax file number (TFN) registration. When applying you do not have to provide proof of your identify

Applying for a TFN using false or other peoples' identity details or misuse of your TFN, incurs heavy fines and you may face jail. For more information you can refer to the Tax office website on [www.ato.gov.au](http://www.ato.gov.au) or Phone 132861

### Website and IT Services

In addition, the ACS website (<https://www.acs.org.au/education/diploma-of-information-technology>) contains information about:

- Structure of the course

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- 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, here:

<https://www.acs.org.au/professional-development/online-courses> and to the ACS Digital Library here:  
<https://www.acs.org.au/digital-library>

## Resources, facilities and equipment

The course you will be embarking on requires a range of resources. ACS and our partner organisations, have available computer labs in the building in which students will be learning. There are also Wi-Fi facilities throughout the building and a book library available. There a range of digital materials available for you to access for free and these include relevant articles, learning materials, case studies and sample projects. More information about onsite resources will be provided by ECA College.

## Conflicts of interest and how we handle them

If a conflict of interest becomes apparent or is likely to occur between us and our partner organisation, or between you and the partner organisation, or you and ACS, we will refer to the matter or our independent counsel, an external and independent individual who has no direct connection to the college or to the Partner, who can provide confidential advice regarding the conflict of interest and how best to resolve it. The advice is available to you and to us in cases of a conflict of interest occurring. The complaints and appeals process of ACS also applies to this process.

There is no fee associated with you using this service, which is available at the Partner organisation. ECA College will advise on where and when this service is available.

## Help available to you

ECA College has a wide range of services to help students:

### Student Support Services

### Student Services - Reception

ECA College has a dedicated Student Services Officer – **Luke Desisto** [luke.desisto@zba.nsw.edu.au](mailto:luke.desisto@zba.nsw.edu.au) who is able to assist students with the following matters:

**Australian Computer Society Inc**

E [education@acs.org.au](mailto:education@acs.org.au) | W [www.acs.org.au](http://www.acs.org.au)

CRICOS Provider Code 03405K

RTO ID: 40184

- Pay your fees
- For course variations e.g. leave of Absence, Extension of CoE's, etc.
- Overseas Student Health Cover
- To find relevant Zenith Business Academy Pty Ltd staff
- Appointments to see or speak to
  - Course Coordinator
  - Intervention Officer
  - Student Services and Welfare Coordinator
  - Governance, Quality Assurance and Compliance Manager
- Change of personal details
- General inquiries
- Contact details for legal, medical and emergency services
- Complaints
- Student cards

Alternatively, students can also email their initial inquiries to [studentservices@eca.nsw.edu.au](mailto:studentservices@eca.nsw.edu.au) Phone: **02 9318 8181**

### **Course Coordinator**

Students can make appointment with Minaal Sinha – Principal Executive Officer ECA College via Student Services Officer to obtain information on the following matters:

- Class Timetables/Timetable Change inquiry
- Course Information
- Academic inquiries
- Academic Course Progress
- Course Exemptions/ recognition of Prior learning (RPL) inquiries
- Study plans
- Attendance Issues
- General According/ Business questions

### **Intervention officer**

ECA College has an 'Intervention Strategy' in place for all its courses where student's attendance and academic course progress are monitored continuously throughout their enrolment. Students who have attendance issues or have unsatisfactory course progress will be intervened and contacted by the ECA College Intervention Officer – Angela Leota if they have any attendance or course progress issues. The first point of contact for attendance and academic course progress inquiries should be the 'Intervention Officer'.

Students can make an appointment to see our Intervention Officer Luke Desisto via Student Services Department.

Alternatively, students can also email their initial inquiries to [intervention.officer@eca.edu.au](mailto:intervention.officer@eca.edu.au) or Phone **02 9318 8181**

## **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 ECA College Student Services Officer who will refer them to the ECA College Student Services and Welfare Coordinator.

Students experiencing Health and/ or psychological – emotional problems will be referred to professional medical services and counsellors by either ECA College Student Services and Welfare Coordinator or the ECA College Counsellor 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 Student Services and Welfare Coordinator to appropriate bodies for assistance. Where appropriate the Student Services 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 taht is seriously affecting your health or social functioning. Including your study;
- Eating disorders;
- Suicidal thoughts.

Please make an appointment at Student Services reception to see Student Services and Welfare Coordinator and/ or Counsellor or alternatively you can contact them directly via:

Student Counsellor: **Clemencia Matupit** – [clemencia@eca.edu.au](mailto:clemencia@eca.edu.au)

Student Services and Welfare Coordinator: **Clemencia Matupit** – [clemencia@eca.edu.au](mailto:clemencia@eca.edu.au)

## **Attendance Support Services**

ECA College's Attendance Policy and Procedures comply with Standard 11 of The National Code, Monitoring, Attendance, and apply to all of its Courses. A copy of the ECA College's Monitoring Attendance Policy and Procedures document can be found at the following link:  
<http://www.eca.nsw.edu.au/esospolicies.html>

Students are expected to attend 100% of the scheduled classes and must attend at least 80% of the scheduled course contact hours in any one Term.

However, the ECA College understands that sometimes students may experience some difficulties to attend 100% of the scheduled classes due to study and/or personal problems. In these circumstances students should contact ECA College's Intervention Officer for a confidential discussion. Depending on the nature of the problem, Intervention Officer will be able to assist the students or refer them to the:

- Student Services and Welfare Coordinator or
- Counsellor or
- Course Coordinator for further assistance.

If your absenteeism is due to medical reasons, you need to submit a ‘Medical Certificate’ to either your Trainer or to the Intervention Officer as soon as possible (please read detailed information about medical certificates under Compassionate and Compelling Circumstances section of this handbook).

If your absenteeism is due to personal reasons and/or extenuating circumstances beyond your control, please make an appointment to see the Student Services and Welfare Coordinator as soon as possible (contact details are given under Important Contacts section of this handbook).

### Academic Support Services

ECA College Course Progress Policy and Procedures comply with Standard 10 of The National Code, Monitoring Course Progress Policy and apply to all of its courses. Students need to maintain satisfactory course progress throughout their enrolment. For the purposes of the course progress requirement ECA College has defined unsatisfactory academic progress as a student:

- Failing to achieve Competent assessments in at least 50% of their Units in any given term; or
- Failing to attain a Competent assessment in any particular Unit when that Unit has been repeated;
- Failing to meet the requirements of their intervention Study Plan.

ECA College understands that sometimes students may face difficulty with particular units throughout their study and this may result in difficulty to maintain satisfactory results. In these circumstances, ECA College offers the following academic support to its students:

- **Post Assessment Academic Intervention sessions:** Trainers are responsible for the first level ‘Post Assessment Academic Intervention’, which entails discussing the failure with the student(s) to identifying the probable reason(s) for their failure to attain the required Competency. Trainers will encourage students to either submit or re-submit for assessment (depending on the reason for the initial failure).
- **On-on-one coaching (tutorial support) sessions:** Sometimes students may struggle to understand or complete an assessment of a particular unit. Under these circumstances, students can make an appointment with Course Coordinator to have the opportunity to express the difficulties they are facing with particular unit/assessment. Course Coordinator may then arrange a tutorial support session at the time convenient for both the Student and the Trainer outside of the scheduled class hours. These sessions will be free of charge to the ECA College students.
- **Re-assessment workshops:** There will be two (2) re-assessment workshops conducted in each Term to maximise the opportunities for the students who have received unsatisfactory results in their units. ‘Intervention Officer’ will generate course progress reports in Week 7 and Week 11 of each term and identify these students. They will be contacted and invited for ‘Re-assessment workshops’ in Week 8 and Week 12 respectively which will be supervised by the ECA College Trainers. Trainers will be ready to assist the students with the areas where they were performing poorly.
- **Study Plans:** Study plan is the final option for the students who are identified in the ‘at risk’ and ‘unsatisfactory course progress’ categories by the Intervention Strategy. Study plans are negotiated by the Course Coordinator where all the underlying factors of poor academic performance of the student are carefully analysed. Depending on the circumstances, study plan may result students to do re-assessments and/or re-study of certain units and/or in some cases re-enrolment for the entire course. Students should be aware that re-study or re-enrolments may lead for CoE extensions which may impact on student visas. Students who wish to apply for ‘Leave of Absence’ will also be subject to ‘Study Plans’.

Students can contact for their academic related inquiries directly to the PEO Minaal Sinha [minaal.sinha@eca.edu.au](mailto:minaal.sinha@eca.edu.au) or Phone: **02 9318 8181**

### **Governance, Quality Assurance and Compliance Manager**

Students who wish to find about in more detail of the ECA College policy and procedures (e.g. Attendance, Course Progress Policy and Procedures, etc.) should make an appointment via Student Services Department to see the 'Governance, Quality Assurance and Compliance Manager'.

'Governance, Quality Assurance and Compliance Manager' together with Course Coordinator and Intervention Officer deals with the appeals of 'Intention to Report' cases. If you have any concerns or questions in this area, students are encouraged to make an appointment.

### **Legal Advice and Information**

If you have a problem related to the legal system there are community and government agencies to advise you. The ECA College Ltd does not provide legal services to its students.

#### **Community Legal Centres**

Community Legal Centres provide free consultations, and operate in community locations across the state. Please visit the following website for further the information:

<http://www.clcnsw.org.au/index.php>

Community Legal Centres NSW also provides a dedicated legal advice service for International students in NSW. The service provides advice on housing matters, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and how these problems can affect student visas. Contact telephone number is: **02 9212 7333**.

#### **Legal Aid NSW**

Legal Aid provides a range of services to people who need advice, assistance and representation, and who qualify for legal aid.

Please visit the following website for further the information: <http://legalaidnsw.com.au/>

#### **Mediation of disputes**

For free and independent mediation of conflicts and disputes outside of the legal system contact the Community Justice Centres.

Please visit the following website for further the information: <http://www.cjc.nsw.gov.au/>

#### **Legislation specifically referring Work Health and Safety**

See Workcover NSW website: <http://www.workcover.nsw.gov.au>

#### **For Information about Human Rights**

See the Human Rights Equal Opportunity Commission Website: <http://www.hreoc.gov.au>

#### **Child Minding**

There are no child minding facilities at the college. Please make arrangements with your local child care centre for the care of preschool aged children. School aged children are required to be enrolled at a local primary or high school.

#### **Pregnancy & Child Birth**

If you are pregnant or planning on getting pregnant while you are at the college please see the Student Services Officer to make an appointment with the Course Coordinator about your study options after the birth of your child. Please note the college does not have child-minding facilities so you will need to make arrangements with a child care provider.

## External Support

In addition to the academic support and student services referred to above, 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](http://www.redcross.org.au) and 1800 811 700
- Mission Australia (general social support)- [www.missionaustralia.com.au](http://www.missionaustralia.com.au) and 13 11 14
- St Vincent De Paul Society (general social support)- [www.vinnies.org.au](http://www.vinnies.org.au) and (02) 9568 0262
- Beyond Blue (depression)- [www.beyondblue.org.au](http://www.beyondblue.org.au) and 1300 22 36 46
- Gambling Help Australia (issues with gambling and gaming addiction)  
[www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au) and 1800 858 858
- Lifeline Australia (self-harm and suicide help line)- [www.lifeline.org.au](http://www.lifeline.org.au) and 13 11 14
- Relationships Australia (personal relationship support)- [www.relationships.org.au](http://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

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RTO ID: 40184

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/>

This website will help you locate the nearest clinic to you if you first click on your state. For example, if you click on New South Wales, it will take you to <http://www.fpnsw.org.au/> and then you can click on the **Clinics** tab to find a clinic near you. On other state sites you may first have to click on Health Services or do a search for clinics. Any dealings with these clinics are in strict confidentiality.

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 or ECA College. **You are required to notify us of any change of address within 7 days.** This information will be submitted to DIBP (Department of Immigration & Border Protection). Your contact details must be kept up to date as ACS or ECA College 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 or ECA College 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 full prior to the commencement 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 or ECA College. 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.

ECA College will inform you of the payment methods available to you.

## Student Course Progress and Student at Risk Intervention Strategy

We take your learning progress and your welfare seriously, which is why an intervention strategy is in place to ensure that students gain the most from the course and are able to achieve appropriate progress and learning.

### Level 1 Academic Intervention Strategy

Specific interventions begin with identifying the probable reason(s) for a student's failure to attain the required competency and, depending on a student's attendance, reasons for their failure and possible personal problems, could then include:

- If a student has attended a minimum of 70% of Unit class hours, encouragement to resubmit Unit assessment tasks assessed as 'Not Yet Competent' within two weeks of the Units completion.

- If a student has attended a minimum of 70% of Unit class hours but failed to resubmit for assessment within the required two (or three) weeks, referral to the ACS/Partner's Academic Coordinator to negotiate a study plan including participation in an end of study period Reassessment Workshop (at no cost for the student) and undertaking reassessment.
- If a student has attended under 70% but over 50% of Unit class hours, referral to the Academic Coordinator to negotiate a study plan including participation in an end of study period Reassessment Workshop (at no cost for the student) and undertaking reassessment.
- If a student has attended under 50% of the Unit class hours, they will be required to re-enroll for that Unit and organise a corresponding extension of their CoE.
- If a student has attended less than 50% of the Unit class hours as a result of Compassionate and Compelling Circumstances or other approved Leave of Absence and that student has no more than two Units left to complete their course, the Academic Coordinator may permit them to participate in the end of term Reassessment Workshop and submit for assessment. If they are then assessed as 'not yet competent' they will then be required to re-enroll for the Unit/s and organise a corresponding extension of their CoE.
- If a student's attendance is either 'at risk' or unsatisfactory for the study period, referral to the Attendance Coordinator who will negotiate an Attendance Plan.
- If the student appears to be in need of professional assistance and academic and personal counselling, referral to the Student Welfare Officer.

When completed, the Academic Coordinator is responsible for entering the Level 1 Intervention details in the student management system.

Trainers are responsible for ensuring that within two weeks of the completion of each Unit of Competency all:

- students have received feedback on their assessments;
- assessments have been submitted to the Academic Coordinator with completed, signed and dated results documentation;
- assessment results have been entered in the student management system; and
- all student Interventions and referrals have been implemented.

Upon completion of each Unit the Academic Coordinator will check that all trainers have completely and correctly entered the results, and completed and signed all appropriate documentation of any Level 1 Interventions that have taken place. On completion of this check, the class's assessments are filed in the individual student files.

### **Level 2 (Study Plan) Academic Intervention Strategy**

On verification of the student management system results entry the Academic Coordinator is responsible for identifying students who are:

- making satisfactory progress but failing a number of units of competency;
- at risk of not making satisfactory academic and therefore at risk of not completing their course within the expected duration; and those

- not making sufficient academic progress (those failing more than 50 per cent of the Course Units of Competency taken over two study periods) and therefore unable to complete their course within the expected time.

The names of these students will be forwarded to the Student Services Officer who will formally inform the students concerned that they are 'at academic risk' and require students to organise a meeting with the Academic Coordinator within five working days to discuss this. The ACS will also be sent a list of the students' names.

At the intervention meeting the Academic Coordinator will discuss the student's academic progress, identify the reasons for their academic problems, and negotiate a Study Plan designed to redress those problems.

Such Study Plans are individually developed to address the specific difficulties and causes, and may include one or a number of specific elements, including:

- individual counselling on study habits;
- acceptance of referral for professional counselling;
- referral for remedial English language training;
- if eligible, participation in end of term Reassessment Workshops and submitting for reassessment;
- entering an Attendance Agreement; and/or
- re-enrolling in Units and extending their CoE.

If on referral to professional assistance the student is advised that they are unfit to attend classes for a significant period of time on medical/psychological grounds, the ACS will be informed and the student will be provided Leave of Absence for the identified period of time, and the consequential extension of course duration and CoE will be implemented.

If a need is identified to refer a student to extensive remedial English language training the desirability of approving a temporary suspension of enrolment will be considered, with any consequential extension of the Course duration and CoE being implemented if required.

If it is possible for a student to complete their course without an extension of their CoE, the Study Plan will include the *compulsory enrolment* and participation by eligible students in designated Reassessment Workshops, and submitting for reassessment in all units in which the student has failed to be assessed as competent, and within a defined timeframe designed, where possible, to enable the student to complete their course within the expected duration.

In cases where a student's failing of units is associated with:

- unsatisfactory attendance of from 70 to 80 per cent for the study period;
- where there exist compassionate or compelling circumstances which justify the absences; and
- where the absences have resulted in a student being unable to attend at least 50% of a particular unit's class hours

that student will have to re-enroll in the missed unit/s at a time when it/they is/are next scheduled in the course timetable.

Where Leave of Absence is approved, a possible Suspension of Enrolment and an extension of the course duration will be organised.

In cases where a student's failing of Units is associated with:

- the student attending less than 50% of the Unit class hours as a result of Compassionate and Compelling Circumstances or other approved leave; and
- that student has no more than two Units left to complete their course

the student will be referred to the Academic Coordinator who may permit them to participate in the end of term Reassessment Workshop and submit work for assessment. If they are then assessed as 'not yet competent' they will then be required to re-enrol for the Unit/s and organise a corresponding extension of their CoE. All such decisions regarding student progress must be made in consultation with the ACS.

Reflecting its interdependence with students' academic progress, the Student Attendance Intervention Strategy is designed to identify and address academic progress problems frequently associated with 'at risk' or 'unacceptable' attendance.

Some of these interventions involving term break tutorials and re-submission for assessments are able to be implemented without any extension to the overall course duration; but others may require students to repeat units and extend the period taken to complete their course.

Student Study Plans do not and cannot involve any reduction to international student load, as this could affect student visas. Our courses are grouped on a semester basis of eleven to thirteen weeks of 20 hours of class time per week. This arrangement cannot be modified to reduce the number of units an individual student may take on any one semester.

Students will be assisted through the procedures to extend their CoEs and, where necessary suspend their enrolment for their present courses, and defer the commencement date for subsequent courses if they are enrolled in a sequence.

All Study Plans negotiated and agreed by the Academic Coordinator, the ACS and an 'at risk' student have to be signed and dated by both parties and a copy of the Study Plan is to be given to the student. The requirement to maintain satisfactory academic progress and the consequences of not meeting that requirement will be clearly explained to the student.

In all cases, students will be required to remain in regular contact with the Academic Coordinator who is responsible for monitoring the student's progression through the Plan's stepped assistance and requirements.

Students who have completed their formal classes for the course and who, despite the above interventions, fail to be assessed as Competent in up to 50% of their course units will, on application to the Academic Coordinator, be eligible for an extension to their course duration to enable them of re-enrol in those Units assessed as Not Yet Competent, provided they have:

- maintained their attendance rates;
- made satisfactory academic progress; and
- complied with all requirements of the Academic Intervention Strategy.

Details of the application, the granting of the extension and the reasons for the granting will be entered in the student management system and reported to the ACS for entry in PRISMS. All documentation will also be placed in the student's file.

### **Level 3 (Unsatisfactory Academic Progress) Academic Intervention**

A student will be deemed to have unsatisfactory academic progress if they:

- have failed to achieve Competent assessments in more than 50% of their Units in a period greater than one study period; and/or who
- are at risk of not making satisfactory academic progress and have failed to meet the requirements of their Study Plan.

Those students identified as 'not making sufficient academic progress' will be informed of this in writing by Student Services, and of the intention to report them as a result.

The student will be provided with 20 working days within which to appeal against being reported and will be advised that the grounds of successful complaint or appeal are that they believe, and have supporting documentation and evidence to demonstrate, that:

- The ACS or Partner has not made the Academic Progress Policy and Procedure, Completion within Expected Duration Policy and Procedure and Complaints and Appeals Policies and Procedures available to them; and/or
- The ACS or Partner has not recorded or calculated their academic performance correctly or accurately; and/or
- The ACS or Partner has not implemented its Academic Progress intervention and support strategies in accordance with its documented policies and procedures; and/or
- There are compassionate and/or compelling reasons which have contributed to your unsatisfactory attendance.

They will be informed that the procedure for making an appeal is published on the website [www.acs.org.au](http://www.acs.org.au), and that if they decide to appeal they must continue to attend classes and work towards completing course requirements during the time their appeal is being considered.

Management of the internal and external appeals processes and their outcomes will follow the procedures set down in the Australian Computer Society **Complaints and Appeals Policies and Procedures**.

Students are expected to maintain their enrolment, academic progress and attendance throughout any internal and external appeals procedures.

Those students informed by Student Services of their 'not making satisfactory academic progress' will have 20 working days within which to appeal against being reported and will be advised that the grounds of successful complaint or appeal are that they believe, and have supporting documentation and evidence to demonstrate, that:

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- The ACS or its' Partner has not made the Monitoring Course Progress Policy and Procedure, Completion within Expected Duration Policy and Procedure and Complaints and Appeals Policies and Procedures available to them; and/or
- The ACS or its' Partner has not recorded or calculated their academic performance correctly or accurately; and/or
- The ACS or its' Partner has not implemented its Academic Progress intervention and support strategies in accordance with its documented policies and procedures; and/or
- There are compassionate and/or compelling reasons which have contributed to their unsatisfactory attendance.

They will be informed that the procedure for making an appeal is published on the website [www.acs.org.au](http://www.acs.org.au), and that if they decide to appeal they must continue to attend classes and work towards completing course requirements during the time your appeal is being considered.

Management of the internal and external appeals processes and their outcomes will follow the procedures set down in the Australian Computer Society **Complaints and Appeals Policies and Procedures**.

Students are expected to maintain their enrolment, academic progress and attendance throughout any internal and external appeals procedures.

Where the student chooses not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the ACS Delivery Partner will inform the ACS, and the ACS will enter the information into PRISMS as soon as practicable.

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## Fees and charges

### Course Fees

Full Program Fee: \$14,000.00

Enrolment Fee: Non-refundable \$200.00

Material Fee: Non-refundable \$250.00

Fee payable on acceptance: \$3,500.00

Compulsory OSHC Fee: The amount will depend on the student and their circumstances.

Please go to

<http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1> for more information.

Please attach evidence of OSHC when returning the acceptance of your Letter Of Offer.

PLEASE NOTE: OSHC must be paid in full for the duration of the visa.

How to pay: The Payment of all fees for the ICT50115 Diploma of Information Technology is to be made by: Bank cheque in Australian Dollars or Telegraph Transfer to the bank account nominated by the Delivery Partner. This information will be provided for you in your **Letter of Offer**.

The ACS and its Partner organisations will not charge students any fees for applications for Credit Transfers.

Additional Fees will be charged by ACS or any of its Delivery Partner organisations for the following:

- Material Fee of \$250
- Additional Tutorials – A standard fee of \$50 per hourly session
- RPL Applications – A fee of \$10 per Nominal Hour for each unit of competency
- A one-off Administration Fee for applications for Credit Transfer of \$250
- A standard \$100 Fee for re-issuing of qualifications
- A standard \$250 fee for ACS creating a USI on behalf of a student.

## Refund for Students Procedure

### 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

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- 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: Student Services Officer at ECA College
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 the Student Services Officer 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.

### **Approved refund**

The Student Services Officer will prepare a Refund Calculation Form and seek approval from the ACS. If the refund is approved, a Refund Calculation Form and Refund request Form with supporting documents will be passed to the Finance Staff to process the refund.

The Student Services Officer keeps copies of the documents in the Student's file and notifies the student that the refund has been approved and will be credited to their account.

### **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.

### **Changing Education Provider**

Students who wish to study at another Education Provider must request a Transfer Between registered Providers (Release Letter) if they have not completed 6 calendar months of their principal course of study. Students must demonstrate exceptional circumstances justifying the change of provider. Exceptional circumstances can include:

- Ongoing medical condition.
- Loss or Bereavement.
- Hardship/trauma.
- Educational progression problems

For further information please refer to the ACS's Procedure at [www.acs.org.au](http://www.acs.org.au)

## **Student Transfer of Providers**

### **Principal Course of Study**

The Principal Course of Study is:

- the course in which a student is enrolled if that course is a stand-alone enrolment; or
- the final course of study providing the highest Australian Qualifications Framework (AQF) qualification in a sequenced package of courses for which an international student visa has been granted, including Streamlined Visa Processing (SVP) packages.

Progression from each course to the next of the sequenced package is generally dependent on the successful completion of that course as a prerequisite for the next, through to the final or Principal Course.

Where the sequenced package of courses is offered by a number of associated registered providers the Principal Course is defined as the course leading to the highest AQF qualification in the sequence, and

not as the course leading to highest provided by each of the providers in the visa related sequenced package.

### **Students Applying for Entry into our courses**

The Australian Computer Society will not seek to recruit international students enrolled with another registered provider if they have not completed at least six calendar months of study of their principal course.

If an international student enrolled in a packaged sequence of courses with another provider (other providers) applies for a position in one of our courses, that student will not be issued with a Letter of Offer unless the application is for enrolment in a packaged sequence with an equivalent principal course AQF qualification and:

- the student has completed at least six calendar months of their principal course with the registered provider of that course; or
- where the student has not completed at least six months study in their Principal Course, the registered provider of the course in which they are enrolled has issued a letter of release to the student; or
- the course in which the student is currently enrolled has ceased to be registered on CRICOS; or
- the registered provider of the course in which they are enrolled has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course; or
- a government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

### **Students Applying for Transfer from one of our courses, the ACS or an ACS Partner**

An international student enrolled in a packaged sequence of courses with Australian Computer Society and its associated providers can freely transfer to another provider and does not need to apply for a Release Letter if:

- they have completed six calendar months or more of their principal course; or
- the student is a government sponsored student and the sponsor has provided written approval for the transfer as being in the student's best interests; or
- the course for which the student has received an eCoE will not be offered by the registered provider.

The start date for calculating the six calendar months of a student's principal course is the enrolment date stated on the eCoE for that course with that registered provider.

Where a student has taken a break from their studies due to a deferment or leave of absence, the break period is not counted when determining whether or not the student has completed six calendar months of their principal course.

International students enrolled in a packaged sequence of courses with the Australian Computer Society wishing to transfer to another registered provider before completing six calendar months or more of their Principal Course can do so only if they apply for and receive a Letter of Release.

Applications for a transfer to another registered provider and Letter of Release will be assessed on a case by case basis.

If an international student enrolled in a packaged sequence of courses with the Australian Computer Society applies for a release to transfer to another registered provider before completing six calendar months or more of their Principal Course, a Release Letter will be provided if:

- a. the student has presented genuine Letters of Offer for an equivalent package of CRICOS registered courses from a CRICOS registered provider/s which
  - stipulates an enrolment date and/or commencement date which falls after the date upon which the application is made and the letter received, and for which
  - leads to an AQF qualification equivalent to that provided by the student's current Principal Course;
- b. the student has a Release Letter from the provider of their Principal Course if that provider is not Australian Computer Society; and
- c. the student has demonstrated a genuine reason for the need to transfer and the requested transfer is determined to be in the student's best interests; or
  - the course in which the student is currently enrolled or the principal course has ceased to be registered on CRICOS; or
  - a sanction has been imposed on the registration of the provider of the principal course by the Australian Government or state or territory government that prevents the student from progressing to their principal course; or
  - a government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

In considering whether or not a transfer to an identified registered provider would be in the student's best interests, genuine reasons may include, but are not limited to:

- a demonstrated inability to find suitable accommodation close to their main study campus;
- the course is not suited to the student's study or personal goals, and this is verified by the ACS Student Welfare Officer;
- the transfer represents clear educational progression;
- the student demonstrates academic difficulties in their current course;
- medical, including psychological, reasons verified by a registered medical practitioner, psychologist or qualified counsellor/social worker;
- other compassionate or compelling reason/s verified by procedures relating to the Australian Computer Society's policies on compassionate and compelling circumstances.

A Letter of Release may not be granted to international students in the following circumstances:

- the transfer is considered detrimental to the student's safety or their study or personal goals;
- the course from with the student is seeking a transfer is one of a sequenced package with a principal course for which the student has not been provided a Letter of Release;
- the student has not commenced any program of study with the Australian Computer Society, or has studied for less than four weeks and has not taken the opportunity to experience the program of study or the range of support services available;

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- the student wishes to transfer to a lower level qualification in the same disciplinary area as their present course, or to a principal course with a lower level of qualification;
- the transfer may jeopardise the student's progression through a package of courses to their Principal Course if a letter of release has not been provided for that Principal Course;
- the student has unpaid tuition fees owing to the Australian Computer Society; and/or
- the student is attempting to avoid being reported to the Department of Immigration and Border Protection for failure to meet a condition of their student visa.

Where appropriate, the Australian Computer Society will offer counselling to students experiencing academic, financial and/or personal difficulties and seek to provide assistance for students experiencing adjustment problems. Such counselling may identify appropriate student support or study skills support as an alternative to a transfer.

The Australian Computer Society will assess and respond to all written requests to transfer in accordance with these policies and procedures within ten working days from the date that the application is received by Student Services.

Where it is decided to provide a Letter of Release, this will be issued at no cost to the student.

Where a student is granted a Letter of Release, their entitlement to a refund of course fees will be assessed in accordance with the Australian Computer Society's Refund Policy for Tuition Fees and Charges of International Students, published in each student's Letter of Offer, and on the ACS website.

In the event of a Letter of Release not being granted, the Australian Computer Society will provide written reasons for the refusal to the student and inform the student of their right to lodge an internal appeal against the decision.

Records of all requests from students for a transfer and Letter of Release and the assessment of, and decision regarding, the request will be placed in the student's file.

## Procedures

ACS procedures for processing student applications for release from their ACS course to transfer to another registered provider before they have completed six months or more of study in their Principal Course are designed to ensure compliance with the above policies.

When a student indicates, to a trainer or to Student Services, a desire to transfer to another registered provider they will be referred to the ACS or its' Partner's Academic Coordinator or Manager (or equivalent role) for initial counselling and academic advice, with a view to ensuring the student is fully aware of ACS courses, options and policies and procedures relating to student transfers; and to providing support for the student to fulfil his/her CoE commitments.

If the student is not satisfied and intends to proceed with an application for transfer to another registered provider the Academic Coordinator or Manager will refer to Student Services for counselling and academic advice, with a view to identifying any unresolved problems and issues and strategies to address and resolve those problems and issues. The counselling is also designed to provide the student with a full understanding of their options and ACS policies and procedures relating to applications for transfer, and to the refund of pre-paid fees.

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If the student intends to proceed with their application for transfer they will be referred to the Student Services Officer of ECA College to submit a formal application and the related documentation.

Upon receipt of the application and documentation the Student Services Officer will assess the application against the established criteria (see below) and then forward the application to the ACS for final assessment and confirmation.

**Table 1: Criteria Checklist for Transfer Applications**

Criteria	Assessment	Action
Are Letter/s of Offer from the new provider/s attached?	YES / NO	If NO Refuse
Is the Letter of Offer Principal Course AQF equivalent to the present Principal Course qualification?	YES / NO	If NO Refuse
If current course is part of a Package, has a Release Letter from the Principal Course been issued & attached?	YES / NO	If NO Refuse
Is the Letter of Offer for courses in a different occupational area than the present CoE?	YES / NO	If NO Refuse
Is the Letter of Offer for courses more relevant to student's career path?	YES / NO	If NO Refuse
Has the student paid all Fees and Charges?	YES / NO	If NO Refuse
Are the students Attendance and Academic Progress Satisfactory?	YES / NO	If NO Refuse
Are there other Compassionate and Compelling circumstances?	YES / NO	If NO Refuse

If a transfer is approved by the ACS, Student Services at ECA College will prepare a release letter and send it to the applicant at no cost to the student.

The student will then be advised to apply for a refund of fees using the appropriate documentation.

If an application for transfer is rejected Student Services will inform the student in writing, providing the reasons for the rejection, and informing the student of their right to lodge, and the means of lodging, an internal appeal against the decision.

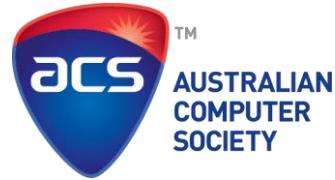
If an Internal appeal is submitted it will be processed in accordance with established ACS Policies and Procedures for Complaints and Appeals (see **ACS Complaints and Appeals Policy and Procedures**).

The student will be sent the outcome, and reasons for that outcome of the appeal. Should the internal appeal be rejected they will be informed of their right to submit an external appeal to the International Students' Ombudsman, with information on how to submit such an appeal.

The outcome of any external appeal will be conveyed to the student and the ACS and its Partner will comply with such findings.

All records relating to student applications for transfer and refunds and to possible internal and external appeals will be placed in the student's file.

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## Contact Details

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

**Phone:** (03) 9249 6709

**Freecall:** 1800 671 003 (within Australia)

**Fax:** (03) 9690 0201

**Email:** [education@acs.org.au](mailto:education@acs.org.au)

**Street Address:**

Level 2, 120 Clarendon Street  
Southbank  
Victoria 3006

**Postal Address:**

Locked Bag 36  
South Melbourne  
Victoria 3205  
Australia

## 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) or ECA College. 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 or ECA College and relates to all actions and activities as well as inaction/s that may affect or impact ACS, ECA College 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 or ECA College 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.
9. Respect the intellectual property of others.
10. Develop and maintain high standards of professional learning that use good form, good language and a healthy appetite for self- development.
11. Not engage in unacceptable or unprofessional behaviour that may intimidate others or cause them discomfort.
12. Abide by the policies and procedures of ACS and/or ECA College.
13. Abide by the requirements of their visa conditions, where applicable.
14. Respect and abide by the law and its requirements.
15. Undertake the student responsibilities conveyed by ACS and/or ECA College with diligence and responsibility.
16. 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.
17. Read all official correspondence from ACS and/or ECA College and respond, where required, within the allocated timeframe.
18. Maintain correct address, personal and other details and inform ACS and/or ECA College of any changes in these pursuant to the policies, procedures and conditions of enrolment.
19. Maintain Overseas Student Health Cover (OSHC), for overseas students, where relevant.
20. Pay course fees on time.
21. Follow the reasonable instructions of the ACS and/or partner and abide by all the terms and conditions of the enrolment.
22. Act ethically and honestly in the completion of assignments and other work.
23. Avoid activities that could disadvantage other students in the completion of their assignments, work or their study efforts.
24. Follow the reasonable instructions of the trainer and/or assessor.
25. Behave professionally, ethically and respectfully in all dealings with ACS's partners and/or stakeholders.
26. Use the ACS resources, including digital resources, in a lawful and ethical manner.