



Australian Computer Society Policies and Procedures: Student Engagement Before Enrolment

National Code Standard 2

The National Code states:

Registered providers recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. Registered providers ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

Purpose and Scope

These Policies and Procedures will apply to all ACS DIT Partners.

These policies and procedures relate to the Australian Computer Society's commitment to provide full and accurate information on ACS courses to prospective international students; provide comprehensive and accurate information on living in Australia as an international student; to responsibly assessing and verifying prospective students' required English language proficiency and other entry requirements. The policies and procedures are designed to ensure compliance with all legislative and regulatory requirements established under the:

- National Vocational Education and Training Regulator Act 2011;
- ESOS Act;
- ESOS Regulations;
- National Code;
- Migration Act; and
- Migration Regulations.

The policies and procedures are also designed to ensure Partners adhere to the ACS educational goals and follow the instructions of the Management Oversight Committee (MOC).

The specific requirements are effectively summarised under 'Standard 2 – 'Student engagement before enrolment' of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students*, which states the requirements as:

- ***Students must be provided with information that will enable them to make informed decisions about their studies in Australia.***



- ***Providers must have documented procedures for assessing students' English proficiency and qualifications and they must implement these procedures.***
- ***Providers supply information about the availability of course credit.***
- ***Providers inform students of the modes of study through which the course may be offered.***
- ***Providers list the grounds on which the students' enrolments may be deferred, suspended or cancelled.***
- ***Providers give students a description of the ESOS framework prior to enrolment.***
- ***Providers supply information about indicative course related fees, including the potential for fees to change.***
- ***Providers supply relevant information on accommodation options.***
- ***Where students plan to bring school-aged dependants with them, providers inform them of Australia's schooling obligations and options, including the fact that they may have to pay school fees.***
- ***Documented procedures are in place for assessing students' qualifications, experience and English language proficiency.***

These policies and procedures should be read in relation to the following policies and procedures documents:

- Australian Computer Society Formalisation of Enrolment Policies and Procedures;
- Australian Computer Society Education Agents Policies and Procedures;
- Australian Computer Society Complaints and Appeals Policies and Procedures; and
- Australian Computer Society Deferment, Suspension and Cancellation of a Student During Enrolment Policies and Procedures.

Policy and Procedures

The Australian Computer Society policy and procedures on student engagement before enrolment comply with Standard 2 of The National Code, *Student engagement before enrolment*.

The Standard states:

- 2.1 *Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:***
 - a. *the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable***



- b. the course content and duration, qualification offered if applicable, modes of study and assessment methods*
- c. campus locations and a general description of facilities, equipment, and learning and library resources available to students*
- d. details of any arrangements with another registered provider, person or business to provide the course or part of the course*
- e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies*
- f. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled*
- g. a description of the ESOS framework made available electronically by DEEWR, and*
- h. relevant information on living in Australia, including:
 - i. indicative costs of living*
 - ii. accommodation options; and*
 - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.**

2.2 *The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.*

Information Sources

Comprehensive and reliable and up-to-date information on the Australian Computer Society, its courses and living and studying in Australia will be made available to all prospective students through:

- The ACS DIT Partner's website
- The Australian Computer Society website, www.acs.org.au which will provide comprehensive and up to date information on all areas required to ensure full compliance through its links
- The Australian Computer Society website, www.acs.org.au which will provide the full Australian Computer Society's ESOS National Code Standards Policies and Procedures
- The Australian Computer Society Student Handbook, which will be available to students in hard copy and on the website, and will provide essential information for students in summary form with links to the Australian Computer Society website;
- Australian Computer Society printed promotional materials which will also provide links to the Australian Computer Society website



- All of the Australian Computer Society's partner's approved education agents who will be supplied with up-to-date information and promotional material as well as regular updating and training (see Australian Computer Society Education Agents Policy and Procedures).

Information on *the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable* will be available to potential students on the ACS DIT Partner website, the ACS website, in the Student Handbook, and from approved Education Agents and ACS DIT Partner Marketing Managers.

Information on *the course content and duration, qualification offered if applicable, modes of study and assessment methods* will be available to potential students on the ACS DIT Partner website, the ACS website, in the Student Handbook, and from ACS approved Education Agents and ACS DIT Partner Marketing Managers.

Information on *campus locations and a general description of facilities, equipment, and learning and library resources available to students* will be available to potential students on the ACS DIT Partner website, in the ACS DIT Partner Student Handbook, and from ACS approved Education Agents and ACS DIT Partner Marketing Managers.

The requirement that the Australian Computer Society provide information on *details of any arrangements with another registered provider, person or business to provide the course or part of the course* will be provided on the ACS website (through the naming of such partners) and in the ACS Student Handbook.

Information on *indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies* will be available to potential students on the ACS DIT Partner website, ACS website, in the Student Handbook, and from ACS approved Education Agents and ACS DIT Partner Marketing Managers.

Information on *the grounds on which the student's enrolment may be deferred, suspended or cancelled* will be available to potential students on the ACS DIT Partner website, the ACS website, in the Student Handbook, from ACS approved Education Agents, ACS DIT Partner Marketing Managers, and particularly in the Australian Computer Society's ESOS National Code Standard 13 **Deferment, Suspension and Cancellation of a Student During Enrolment Policies and Procedures**.

Information on *the ESOS framework* and relating to the Australian Computer Society policies and procedures relating to the National Code Standards will be available to potential students on the ACS DIT Partner website, the ACS website, in the Student Handbook, and from ACS approved Education Agents, ACS DIT Partner Marketing Managers.

Relevant information on *living in Australia, including indicative costs of living and accommodation options* will be available to potential students on the ACS DIT Partner



website, the ACS Website, in the Student Handbook, and from ACS approved Education Agents and ACS DIT Partner Marketing Managers.

Upon making enquiries about Australian Computer Society programs and courses, all potential students will be provided by the Agent (or ACS DIT Partner Marketing Manager) with an information brochure relating the ACS DIT Partner and its courses. This document will contain information on website addresses through which to access to the Australian Computer Society Student Handbook and all other necessary information.

The ACS DIT Partner must, in accordance with the terms of the DIT Partner Agreement, and Agent Management Agreement and in accordance with the policies and procedures of ACS, and the *ACS DIT Partner Marketing and Promotional Guidelines*:

- assist in the recruitment of, and recruit prospective students to undertake the Diploma offered by ACS;
- provide prospective students with all necessary information about ACS, its Diploma, and the Partners' facilities and services;
- provide prospective students with all necessary information about visa requirements and procedures, and living in Australia;
- provide prospective students with all necessary information pertaining to the above standard with regard to the ACS Diploma of Information Technology;
- provide prospective students assistance in completing and submitting application forms to the Partner;
- arrange necessary English language testing of prospective students under the relevant Australian migration regulations;
- obtain the Australian Computer Society's prior written approval for all advertising and promotional materials for the Diploma of Information Technology;
- perform any other services and provide reports or information requested by ACS and/or required by this Agreement.

The monitoring of compliance with this partner requirement will be undertaken by the ACS, as the registered provider, through the Management Oversight Committee (MOC) the details of which are appended at the end of this document. This is through the quarterly MOC meetings and the reports issued to the MOC with regard to compliance with this requirement.

Agents are approved by the ACS, signed up by the ACS and are monitored by the MOC. Two types of agents may be granted approved Education Agent status:

Direct agents are those that ACS contracts directly with

Indirect agents are those agents that ACS contracts with via a third party

Both direct and indirect agents must fulfil the terms of the agent agreement and comply with the ACS standards and benchmarks stipulated in that agreement. As the registered service provider, ACS is ultimately responsible for the quality of its courses, the accuracy of marketing and the integrity of training operations.



Application Procedures

Students applying for the ICT50115 Diploma of Information Technology are required to apply using an Application Form located on the ACS DIT 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 the ICT50115 Diploma of Information Technology offered 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
- Completion of IT Knowledge Entrance Test

If any required original/certified documents are not then 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 cannot occur until certified documents are provided.

Assessing Applications

Application forms together with associated 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 the 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://internationaleducation.gov.au/Services-And-Resources/services-for-organisations/Pages/Services-for-organisations.aspx>

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

The ACS DIT 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 DIT 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 DIT Partner will send the applicant via email or standard post a Letter of Offer and Acceptance Form.

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



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

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

The following information will be included in the eCoE:

- Student's full name as on passport, gender, date of birth, nationality and country of birth;
- DIBP Office where visa application is to be made;
- Course title and CRICOS Code;
- Course start date (refer offer letter);
- Course end date (refer offer letter);
- Fee paid in advance;
- Total course fee (allowing for adjustments due to Credit Exemption/RPL);
- OSHC paid;
- English test type and score;
- Passport;
- Comments section with any extra information e.g.: RPL Granted, Family OSHC paid.

Currency of Information

In keeping with 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.

Appendix 1 shows a copy of the material to be made available/provided to the prospective students prior to enrolment.



Appendix 1- Information provided to prospective students prior to enrolment

ICT50115 Diploma of Information Technology

Course Information (to be published on advertising material)

The Diploma of Information Technology (ICT50115) is for people who want to acquire the skills and knowledge to administer and manage Information and Communication Technology (ICT) support in small-to-medium enterprises (SMEs) using a wide range of general Information and Communication Technology (ICT) technologies, skills and techniques.

The qualification suits individuals who are interested in learning about ICT applications, systems and services or those already in the industry aspiring to progress their career, skills or knowledge in this space by studying a Diploma qualification.

During the course you will develop a wide range of higher-level technical skills in ICT areas such as software, PC management, networking, IT support, database development, programming and web development and database management.

Job roles that could be suitable for students completing this qualification could include IT support officer, systems administrator, information systems office manager, office systems administrator, IT office manager, systems administrator or systems development officer.

English Language

Requirements:

International Students:

IELTS Score of 5.5 overall and no individual component to be less than 5

Mandatory Dates Relating to the Program

Required Arrival Date: Students must arrive at least **two days** before commencement of compulsory Orientation Program

Orientation and Enrolment:

Orientation date at ECA

Please note that the orientation date of this program **may** be subject to change.

Commencement date :

<Commencement date (to be advised)>

Payment of Fees

Full Program Fee: \$14,000

Administration Fee: Non-refundable \$200

Material Fee: Non-refundable \$200

Fee payable on acceptance: \$3,500

Compulsory Overseas Student <Amount – the amount will depend on the student and their circumstances>

Australian Computer Society Inc

E education@acs.org.au | W www.acs.org.au
CRICOS Provider Code 03405K
RTO ID: 40184



Health Cover (OSHC) Fee: If you wish to arrange your own Overseas Student Health Cover, please go to the website below for more information:
<http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1> for more information.

If you have arranged for your own OSHC, please attach evidence of OSHC when returning the acceptance form.

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

How to pay:

The Payment of all fees is to be made by :
Bank cheque in Australian Dollars or Telegraph Transfer to the nominated bank account below.

Bank Details:

<Account Name>

<Bank Address>

Branch No. <Number>

Account No: <Number>

Swift Code: <Code> (Overseas TT only) A copy of TT receipt with your student reference number must be sent to the ACS

Conditions Relating to the Program Offer

- The Program fees are in Australian dollars.
- The program fees listed in the offer will be fixed and will not change throughout a student's Program.
- The program fees listed in the offer relate to Program fees only. Costs associated with travel, accommodation, living, text books, stationery, internet access, etc., are not included. International students should budget for at least AUD \$200 per week to cover such additional costs. For more information please refer to <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>.
- Students' personal information may be shared with the Australian Government and designated authorities. This information includes personal and contact details, and course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.
- Students must notify their education provider of any change of address while enrolled in the course within 7 days.

Course Delivery: In class

Course Duration: 52 weeks full time

Applicants must be able to demonstrate competency in English and in general literacy and numeracy.

The course is delivered by Education Centre of Australia (ECA) under the auspices of the Australian Computer Society (ACS).

For details regarding this course contact:

Derinda Smith

Australian Computer Society Inc

E education@acs.org.au | W www.acs.org.au
CRICOS Provider Code 03405K
RTO ID: 40184



ACS Education Project Manager

(03) 9249 6708

Derinda.Smith@acs.org.au

Entry Requirements for Acceptance into the ICT501151 Diploma of Information Technology

In order to apply for entry into the ICT50115 Diploma of Information Technology, you must satisfy the following requirements:

- Successful completion of Year 12 or equivalent
- IELTS score of 5.5 with no band below 5
- Must be over 18 years of age
- Completion of IT Knowledge Entrance Test

Course Duration and Modes of Study

The course is a 52-week course and is full-time classroom based. Student will access some materials online and do or submit assessments online, but this will be in addition to the 20 hours per week they will study in the classroom.

Assessment Methods

Assessment methods for the units in the ICT50115 Diploma of Information Technology will be assessed throughout the course using the following methods:

- Online quizzes (completed in class)
- Discussion forums
- Assignments
- Practical activities
- Projects

Students will receive feedback for all assessments undertaken during the course.

The ICT50115 Diploma of Information technology will be delivered entirely in English.

Living In Australia

The following websites may be useful in helping you to adjust to life in Australia:

To find out all about living in Australia, go to https://www.immi.gov.au/living-in-australia/values/book/english/lia_english_full.pdf a booklet produced by the Australian government to help migrants to Australia learn about the country.

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>



Or this one, which is more informal: http://www.numbeo.com/cost-of-living/country_result.jsp?country=Australia

Articulation Pathways

Institution	Qualification	Credit Points / Exemptions
Australian Catholic University www.acu.edu.au	Bachelor of Information Technology (starting 2014)	80 (total for degree 240) = 1 year
Central Queensland University www.cqu.edu.au/about-us/locations/cquni-melbourne	Bachelor of Information Technology	8 exemptions (1 year) ICT50115 Software Development Stream 7 exemptions ICT50115 Information Systems Stream
University of Western Sydney www.uws.edu.au	Bachelor of Information and Communications Technology Bachelor of Information Systems	80 (one year)
Deakin University www.deakin.edu.au	Bachelor of Information Technology (S326)	8 credit points (one year) assuming student is eligible for maximum credit
University of Tasmania www.utas.edu.au	Bachelor of Information and Communication Technology	Minimum of 4 units, plus additional units as follows: Software Development stream – 2 units Computer Network stream – 1 unit
LaTrobe University www.latrobe.edu.au	SBIT (Bachelor of Information Technology) SBIY (Bachelor of Business Information Systems)	8 Subjects credit - 120 Credit points (120 Credit Points = 1 year) 5 Subjects credit - 75 Credit points
APIC – Asia Pacific International College www.apicollege.edu.au	BBIS - Bachelor of Business Information Systems BBUS – Bachelor of Business	BBIS – 8 units (1 year) BBUS – 4 units (6 months)



Victoria University www.vu.edu.au	BBUS-BSPIMS Bachelor of Business, Information Systems Management specialisation	96 credit points out of 288 (1 year)
University of Newcastle www.newcastle.edu.au	Bachelor of Information Technology	Total credits up to 50 units out of a total of 240 units

ESOS Framework

The ESOS Framework protects overseas students studying in Australia on student visas. The framework sets out the rights, responsibilities and protections for overseas students in Australia. For more information on the ESOS Framework, please go to <https://aei.gov.au/Regulatory-Information/Documents/ESOS%20Framework%20fact%20sheet%20final%20draft%209%20May%202014%20%282%29.pdf> or <https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx>

Student Handbook

Further information about all of the above can be found in the Student Handbook at <https://www.acs.org.au/education/diploma-of-information-technology>

Policies and Procedures

For further information on policies and procedures for the ICT50115 Diploma of Information Technology, please refer to <https://www.acs.org.au/education/diploma-of-information-technology>

[Your Responsibilities as a Student and Useful Information regarding the ESOS Framework](#)

As an international student, once enrolled, applicants must:

- Satisfy their student visa conditions, which includes attendance, payment of fees and satisfactory academic progress
- Maintain their Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with their provider
- Inform their provider if they change their address (within 7 days)
- Maintain satisfactory course progress
- Follow their provider's attendance policy (must attend at least 80% of all classes)

Student obligations and ESOS Information

Student Responsibilities

As an international student on a student visa you have responsibilities to satisfy your student visa conditions. For more information: <http://www.immi.gov.au/students/visa-conditions-students.htm>



Student's Obligation to Notify Change of Address

International students must advise the ACS and the institution where they are studying of any changes in their Australian and home country addresses and phone numbers **within 7 days**.

Changes to address and other contact details can be made by informing the ACS by email at education@acs.org.au and the institution at <email address>

Student's Obligation to Maintain a Valid Visa and Health Insurance

International students must ensure that they maintain a valid visa and any health insurance (OHSC) required as a condition of their visa. **Visa and health insurance renewal is the responsibility of the student.**

ESOS Information for Students

Information for International Students: <https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx>

ESOS Easy Guide:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

International Student Fact Sheet:

<https://aei.gov.au/Regulatory-Information/Documents/ESOS%20Framework%20fact%20sheet%20final%20draft%209%20May%202014%20%282%29.pdf>

The Australian Computer Society is committed to ensuring that these standards are maintained, and that they comply with all legislative and regulatory requirements established under the:

- ESOS ACT;
- ESOS Regulations;
- National Code;
- Migration Act; and
- Migration Regulations.

These requirements are effectively summarised under 'Standard 6 – Student Support Services' of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students*.

This Policies and Procedures statement has been developed to reflect the Australian Computer Society's commitment to meet this requirement by ensuring that all of international students studying at ACS DIT Partner institutions have access to and receive standardised current information relating to:

- living, studying and working in Australia;
- the availability of and access to a comprehensive range of support services;
- complaints and appeals procedures;
- visa conditions relating to student academic progress;
- The Australian Computer Society's critical incident policy and procedures; and
- The ACS DIT Partner's staff with responsibility for these services and procedures.



In most cases international students do not have close family available to care and provide support for them in Australia, and it is therefore imperative that The Australian Computer Society and its Partners respond in a practical, professional and timely way to their educational, health, and psychological needs. This commitment includes responding to any critical incident involving an international student, and maintaining comprehensive records of all requests for support and responses to those requests.

The Australian Computer Society is committed to providing an effective and complete orientation to ensure that international students are introduced to key personnel, familiarised with the facilities and procedures of the ACS DIT Partner institution, and adequately prepared for study at the Partner institution and adapting to life in Australia.

The orientation program delivered at the commencement of study has to be viewed in the context of a developmental process which includes students':

- pre-enrolment contact with the institution;
- entry to the course of study;
- progress throughout the course; and their
- exit from the institution.

Orientation

All new students will be informed at least one week prior to enrolment of a student Orientation Day organised by Student Services at the ACS DIT Partner institution: its date, time and location.

On Enrolment and Orientation Day all enrolled students will be personally welcomed by the appropriate staff, which should include the Academic Coordinator (or equivalent) and Student Services and Welfare Coordinators as well as more senior management staff.

The shorter term objectives of orientation focus on assisting all new students to become part of the ACS DIT Partner community by:

- demonstrating to all students that they are welcome and valued by the ACS DIT Partner in general, and introducing them to their academic and service staff, and their fellow students;
- providing sufficient and timely information for students to begin study and establish themselves as ACS DIT Partner students;
- providing further information on life, study and work in Australia on a student visa;
- assisting students to develop a belief that their own efforts significantly affect their chances of future success, and encouraging them to assume responsibility for their actions and academic progress; and by
- making them aware of whom to approach for assistance

The longer term objectives of the orientation program are to lay the informational foundations to:

- assist new students to participate comprehensively in the ACS DIT Partner institution's student life and to facilitate intellectual, emotional, social, ethical, and physical wellbeing and development during the course of the student's enrolment;
- encourage new students to persist and complete their institution's program/s; and
- help prepare and orient new students to achieve their educational and life objectives.

Students will be directed to the ACS DIT Partner's website as the primary source of detailed information, and provided with access to the ACS Student Handbook which includes the summarised key information on



National Code policies and procedures, and on their rights and responsibilities as holders of student visas and as Australian Computer Society students, including:

- Student conduct – personal and academic;
- Student facilities and services including accommodation and health cover;
- Attendance, leave, compassionate and compelling circumstances;
- Academic performance, assessment, completion, complaints and appeals;
- Academic counselling and support;
- Student enrolment, fees, cancellation of enrolment, transfers and refunds;
- ACS DIT Partner staff and staff responsibilities;
- Visa conditions and non-compliance; and
- Life and work in Australia for international students.

During the Orientation session all students will be introduced to college academic, student services and administration staff, and briefed on:

- local culture, life in their institution's city and local amenities;
- Student Services;
- the Staff contacts for students;
- academic counselling;
- welfare counselling services;
- accommodation services;
- the critical incident and emergency contact;
- health insurance and maintaining OSHC;
- fees and fee refunds policy and procedures;
- recognition of prior learning and credit transfer policies and procedures;
- legal requirements relating to student visas;
- keeping address and contact details up-to-date;
- working and your student visa;
- attendance requirements;
- course progress requirements;
- completion of the course in the normal amount of time;
- complaints, grievances and appeals;
- student code of conduct;
- communication policy and etiquette (e.g. internet and mobile phones);
- safety (bomb threats, fire drills, evacuation and points of assembly);
- facilities on Campus; and
- introduction to the institution website and Student portal

Further details of the orientation process can be found in the *ICT50115 Diploma of Information Technology Quality Compliance Manual*.

Student Support

The Australian Computer Society recognises the importance of ensuring student access to academic support personnel and services empowering students as far as possible.

A central element of this strategy is the Academic Intervention Strategy which is designed to identify students who may need academic help with their study and to identify any students who may be at risk because of unsatisfactory academic progress and/or attendance. The strategies are designed to dovetail with Australian



Computer Society's Standard 9 **Completion within Expected Duration**, Standard 10 **Monitoring Course Progress** and Standard 11 **Monitoring Attendance** Policies and Procedures.

The Intervention Strategy involves three elements/stages as described below:

Level 1 (Completion of Unit) Academic Intervention Strategy

In situations where a student has failed to meet the necessary level of competence in any specific Unit of Competency, the trainers are responsible for implementing the *Level 1 (Completion of Unit) Academic Intervention Strategy* which entails:

- individually meeting students who failed to secure a Competent assessment;
- discussing options and strategies for ensuring that they address any issues interfering with their academic progress

This is done in order to maximise the student's opportunity to complete their course within the expected duration as defined on their CoE.

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 Unit's completion.
- If a student has attended a minimum of 70% of Unit class hours but failed to resubmit for assessment within the required two weeks, referral to the Partner's Academic Coordinator (or equivalent) 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, they will be required to negotiate an Attendance Plan.
- If the student appears to be in need of professional assistance and academic and personal counselling, they will be referred to the Student Welfare Officer.

When completed, the Academic Coordinator (or equivalent) 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;
- assessments have been moderated by the ACS;
- 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 (or equivalent) 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 progress 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.

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 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-enrol 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.

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 student load. ICT50115 Diploma of Information Technology units are grouped on a semester basis of thirteen to fourteen 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 course.

All Study Plans negotiated and agreed by the Academic Coordinator 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 Intervention 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 DIT 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 DIT Partner has not recorded or calculated their academic performance correctly or accurately; and/or
- The ACS DIT 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 and the Partner's website), 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**.

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

Students are advised of these academic and attendance support procedures and strategies during their orientation, and, on a continuing basis by the trainers and student services staff and on the DIT Partner and Australian Computer Society websites.

Australian Computer Society Policies and Procedures: Transfer Between Registered providers

National Code Standard 7

The National Code states:

Registered providers assess requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with their documented procedures.

Purpose and Scope

These Policies and Procedures will apply to all ACS ICT50115 Diploma of Information Technology (DIT) Partners.

The Australian Computer Society (ACS) is committed to ensuring that these requirements and standards are maintained, and that its policy and procedures comply with all legislative and regulatory requirements established under the:

- ESOS ACT;
- ESOS Regulations;
- National Code;
- NVETR Act
- Standards for Continuing Registration (SNR's)
- Migration Act; and
- Migration Regulations.

The specific requirements are summarised under *Standard 7, Transfer between registered providers*, of the **National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students**, should be read in relation to policies and procedures relating to:

- **Standard 8**, Complaints and Appeals
- **Standard 13**, Deferment, suspension or cancellation of a student during enrolment.

These policies and procedures are designed to assist the ACS and ACS DIT Partners' staff:

- assess, approve (or disallow) and record applications from international students for a transfer to another provider; and/or
- assess applications for study with the ACS DIT Partner by international students enrolled with another registered provider, and to issue (or refuse to issue) a Letter of Offer to that applicant, and the reporting of the decisions by the ACS on PRISMS.

It is recognised that there exists a potential for tension between:



- the obligations arising from the ESOS desire to guarantee international students freedom of choice in selecting a suitable registered provider; and
- the obligations to the Department of Immigration and Border Protection to act to preserve the integrity of the issuing and administration of student visas.

These policies and procedures are therefore designed to ensure compliance with the ESOS National Code and to preserve the integrity of the international student visa.

Policy

The National Code states:

7.1 *The receiving registered provider must not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:*

- a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered*
- b. the original registered provider has provided a written letter of release*
- c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or*
- d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.*

and:

7.2 *The registered provider must have and implement its documented student transfer request assessment policy and procedure, which is available to staff and students. The policy must specify:*

- a. the circumstances in which a transfer will be granted*
- b. the circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student; and*
- c. a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.*

and:

7.3 *The registered provider must grant a letter of release only where the student has:*

- a. provided a letter from another registered provider confirming that a valid enrolment offer has been made, and*
- b. where the student is under 18;*
 - i. the registered provider has written confirmation that the student's parent or legal guardian supports the transfer, and*
 - ii. where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (Younger students).*



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 to the ICT50115 Diploma of Information Technology (DIT)

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 the ICT50115 Diploma of Information Technology, 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 an ACS ICT50115 Diploma of Information Technology (DIT) 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;
- 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.

7.4 *A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DIAC (DIBP) to seek advice on whether a new student visa is required.*

and:

7.5 *Where the registered provider does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Standard 8 (Complaints and appeals).*

and:

7.6 *The registered provider must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file*

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 DIT Partner’s Academic Coordinator or Manager 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.

If the student intends to proceed with their application for transfer they will be referred to the Student Services Officer 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 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 **Australian Computer Society Complaints and Appeals Policy and Procedures**).

The student will be sent the outcome, and reasons for that outcome, of their 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 DIT 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.

Refunds

Full Refunds

Tuition fee and any administration 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 DIT Partner has a sanction imposed by a government regulator; or
- an offer of a place is withdrawn by the ACS DIT Partner and incorrect or incomplete information has been provided by the student.
- The ACS DIT Partner is unable to deliver the course in full

A full refund, less any administration 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 DIT Partner
- a student's visa is cancelled during the semester.

The student must provide documentary evidence to the satisfaction of the ACS DIT 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 DIT 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;
- 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;
- 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;

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 DIT 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
<Partner Institution Name>
<Partner Institution Address>

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 DIT Partner is not liable for any variance caused by foreign exchange rate fluctuations.

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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 DIT 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 DIT 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 DIT 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 DIT 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 DIT 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.



End of Document
Student Engagement Before Enrolment Policy and Procedure

Authors

Derinda Smith		
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Version History

Date	Version	Revision History	Author /Reviser
September 2014	1	Original draft	DS
September 2014	2	Minor changes resulting from editing by AJ	DS
November 2014	3,4	Clarification of roles of ACS and Delivery Partner incorporated	DS
March 2015	5	Addition of CRICOS Code to header	DS
September 2015	6	Addition of RTO Code to header, new DIT Code, DIT Coordinator replaced by Education Program Manager, and addition of new Version Control Panel	DS
October 2015	6.3	Update of articulation pathway	GA

Approvals

This document requires the following approvals.
 Date of issue and version details must be entered upon approval.

Name	Title	Date of Issue	Version
Asheley Jones	Director, Education	September 2014	1
Asheley Jones	Director, Education	March 2015	2-5
Simon Taylor	Director, Education	September 2015	6
Simon Taylor	Director, Education	October 2015	6.3

Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

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