



## About this Handbook

This student handbook is your guide to studying with **Australasian College of Care Leadership and Management (ACCLM)**, either as a Domestic or an International Student. You are encouraged to read it carefully prior to commencing your course. The Student Handbook will aid you in getting the most out of your course. It provides information about ACCLM and your rights and responsibilities as an ACCLM student.

You will find essential information about the College Campus, College operations, enrolment procedures, fees and payments, courses, assessment and appeals, student services, and classrooms and other facilities.

For international students, **Part B** provides the information you need as a student visa holder. This includes attendance and academic progress requirements and rights to work while studying.

You will also find information about what to do in the event of a personal or family emergency and crisis, your rights to make an internal appeal against decisions made by ACCLM, and your right to make an external appeal if your internal appeal is rejected. We encourage you to communicate with us if you have any questions, concerns or issues whatsoever.

ACCLM Policies and Procedures are available in links provided throughout this student handbook and are published on the ACCLM website: <https://www.acclm.edu.au>.

## Disclaimer

ACCLM makes every attempt to ensure that information distributed is accurate and up to date. However, from time to time, sections of this Student Handbook may be amended at any time to reflect changes in ACCLM Policies and Procedures or other matters related to the operations of the College. The Student Handbook, available on the ACCLM website, is the most current version. Anyone intending to act on any information contained in the Student Handbook should first check the ACCLM website: <https://www.acclm.edu.au> and communicate with ACCLM staff to make sure you have the most up to date information.

The information provided in this Handbook is provided in good faith but without express or implied warranty. ACCLM, its agents and employees, will not be liable for any loss or damage arising directly or indirectly from the possession, publication, use, or reliance on information obtained from this Handbook.

## Keys to success

The most important message we would like to convey to you is that the benefits of studying at ACCLM depend on how you work with the ACCLM team (from the General Manager through to your Trainers and Student Service's team). ACCLM provides the learning facilities and resources to assist in making your learning enjoyable and successful. If you work hard, cooperate and work well with your fellow students and team at ACCLM and respect everyone for their strengths and cultural differences, you will get the maximum benefit from your enrolment with ACCLM.

## Welcome to Education Centre of Australia

Welcome to the Education Centre of Australia (ECA Group) where new and exciting experiences and adventures await you. As Chief Executive Officer of the ECA Group, together with trainers and staff of ACCLM, I welcome you to join our ECA Group family. ECA Group Colleges are distinctive and successful institutions which maintain a high profile and excellent reputation locally, nationally and internationally. Our experienced staff and trainers provide every student with the best educational opportunities possible.

ECA Group Colleges are comprehensive, multicultural colleges whose mission is to anticipate and respond to the educational needs of students, employers and communities in an everchanging world. The ECA Group provides students with an effective teaching and learning environment designed to raise education standards, enhance economic development and enrich personal lives.

We believe in empowerment to change lives and we are passionate about distributing that belief with our students. The ECA Group aspires to provide students with impressive teaching and learning settings designed to elevate educational standards and develop each student to their full potential.

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

Best wishes,  
Rupesh Singh  
**Chief Executive Officer**

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## About ACCLM

ACCLM is a Registered Training Organisation (RTO) RTO ID 40829 and is listed on the Commonwealth Register of Institutions and Courses for International Students (CRICOS) which is a register of Australian Education Providers that are permitted to recruit, enrol and teach international students (CRICOS code: 03637E). ACCLM is part of the Education Centre of Australia Group.

ACCLM is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by RTOs.

ACCLM offers various courses on its scope of registration which you can see here:

<https://training.gov.au/Organisation/Details/40829>

ACCLM ensures that current and prospective students are provided with the information they require to allow them to make informed decisions about enrolling with ACCLM, their training and assessment and to enter a training pathway that is the right fit for their career goals. ACCLM strives to achieve excellence in Vocational Education for students so as to make them job ready for industry.

For further information on each program offered through ACCLM, please refer to our website:

<https://www.acclm.edu.au>

## Contact details

### ACCLM

(RTO: 40829; CRICOS 03637E)

Website: <https://www.acclm.edu.au>

Email: [Info@acclm.edu.au](mailto:Info@acclm.edu.au)

Address: 126 Margaret St, Brisbane City QLD 4000

Phone: (07) 3210 7488

## Quality assurance

ACCLM operates under the Standards for Registered Training Organisations 2015. The Standards provide a framework for the delivery of quality educational services and for policies and procedures that the College follows in delivering its services. ACCLM regularly performs internal audits against these Standards to ensure that the College is compliant with the Standards, and that our policies and procedures are being implemented. ACCLM as an RTO is also subject to external audits conducted by the national VET regulator (Australian Skills Quality Authority), and independent financial auditors.

ACCLM constantly seeks to improve its educational services. Feedback from students is an important part of our quality review process and we encourage you to provide feedback at any time about any aspect of our service.

## The Unique Student Identifier (USI)

The USI is a reference number made up of ten numbers and letters that creates a secure online record of your recognised training and qualifications gained in Australia from all training providers you undertake recognised training with and will give you access to your training records and transcripts. It can be accessed online anytime and anywhere, is free and easy to create, and stays with you for life.

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your Qualification of Statement of Attainment. If you do not have a USI you will not receive your Qualification of Statement of Attainment. International students studying in Australia require a USI. All international students in Australia will have been issued with a Student Visa. Once you have arrived in Australia your visa will be activated, and you will be able to apply for a USI.

Creating a USI is quick, easy and free however you will need to provide identification to do so. To create a USI go to:  
<https://www.usi.gov.au/students/create-usi>

## ACCLM mission

ACCLM is committed to achieving high standards in the provision of vocational education, training and other client services for the aged and community care sectors. Our trainers and assessors have many years of practical hands-on experience in their areas of expertise and provide contextualised training which can be put into practice immediately.

We have a unique holistic approach to the work we do, taking pride in the practical performance outcomes achieved by our clients. Learning and development can be delivered in a number of flexible and individualised ways. Our cost-effective solutions are tailored to meet the operational budgets of an organisation or an individual.

ACCLM understands the difficulties in maintaining high quality care whilst minimising costs and maximising revenue. Our training focuses on the development and implementation of the practical strategies and changes necessary to achieve these aims.

## Enrolment

When applying for enrolment a students' application is assessed on the entry criteria of the course. The applicant will be notified of the outcome of their application and if the applicant is not satisfied with the outcome of their application, they may request the application to be reviewed.

Students have the right to defer or cancel their enrolment as long as they follow the requirements set in the Enrolment and Transfer to another Provider Policy and Procedure available on the ACCLM website <https://www.acclm.edu.au/>. When the application is approved students will be provided with a confirmation of enrolment and information relating to the commencement of the course and orientation will be provided. If the application is not approved the applicant will be informed in writing of the reasons.

## Student entry requirements and application procedures

Domestic students applying for courses at ACCLM can download an information pack on our website:  
<https://www.acclm.edu.au/information-pack/>

International students can apply through an Education Agent. Please see the Enrolment policy and procedure at <https://www.acclm.edu.au/>.

All documentation submitted with the application should be either original or certified copies. If the correct documentation is not received, the application may be rejected. The applicant will be contacted and asked to submit the required documentation.

ACCLM acknowledges the role of Education Agents in the recruitment of international students. The Agent is often the first point of contact between our prospective students and the college.

ACCLM ensures that all reasonable measures are taken to engage Education Agents that have the appropriate knowledge and understanding of the Australian international education industry and do not engage Education Agents who are dishonest or lack integrity (National Code Standard 4).

## Students' rights

Each student enrolled at ACCLM, whether domestic or international, has the right to be treated fairly and equitably. Students have the responsibility to respect the rights of one another and all ACCLM personnel and training staff. Students will not be placed in a position that compromises their personal dignity or personal safety. Clear educational

rationale and established procedures form the basis of all activities which students are required to undertake at ACCLM.

Students must always remain aware that discrimination of any nature including sexual, religious and cultural harassment, and bullying of any nature or by any medium are all unacceptable and will not be tolerated. They are socially unacceptable and likely to create an offensive, intimidating or hostile environment, and are contrary to the educational and operational policies of ACCLM. Every student is encouraged to be sensitive of and towards their training environment, their student cohort, their trainers, people working within any ACCLM and with whom they come in contact.

ACCLM personnel and representatives will go out of their way to respect, uphold and protect your rights.

### **All students have the right to:**

- Expect the education and training they receive will be of a quality consistent with the Standards for Registered Training Organisations 2015.
- Be informed about personal information that is collected about them and the right to review and correct that information.
- Access to ACCLM's consumer protection, complaints and appeals system.

### **All students have responsibilities, including but not limited to:**

- Provide accurate information to ACCLM.
- Behave in a responsible and ethical manner.

### **ACCLM responsibilities include:**

- Providing the training and support necessary to allow all students to achieve competency.
- Providing a quality training and assessment experience for all students.
- Providing a clear and accessible feedback and consumer protection system.

## **Student code of conduct**

ACCLM Student Code of Conduct is based on the principles of equity, mutual respect and shared responsibility. We pride ourselves on the diversity of our students and staff. Students are expected to understand and meet these principles of behaviour. ACCLM has established clear standards for student's interpersonal and academic conduct, that is, to:

### **Personal conduct**

- Act with honesty and integrity
- Provide accurate information for enrolment and payments
- Be considerate, polite and courteous
- Take responsibility for your actions
- Treat others with dignity and respect at all times, especially when there is disagreement
- Treat others fairly and without discrimination, regardless of their race, ancestry, place of origin, colour, ethnicity, citizenship, religion, gender, sexual orientation, age or disability
- Respect differences in people, their ideas and opinions
- Respect the privacy and confidentiality of staff and students
- Take appropriate measures to help those in need
- Not initiate or participate in harassment (sexual, racial, religious, etc.)
- Not act in any way that could be perceived as bullying behaviour
- Show care and regard for the property of others
- Not bring anything to College that could compromise the safety of others
- Follow dress and safety guidelines
- Have your student ID card with you at all times in the College
- Show your student ID card when asked by College staff members
- Respect the restrictions on consuming food and drinks in classrooms

- Obey State laws for the College that you are studying at
- Do not smoke indoors, or outdoors against public health restrictions

## Academic conduct

- Give all class members the opportunity to listen and interact in a quiet, non-disruptive environment
- Respect the need of others to work in a learning environment
- Come to college prepared, on time and ready to learn
- Turn off mobile phones during classes and assessments
- Attend and leave classes at the scheduled times or with the permission of your trainer/assessor
- Not come to class under the influence of drugs (prohibited substances) or alcohol
- Bring all resources and equipment required to complete learning and assessment
- Follow trainer/assessor instructions at all times
- Complete assessment activities within the time frame given
- Not conduct any form of academic misconduct
- Not copy or plagiarise in assessment activities
- Refrain from talking to other students during the assessment events where it is not permitted by the assessor
- Not submit someone else's work as your own
- Turn off your mobile phone during an assessment event
- Attend all the scheduled assessment activities unless you have legitimate medical or compassionate and compelling reasons
- Active participation.

## Authorities, procedures and penalties

ACCLM Staff and Trainers and Assessors may ask student(s) to leave a class and /or building due to a breach of the Student Code of Conduct when it is deemed necessary. Students may be asked to meet with the Director of Studies, the Academic Manager, or the General Manager.

The Academic Manager or General Manager will investigate alleged breaches of the Student Code of Conduct. If sufficiently proven and depending on the nature and seriousness of the breach, General Manager will decide the consequences of the breach following the Deferment, Suspension and Cancellation Policy and Procedure. The consequences may include, but are not limited to:

- Suspension of enrolment
- Cancellation of enrolment
- Report to relevant educational authorities
- Referral to police for further action.

## Severe breach of student code of conduct

Severe breaches of the Student Code of Conduct may result in the suspension or cancellation of your enrolment with ACCLM. Severe breaches of the Code of Conduct include, but are not limited to:

- Physical assault and/or threatening to inflict serious bodily harm
- Bullying
- Any form of abuse and/or harassment (sexual, racial, etc.)
- Directing inappropriate or disrespectful language at any College staff member
- Obstructing any staff in performing their duties
- Acts of vandalism
- Being in the possession of, or under the influence of illegal drugs, or under the influence of alcohol
- Contravening federal, state or local law
- Becoming very disruptive during class or in an assessment activity
- Soliciting students or staff for the purpose of personal gain
- Giving false or misleading information in connection with course progress and enrolment
- Compromising the privacy and confidentiality of others
- Plagiarism, contract cheating or colluding with other students.

Police will be involved in the following situations:

- Possession of a weapon, including, but not limited to firearms
- Use of a weapon to cause bodily harm, or to threaten serious harm
- Possession of drugs or weapons
- Robbery
- Acts of vandalism causing damage to college property or property located on college premises
- Physical assault causing bodily harm requiring professional medical treatment
- Sexual assault
- Racial, ethnic and/or religious abuse and harassment

## Complaints and appeals

ACCLM is committed to providing a fair complaints and appeals process. We recognise that a complaint and an appeal are different and therefore require a different process for responding to each.

### Complaints:

A complaint is negative feedback about services, whether provided by the College or others on its behalf, other students or staff. A complaint may be received by ACCLM in any form and does not need to be formally documented by the complainant in order to be acted on. The complaint may be about the student's dealings with the College, its Education Agents or any related party it has an arrangement with to deliver the course or related services. It may also be about staff or other students.

### Appeals:

An appeal is an application by a student for reconsideration of a decision. An appeal must be made in writing and detail the situation or the decision in dispute. Appeals must be lodged within 28 working days of the date the student has been informed of the decision.

For appeals and complaints procedures refer to the Complaints and Appeals Policy and Procedure on the ACCLM website <https://www.acclm.edu.au/policies-forms/>.

### Making a complaint to ASQA:

To make a complaint to the regulatory authority, Australian Skills Quality Authority (ASQA), students are to complete the Complaint about a Registered Training Organisation form located on the ASQA website [www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints). Before taking this option, students are advised that they are required to have exhausted all processes through ACCLM.

### External complaints and appeals process

After you have accessed the internal complaints handling and appeals process, and if you are not satisfied with the outcome of the internal appeals process, you can follow up your complaint to an external body. Your provider must advise you of your rights to seek an external complaints and appeals process at minimal or no cost within 10 working days of the completion of the internal complaints handling and appeals process.

International students may appeal any ACCLM decision after exhausting all internal appeal processes at the:

#### International Students Ombudsman:

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Web: <https://www.ombudsman.gov.au/>

In some cases, the OSO may decide not to investigate your complaint if you have not made a complaint or appeal to your provider first.

Domestic students may submit a complaint to the National Training Complaints Hotline after exhausting all internal appeals processes with ACCLM, on 13 38 73 or by email <https://www.education.gov.au/email-complaints>

## Language, Literacy and Numeracy (LLN) assessment

The purpose of an LLN assessment is to determine the skills of an applicant to ensure they meet the Australian Core Skills Framework requirements for language, literacy and numeracy. Language, literacy and numeracy skills are important to the success in any course. Course entry requirements are based on a level of English which compares with the level of LLN required.

- If an applicant meets the course requirements, such as providing evidence of an IELTS score which meets entry requirements, then an LLN assessment is not required.
- If an applicant is unable to show satisfactory English language requirements, such as IELTS or other English language test, then the applicant will be required to complete an LLN test.
- An LLN test may also be required if an applicant has completed a pre-enrolment interview and further LLN testing is required to support course entry.

LLN assessment can also assist ACCLM identify any individual support needs or whether reasonable adjustment may be required throughout the duration of the training program.

Where the need for additional support is identified, ACCLM staff will work with the student to ensure support is given which may include:

- Language Literacy and Numeracy (LNN) support
- Reasonable adjustment
- Referral to external specialist organisations and/or agencies

If the required support involves an external organisation or agency and/or attracts an additional cost, this will be the responsibility of the learner. ACCLM ensures that this is made clear in student pre-enrolment information. ACCLM referral to external assistance is at no cost.

## Recognition of Prior Learning (RPL) and Credit Transfer (CT)

ACCLM offers all students the opportunity to apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT).

- **Credit Transfer** – credit for a unit of competency a student already holds through recognition of their formal learning.
- **Recognition of Prior Learning** – assesses the competency of a student gained through life and work experiences and through non-formal training.

When applying for a Credit Transfer, you must provide evidence that you have already achieved the unit of competency you are requesting Credit for. This is in the form of an original and certified copy of the relevant Statement of Attainment or Qualification Certificate. You can find the Credit Transfer Application Form on the ACCLM website <https://www.acclm.edu.au/policies-forms/>.

For RPL, the evidence you provide can be acquired in a variety of ways e.g. formal study, work experience or 'life' experiences, and may include other course information and certification, or evidence collected from a work environment which demonstrates your competence in the units for which you are applying for RPL. If you wish to apply for RPL, you will be required to complete the RPL Application Form published on the ACCLM Website <https://www.acclm.edu.au/policies-forms/>. Once this application is received the student will be sent an RPL kit to be completed in full by the student supplying all relevant supporting documentation and evidence for RPL Assessment. An RPL fee will be issued for RPL Assessment and must be paid by the student. The RPL kit and evidence will be assessed by the appointed assessor and the student will be advised of the outcome within 14 days of the application being received.

If you wish to apply for CT or RPL, you must follow the procedures outlined in the Credit Transfer and Recognition of Prior Learning Policy and Procedure available on the ACCLM website: <https://www.acclm.edu.au/policies-forms/>.

## Fees and Payments

The amount of fees, including tuition fees, administration fees, material fees, and any non-tuition fees which may be applicable for services, will be provided to students prior to enrolment. Students will receive and will be required to agree to a Fee Payment Schedule and instalments detailed in their Letter of Offer.

A statement of Fees and Charges is published on ACCLM website and includes all costs associated with a course including non-tuition, re-assessment, administration or amenities fees applicable. Tuition fees are subject to change, ACCLM reserves the right to amend course fees and set other fees and charges.

It is your responsibility when you accept the offer to study at ACCLM to ensure you have read and understood the information provided on fees, payments, refunds and guarantees prior to enrolling into a course. This information is in the Letter of Offer that you have signed (or will sign).

Prospective or current international students who have accepted a place at ACCLM and who have been issued with a Confirmation of Enrolment (CoE) can find information on fees, refunds and procedures in the Letter of Offer.

## Non-tuition fees and charges

ACCLM website lists Fees and Charges and includes all costs associated with a course including non-tuition, re-assessment, administration or amenities fees applicable.

ACCLM Academic Managers will identify learners at risk of not completing their training within the nominated time frame and implement strategies to assist the learner to complete on time to avoid additional costs/charges.

If additional support is required after the allocated training and assessment time frame, the Academic Manager will liaise with both the learner (and workplace supervisor if applicable) to ensure that all additional costs and charges are explained. If at the agreed training contract end date, you are still Not Yet Competent and ACCLM has met all obligations throughout the training period, costs will be charged for each unit of competency that has been deemed Not Yet Competent that you wish to complete. The additional fees will be calculated at a per competency cost.

## Payment of tuition fees

Your first instalment tuition fees must be paid in full prior to the commencement of your course. An international student will receive a Confirmation of Enrolment (CoE) after payment and then can apply for student visa.

Following course commencement, ACCLM may require scheduled payments from the student, the amount required to be paid in advance is consistent with the portion of training being delivered.

Fees are payable when the student has received notification of enrolment. ACCLM may discontinue training if fees are not paid. ACCLM will inform you of the payment methods available to you.

Students must pay their tuition fee payments by the due date in order to be registered for a class. If a student has not paid their fees they are deemed to be non-financial. Non-financial students may be subject to the following:

- Students will not be registered/allocated to a class while non-financial
- Students may be subjected to any published late fees in accordance with acceptable State legislation. These fees are published on the ACCLM website <https://www.acclm.edu.au/>

ACCLM reserves the right to apply sanctions to students with outstanding debts. Penalties for non-payment of fees, charges or monies owing for services provided to a student may include, but are not limited to, the student not being entitled to:

- enrol/ re-enrol,
- receive any results of assessment
- graduate or receive a qualification
- receive a Statement of Attainment /transcript of academic record.

## Refunds

Students may apply for a refund by completing and submitting an online Refund Application Form. An approved withdrawal is required. Students must first apply for withdrawal. Applications for withdrawal from the ECA Group courses will be processed within 20 working days and, if successful, progressed with recommendations to the Accounts Manager for determination of the refund application.

The full Refund policy and procedure can be accessed on the College website <https://www.acclm.edu.au/policies/ECA-Group-Fees-and-Refund-Policy.pdf> and should be read in full.

Refunds will be made in Australian dollars. The College reserves the right to make refunds payable in the country of origin. Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees. Fees will be payable to the account from which the funds were issued.

If a student does not notify ACCLM of a withdrawal in writing, they will be considered as being enrolled and will be liable to pay the Course Fee in full. If a student is able to demonstrate that matters beyond their control requires them to withdraw from their course(s) then a request for a refund, in full or for a proportion of the fees paid, may be submitted to ACCLM for consideration. Any such application will be considered on its merits.

## Changes to terms, conditions and agreed services

ACCLM reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect.

ACCLM will also advise the student as soon as practicable, should there be any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

## Change of address or contact details

Students must notify ACCLM of changes to their contact details, residential address, email address (if any), mobile phone number (if any) within 7 business/working days as maintaining current student contact details are a condition of an Australian student visa.

Any student visa holder who moves to a new address must notify Department of Home Affairs and the college immediately. It is a requirement of a student visa that contact details are kept up to date with the education provider.

In cases where ACCLM issues either the warning(s) or an Intention to Report letter the international student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to communication and is reported on PRISMS.

## Student card

In order to obtain a student card, students need to have a photo taken for Student Identification. The photo can be taken by College staff and the card will be ready within 5 days. Students must carry the ACCLM student card at all times when on ACCLM campus. The ACCLM student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee may be charged.

## Termination

Students wishing to terminate their course earlier than the course completion date must complete an ACCLM withdrawal form stating the reason with attached evidence. Evidence should include but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc.

If a student requests termination of a principle course of study within the first six months, the student must apply for a release which will only be granted in accord with the conditions in the National Code of Practice. If a student fails to inform ACCLM that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

## Our Trainers

Our Trainers and Assessors are highly qualified, dedicated professionals who have current industry experience and qualifications in the disciplines in which they train and assess. Their industry experience is up-to-date as they

participate in professional development activities and are therefore able to give our learners exposure to practical industry information.

At ACCLM we deliver nationally accredited qualifications via campus-based and online training. When you study with ACCLM, your Trainer and Assessor will always be there, either in class, on campus or online, to assist you throughout your course.

## Student Orientation

Students will be given a detailed orientation into the chosen program at the beginning of the course. ACCLM staff will provide you with information about all aspects of the course and your rights and responsibilities specifically relating to participation in the course.

The purpose of the program is to provide an overview of the course you are studying, and important information regarding how the College can assist you with your studies, and for international students, support your time studying in Australia. The program provides information to ACCLM students on a range of topics including:

- The Australian VET Quality Framework and your qualification
- ACCLM as a Registered Training Organization (RTO), its affiliations, role and responsibilities
- Our staff and their capabilities
- Resources, facilities and equipment
- Help that is available to you with regard to the English language and academic support for your studies
- 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
- Transferring providers and how it works
- Complaints handling
- Grievance handling
- External, independent complaints referral and appeals
- Role of the Fair Work Ombudsman
- 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
- English language delivery and support
- Course structure and content
- Course credits
- Modes and methods of delivery
- Plagiarism
- Assessment.

For international students please note:

- Help is available to assist you to adjust to life in Australia and to your new course
- Non transfer policy prior to six (6) months of commencing your studies
- Non satisfactory student progress and compulsory reporting by us.

### Online Orientation

Students undertaking online learning will be provided with an orientation which is an opportunity for the student to learn about the online learning environment, support services we provide, connect with their trainer and assessor as well as meet other online classmates.

Online Orientation will include a live webinar with useful information about studying at ACCLM and a Q and A session. Students will be introduced to ACCLM support services, the online Student Hub which contains information, resources, and announcements.

## Learner support

ACCLM is dedicated to ensuring that all our learners successfully complete their training. Your ACCLM Academic Manager will work closely with you to ensure that you are fully supported throughout your course.

Support may be provided to all learners in a number of ways, including phone and email support. Learner Support includes providing students with a range of academic skills on topics including:

- managing time
- tackling assessments
- structuring and formatting assessments
- referencing
- academic writing
- computer skills
- Language assistance where required.

## English language delivery and support

All courses delivered by ACCLM are delivered in English. Trainers and Assessors will assist students to understand assessments and will go over assessment tasks in class or online to make sure students know exactly what is expected of them.

If students have any problems or doubts regarding the course content or assessment, they should always ask their trainer and assessor for help and advice. This will ensure that students get the help and support they need to successfully attain their qualification.

## Attendance requirements

ACCLM courses are designed with class participation. You will be required to interact with other students and your Trainer to get the most out of your training. Students are required to participate in the learning environment which may include attending class, participating in online forums or chats, interacting with your trainer during assessment tasks and completing in-class assessments or online presentations.

Your Trainer will inform you of these requirements at the beginning of each unit. You may be required to complete interactions or other pre-assessment tasks before you attempt the assessment tasks.

Attendance is an essential element of student visa requirements for international students on a study visa. For detailed information on Attendance Requirements refer to the Attendance policy on the website <https://www.acclm.edu.au/policies-forms/>. Also see the Leave section in Part B.

ACCLM ensures that attendance is recorded by your Trainers, and our Intervention Officer or Student Services Officer will identify attendance problems and offer counselling in order to find solutions. ACCLM may counsel students having problems with their attendance and recommend solutions which may include providing extra classes or workshops and re-assessments.

## Facilities

### Computer facilities

All students at ACCLM have access to computer labs equipped with modern computers and visual aid devices. Enrolled students are given access to free Internet facilities, a variety of software, and printing and email facilities. Individual network accounts are given to students immediately upon the processing of the enrolment form.

## Wireless internet

Students have free access to wireless internet within the Campus. Students can bring their own laptops and use WIFI for research purposes.

## Printing

Student printers are available for students to print their class and assignment work. Please see 'Student Services Officer' to purchase credit for printing your documents.

## Essential website and IT services

As well as being a key information point for students, the ACCLM Website <https://www.acclm.edu.au/> provides links to:

- Information on all courses offered by ACCLM.
- Student support for Application Forms and all other forms a student may need to use and a place to update your personal and contact details.
- The ACCLM Student Handbook.
- ACCLM Policies and Procedures

While studying at ACCLM, students will have ready access the ACCLM Student Portal to enable students to:

- Access personal and academic details
- Update their address and contact details as soon as they change
- View communication relating to reassessments and late fee warnings
- Check trainer's feedback on their academic results.

To log onto the ACCLM Student Management System or Learning Management System, go to the ACCLM home page <https://www.acclm.edu.au/> and click on "Student Login" and select the SMS or LMS. The student will then have to log on with their student ID and Password, given to students at orientation. Logging into the LMS will provide students with access to the ACCLM e-Learning Platform 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.

If you experience any difficulties with IT or if you are unable to submit an assessment item via the LMS, contact a Student Support Officer for assistance.

## Student breakout area and kitchenette

ACCLM provides students with a breakout area and kitchenettes where students can have a snack between classes. It is equipped with a snack vending machine, a coffee machine, microwaves and a refrigerator. You will need your own drinking vessel.

## Essential IT requirements for online students

The minimum requirements for all students include a computer with a current web browser, email address, the software capability to submit work as Microsoft Word (.doc or .docx) documents, and access to the Internet preferably using high-speed NBN, ADSL, Cable or similar. On campus students will need this to complete self-study work. If they do not have a computer, they may use the College computer labs in their own time.

### Minimum Hardware Requirements:

We strongly recommend a computer less than 3 years old.

- Processor (CPU): Minimum Intel Core i3-3xxx or above.
- Memory (RAM): Minimum 4 GB or more.
- Ethernet connection (LAN) or a wireless adapter (Wi-Fi).
- Hard Drive: Minimum 120 GB or more.

### Online students will need

- access to a digital video camera for some assessment tasks

Online students will also need the following to participate in the online virtual classroom sessions:

- Headset or speakers and microphone (we recommend a USB headset for greater reliability)

- Webcam
- Internet bandwidth of at least 600kbps/1.2Mbps (upload/download)

#### **Recommended Software:**

- Microsoft Windows 8 or above is recommended.
- Apple OS X with Microsoft Office will work for many of our courses, but technical support is very limited.
- Other operating systems may work but technical support is not available.
- Firefox or Chrome Web browsers: To access Canvas and the learning contents.
- Software such as Microsoft Office (Office 365) and Adobe Reader that allows students to view documents and prepare and save assignments.
- Canvas Student App
- Zoom Desktop App to attend online sessions (online students only).

#### **Technology literacy requirements**

- Ability to produce and present word-processed documents/reports of several pages that may also include tables and diagrams
- Ability to obtain, interpret, evaluate and present information from a variety of sources (reading or the internet or via other assistive technology)
- Ability to work with computer files including storage and upload to Canvas

Students who require assistance or are unsure if they meet the computer access and literacy requirements for their course are encouraged to speak to the Student Services Team prior to enrolment.

## **Access to your records**

Students are entitled to have access to their student file and learning and assessment records on request. Students may require these to monitor their progress with training or simply to go back and confirm something in a previous training module

While these records are retained by ACCLM, the student can access their records at any time by asking Student Support staff. Students can also access soft copy records and reports from our student management system.

Access to requested records will be arranged and within 24 business hours of the request. Students should note that these records cannot be removed from the campus unless a copy is requested. Standard printing fees will apply.

## **Privacy**

ACCLM abides by the Privacy Act 1988 where an organisation must not collect personal information unless the information is necessary for one or more of its functions or activities. ACCLM Privacy Policy can be found here: <https://www.acclm.edu.au/privacy-policy/>

As an organisation, ACCLM will not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- a) both of the following apply:
  - i. the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
  - ii. the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- b) the individual has consented to the use or disclosure.

## **Assessment**

ACCLM has thorough assessment systems in place which meet the requirements of registration for Registered Training Organisations. Assessment services provided by ACCLM are conducted by qualified assessors holding a

current TAE40116 Certificate IV in Training and Assessment, and assessment is conducted in accordance with the current Training Package Guidelines.

Information relating to the method of assessment for the training you are undertaking is provided to you on your online learning platform, which clearly outlines all assessment tasks and activities and related requirements. You have the right to have this information before you commence your training and all assessment tasks assessed by ACCLM staff will follow the rules of evidence – being valid, reliable, flexible, fair, authentic and current.

All assessment evidence submitted will be kept on file within ACCLM archives as follows:

- the duration of the assessment appeal period, or
- a period of six months from the date on which the judgement of competence was made;

whichever is the longer period.

## Competency based Assessment

As a Nationally Recognised RTO, all training and assessment activities conducted by ACCLM are competency based.

Assessment within the National Skills Framework is the process of collecting evidence and making judgements about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

## The Dimensions of Competency

Competency is achieved once an individual is able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

Each assessment response will be deemed 'Competent' or 'Not Yet Competent'. If you are deemed 'Not Yet Competent', you will be given the opportunity to resubmit for assessment. You will be given one chance to resubmit an assessment to receive a 'Satisfactory' outcome. If you do not receive 'Satisfactory' you will be deemed 'Not Yet Competent' in that Unit of Competency.

When all assessment tasks for that unit are deemed 'Satisfactory', you will be marked as competent overall for that Unit of Competency.

Assessment tools commonly used by ACCLM to determine competence include:

- Knowledge questions
- Projects
- Reports
- Case Studies
- Role Plays
- Presentations

## Assessment Policy

All assessments submitted by students must fulfil the expectations as set out in the assessment question and assessment instructions. This means you must complete the assessment using the guidelines set out for content, word limit, layout, and time limit.

Written assessment items must also be of an acceptable standard in terms of legibility and tidiness. Assessment items which do not meet these requirements may not be deemed 'Satisfactory'.

## Submission of assessment items

All assessment items must be submitted electronically by the due date. You must always keep a copy of your assessment item, in case of accident, theft or loss. All assessment items submitted must be your own work. Any assessment items that are found to be duplicates or copies of another person's work, or if it is determined that the assessment material is not your own, the assessment item will be marked 'Not Yet Satisfactory' and must be resubmitted in full. Online student assessments are submitted and automatically searched for text recognition which evaluates the amount of text that is not original. Your trainer will advise you of the result.

## Plagiarism

Plagiarism will not be tolerated. Students must always acknowledge the source of the ideas and material used in assessments using the referencing guidelines found in the ECA Group Student Guide to Harvard Referencing Style <https://www.acclm.edu.au/policies-forms/>.

If you do not acknowledge the author of the source, it looks like you are attempting to present it as your own, which is plagiarism. Plagiarism may be intentional or unintentional; however, both are considered misconduct. All of the following are considered plagiarism:

- copying/using words, sentences or paragraphs from someone else (including from websites) without acknowledgement;
- closely paraphrasing sentences, paragraphs or ideas (e.g. copying sentences and substituting a few words with similar meaning) without acknowledgement;
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not;
- failing to put a quotation in quotation marks;
- giving incorrect information about the source of a quotation;

Plagiarism is taken very seriously by the College and may result in a finding of academic misconduct that can incur penalties including loss of marks, a fail grade for an assessment, a fail grade for a unit, or expulsion from the College. The ACCLM Academic Manager will investigate the matter to ensure that this does not continue. If enrolment is terminated in this manner, you will not be eligible for a refund for the cost of the training. See ECA Group Plagiarism Policy and Procedure on the RTO website <https://www.acclm.edu.au/policies-forms/>.

## Extension for submission of assessments

Extensions may be given in cases of illness, or other extenuating circumstances. Extensions may only be granted by ACCLM Director of Studies and Academic Manager and will only be granted before the due date.

If you require an extension, contact your ACCLM Academic Manager by telephone or email. You may be required to present a Medical Certificate.

## Assessment appeal process

Students wishing to appeal a result need to meet with the Trainer and Assessor in the first instance as outlined within the Complaints and Appeals Policy and Procedure. If you are still unhappy with the result you may submit an Appeal Application within 5 working days of the result being issued. The Appeal Application Form is available on the ACCLM website: <https://www.acclm.edu.au/policies-forms/>

An investigation into an appeal may result in one of the following outcomes:

- a) The Appeal is upheld. In this event the following options will be available:
  - i. The original assessment will be re-assessed, potentially by another assessor
  - ii. Appropriate recognition will be granted
  - iii. A new assessment shall be conducted/arranged
- b) The Appeal is rejected/ not upheld; in accordance with ECA Group's assessment policy the student will be required to:
  - i. undertake further training or experience prior to further assessment; or
  - ii. re-submit further evidence; or
  - iii. submit/undertake a new assessment.

You will be advised of the outcome in writing. If you are still unhappy with the results of the appeal process, you will be advised of your rights to further assistance. A fee may apply if re-assessment is required after the completion of the Training Program.

## Study assistance

If you need assistance, your trainer will be able to provide you with one-on-one help and suggest additional readings and information. Just ask. ACCLM's trainers are very friendly and want to help students achieve their learning goals.

The following online resources are also useful for providing student support to study:

**Effective study skills** - A useful quick overview of study skills [www.adprima.com/studyout.htm](http://www.adprima.com/studyout.htm)

**How to study** - A large directory to study skills websites, including how to study in specific subject areas  
<https://www.howtostudy.org/>

**Study guides and strategies** - A wide ranging overview of the skills needed at all stages of student life  
<http://www.studygs.net/>

**Reading and writing hotline** – help with reading, writing or basic maths, phone 1300 655 506  
<https://www.readingwritinghotline.edu.au/>

## Issuing Qualifications and Statements of Attainment

Upon successful completion of a training program in which the student is enrolled, ACCLM will issue the student with an Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) within 30 calendar days of the student being assessed as meeting the requirements of the training product.

Please note however that the College is not obliged to issue a certificate to a completed student if:

- all agreed fees the student owes to the Institute have not been paid.
- the student has not provided a valid Unique Student Identifier

Students should be aware that a:

- Qualification is the result of a student successfully achieving all units of competency for a qualification outcome as specified in a training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. The qualification is comprised of a testamur and a record of results confirming that a qualification has been awarded to an individual.
- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

## Course progression

You will be informed of your course progress requirements during your orientation session. Your progression through your course will be monitored at all times. If you fall behind the progress targets, your Trainer/Assessor will contact you to discuss any difficulties you may be having and what support ACCLM can provide to assist you towards completing your training.

Note: International Students should see the Course Progress Policy for international students in Part B of this handbook.

You will be considered to be making unsatisfactory course progression if you:

- have not engaged in any learning or assessment activities for three consecutive months, and/or
- fail to achieve competency in the same unit three times; or
- do not complete your program of learning within the maximum course duration
- are deemed to be an unsafe practitioner at any point during or following work placement/work experience.

If you are at risk of not making satisfactory course progression, you may be offered extra support through the implementation of an intervention strategy. The extra support may include one or more of the following:

- Learning support / Academic skilling
- Strategies identified by the LLN instrument completed by the student for the qualification they are enrolled in
- Counselling
- Disability support

- IT support
- Academic program support

Your progression will be monitored on the basis of your course results in relation to your progress and professional practice in relation to work placement/work experience. No other factors are taken into account when identifying students at risk of not progressing.

If you are having trouble, please don't wait to be identified as at risk of not progressing. Talk to your Trainer and Assessor about additional support that may be suitable for you or speak to the Student Services team.

## Training evaluation

Your feedback is important to us and assists us in meeting our commitment to providing quality training and education. In seeking to improve the quality of training, you may be asked from time to time to complete an Evaluation Form or survey. Please be assured that completed evaluation forms or surveys remain confidential and are only used for the purpose of improving the quality of our services.

If you would like to provide feedback informally or outside of the surveys you are encouraged to provide your feedback either to your Trainer and Assessor, Student Services or the Director of Studies at any time. You can also provide your feedback formally in writing on the 'Contact Us' section of the website, emailing [info@acclm.edu.au](mailto:info@acclm.edu.au) or by post to the address of your campus listed on the contact details section of this Student Handbook.

## Student health and wellbeing

### Your safety

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

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

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

### Student Welfare and Counselling Services

ECA Group provides free counselling services through Converge International for students who are experiencing personal difficulties or need help to settle with their new life in Australia. Converge International is an external, professional, counselling company which provides student psychological and well-being services. This student assistance program is a confidential service, available to all students for up to 2 sessions per issue. Counselling service is available 24 hours, 7 days a week. Details of your discussion will not be shared with ECA Group staff. Depending on your circumstances, you may request a face to face meeting, an urgent telephone call, a video call or a zoom meeting.

You can arrange a meeting by calling 1300 687 327 or visiting the following website:

<https://www.convergeinternational.com.au/> and logging in through the Converge Portal Login using:

Username: converge

Password: eap.

Please use your organisation/school when booking an appointment:

- ECA Graduate Institute
- ECA College
- ACCLM
- ECA PY

If you would like help booking, please speak to one of our helpful student services officers.

You can download Converge International's 'EAP Connect' App through the Apple and Google Play store to your phone/laptop, so that you have easy access to these services, whenever you want. This App can be used to make bookings, change appointments and to access mindfulness activities.

**Counselling services are confidential and free of charge for all ECA Group students.**

## Welfare and guidance services

The welfare and well-being of our students at ACCLM is important to us. Trainers, Assessors and Staff are aware of the legal "Duty of Care" and the responsibility to care for our students. Where our students need specialised assistance, ACCLM refers students to the appropriate external bodies depending on the student's situation and or circumstances.

ACCLM will endeavour to provide welfare and guidance to all students/course participants wherever possible. This may include:

- Workplace Health and Safety;
- Review of payment schedules when requested;
- Learning pathways and possible RPL & RCC opportunities;
- Provision for special cultural and religious needs; and
- Provision for special learning needs

The first point of contact for 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 Student Service Officer and/or Intervention Officer. These staff members can gain an understanding of the problem and refer you to the Student Services Manager, Course Coordinator or Director of Studies for further support or to our professional support provider Converge International.

## Drug and alcohol assistance

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

The use and abuse of alcohol and other drugs can impact on health, workplaces, resources, families and communities. If students are experiencing problems associated with drug and alcohol abuse, information, counselling and assistance is available through The National Alcohol and Other Drug Hotline: 1800 250 015.

## Funding assistance, grants and concessions

You may be eligible for funding assistance if you receive one of the following:

- Pensioner Supplement Allowance Ph: 13 23 00
- ABSTUDY Ph: 1800 132 317
- Austudy Ph: 13 24 90
- Youth Allowance Ph: 13 24 90

### Beyond Blue

Beyond Blue is an independent, not-for-profit organisation working to increase awareness of depression, anxiety and related disorders throughout Australia. Beyond Blue works with health services, colleges, schools, workplaces, universities, media and community organisations, as well as people living with these disorders, to bring together their expertise. For students dealing with depression, anxiety and related disorders, the Beyond Blue website ([www.beyondblue.org.au](http://www.beyondblue.org.au)) has excellent resources.

### Lifeline

Lifeline has a 24/7 telephone counselling service and can be contacted on **13 11 14**. Lifeline telephone counsellors are ready to talk and listen, no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice. (Lifeline's website: [www.lifeline.org.au](http://www.lifeline.org.au))

### Queensland Health

Queensland Health is available 24 hours a day, 7 days a week, for health information, advice or referral services telephone: 13 43 25 84 or visit <https://www.health.qld.gov.au/>.

### 13SICK National Home Doctor Service

13SICK National Home Doctor Service is an after-hours home doctor service for when your local GP is closed. Overseas students who have Overseas Student Healthcare Cover (OSHC) with Allianz, NIB, Medibank Private or BUPA will not be charged a fee for the home doctor visit. For other types of membership, payment is required to be made upon booking. The service can provide a receipt for your home doctor visit, which you can log with your insurer for a refund. (National Home Doctor Service website: [homedoctor.com.au](http://homedoctor.com.au)).

## Sexual Abuse and harassment

ECA Group has zero tolerance for sexual assault and harassment. We are committed to supporting staff and students affected by sexual assault or harassment, regardless of where and when it takes place. A sexual offence is any unwanted sexual behaviour or activity, which can make you feel uncomfortable, frightened or threatened. To know more about sexual assault and harassment, including how to report complaints, please see the Australian Human Rights Commission website at <https://www.humanrights.gov.au/>

## Work Health and Safety

ACCLM is committed to providing a safe and healthy workplace for all students/course participants, employees and visitors, and we adhere to all relevant government legislation. Individuals have a responsibility to take care of the health and safety of themselves and others and to comply with company Workplace Health and Safety policy and risk management procedures. In the interests of staff and student safety, it's important that our enrolled students ensure that their friends and family members, who are not themselves enrolled, do not attend training sessions facilitated by ACCLM. All accidents, near misses or unsafe working practices or conditions must be immediately reported to your Trainer/Assessor.

## Unsafe locations

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

## On campus

- A First Aid kit is located at reception
- Building Alarms OR other Emergencies – dial 000
- In the Event of Fire – dial “000”. Alert other occupants and evacuate Do not use the elevator, use the stairs.

### In the Evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from the College.
- Be careful of your personal belongings. Do not leave them unattended. Where appropriate, notify your homestay family if you are not coming home or staying out late.
- Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver. They are the person who is not drinking alcohol
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade.

## Banking

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

- ACCLM Certificate of Enrolment (apply with student services)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)

To get money sent from international, the easiest way is via direct transfer over the internet.

### Banking hours:

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

Friday 9:30am to 5:00pm

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

## **Medical centres**

Public hospitals will treat you for emergency care. In addition, there are doctor/medical clinics, dentist surgeries and other health professionals in Brisbane.

The closest medical centre to the Brisbane campus is:

Albert street CBD Medical Centre

Level 3/138 Albert St, Brisbane City QLD 4000 (07) 3210 1889

Human Rights Information

See the Human Rights Equal Opportunity Commission Website for information of human rights issues:

<http://www.hreoc.gov.au>

Gambling Help

QLD Call anytime 1800 858 858 <https://www.gamblinghelponline.org.au/services-in-your-state/queensland>

Rape Crisis Centre

State-wide Sexual Assault Helpline: 1800 010 120

QLD 1800 010 120 (24/ 7 Counselling) or online [www.dvconnect.org/queensland-sexual-assault-helpline/](http://www.dvconnect.org/queensland-sexual-assault-helpline/)

Mental Health Contacts

QLD Call anytime 13 HEALTH (13 43 25 84) [www.health.qld.gov.au](http://www.health.qld.gov.au)

Translating and Interpreting Service

Phone: 131 450

Website: <https://www.tisnational.gov.au/>

Consulates

To find a country's consulate address and details: 'Consulates and Legations' or <https://dfat.gov.au/about-us/foreign-embassies/Pages/foreign-embassies-and-consulates-in-australia.aspx>

## **Critical incidents**

ACCLM is committed to maintaining a safe and supportive environment for staff and students. The College has a policy that underpins its approach to responding to critical incidents that may occur and impact on the people both studying and working at ACCLM. We are particularly mindful of our responsibility to support our students from international who may not have access to a normal support network. Details of the Critical Incident Policy and Procedure can be found at [www.xxxxxx](http://www.xxxxxx)

## What to do in case of an emergency

For any emergency where Police, Fire Brigade or Ambulance assistance is required immediately call 000.

### How 000 works:

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

000 Calls are free on all mobile phones.

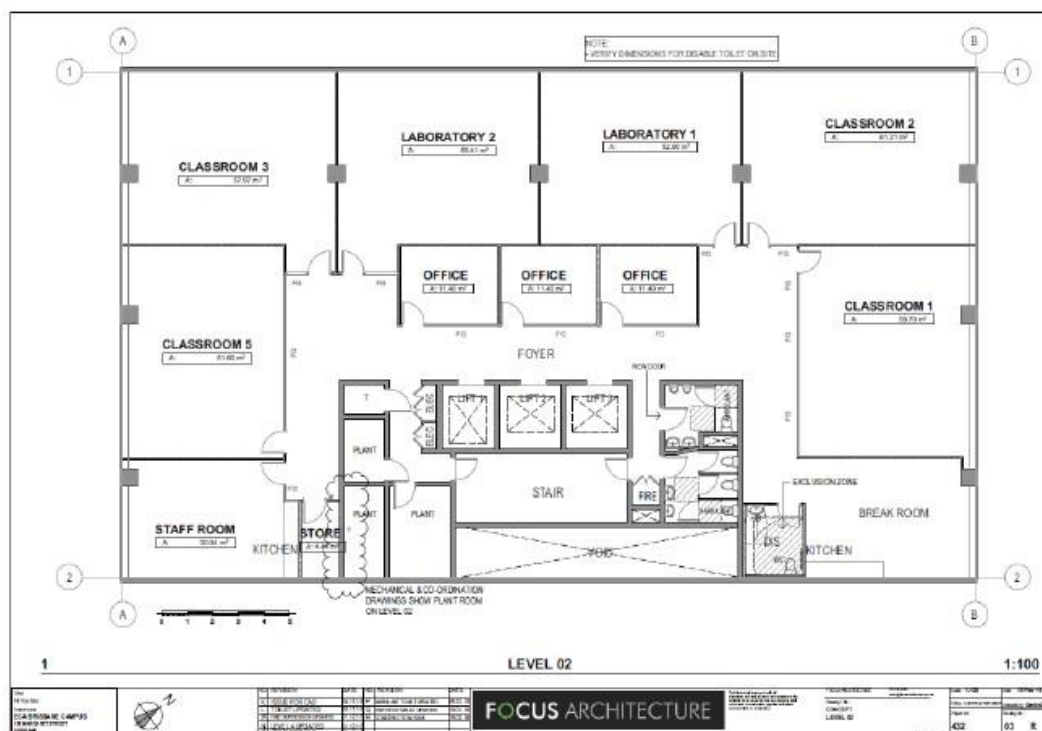
The College General Manager is available at all times on +61 02 9318 8180 for emergencies. Please, **ONLY** use this number after hours strictly for EMERGENCIES ONLY.

## Student and Staff safety in the event of an emergency on-campus

### Evacuation diagram: Brisbane Campus



### Brisbane Campus Floor Plan (Level 2)



## PART B

### International Students

#### Australia's education profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition includes Country Education Profiles—an online recognition tool providing guidance on the comparability:

- of international qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of international postsecondary qualifications for individuals for general purposes.

For more information see <https://www.internationaleducation.gov.au/>

### Education Services for International Students Framework

Australia provides strong protection for international students through the Education Services for International Students (ESOS) legislation, which requires institutions that provide education to international students to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously, and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the Commonwealth Register of Institutions and Courses for International Students (CRICOS) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to International Students 2018

<https://www.legislation.gov.au/Details/F2017L01182> provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

Information that explains your rights as a student studying in Australia under the Education Services for International Students Act 2000 can be found on the Study in Australia website:

<http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

### Tuition Protection Service (TPS)

Tuition fee protection for international students is organised under the Tuition Protection Service (TPS). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

If in the unlikely event ACCLM cancels a course for which it has issued a CoE and does not offer an equivalent alternative course the affected student will be entitled to a full refund of course tuition fees for the cancelled course and any subsequent package courses; and a full refund of the International Student Health Cover Fee. The Tuition Protection Service (TPS) provides tuition protection to students in the case of provider default. TPS will assist you in

finding an alternative course if a suitable alternative is not offered by the RTO and you are not offered a refund for unused tuition fees. The TPS is a placement and refund service to assist international students whose RTOs are unable to fully deliver their course of study. The TPS ensures international students can either:

- complete their studies in another course or with another registered provider or
- receive a refund of their unused tuition fees.

## PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS. Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa. Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa. PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

## International students' rights

The ESOS framework protects student rights. It includes:

- The right to receive, before enrolling, current and accurate information about courses, tuition and non-tuition fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of tuition and non-tuition fees. A copy of the written agreement will be kept by the student and ACCLM.  
<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>
- The right to get the education the student has paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
  - How to use the provider's student support services
  - Who the contact officer is for international students
  - How to apply for course credit
  - How to apply for enrolment deferment, enrolment suspension or cancellation
  - The provider's requirements for satisfactory progress in the courses of study
  - How to use the provider's complaints and appeals process.
- The student's responsibilities include:
  - Satisfy the student visa conditions
  - Maintain International Student Health Cover (OSHC) for the period of the stay
  - Meet the terms of the written agreement with ACCLM, including the payment of fees
  - Inform the provider of any change of address
  - Maintain satisfactory course progress.

### Conditions of your visa

All International students applying to enter a training program being offered by ACCLM must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>
  - Be a genuine temporary entrant
  - Meet English language test score requirements

- Demonstrate financial capacity
- Hold International Student Health Cover (OSHC)
- Meet the health requirements
- Be of good character

Students from different countries will have different visa application requirements. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page:  
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>.

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

## Permission to work arrangements

If you have been granted your student visa, you may have received permission to work along with your visa grant. This will also apply to any family member traveling with you on your student visa. You are not allowed to work until your course has started and you can work up to 40 hours per fortnight while your course is in session. However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course and they are also limited to 40 hours per fortnight.

Further information about student visa conditions can be found at the Department of Home Affairs: Meet the following Student Visa 500 subclass requirements: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#When>.

## Fair Work Ombudsman

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system.

The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws. The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system. The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

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

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

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

## Delivery of courses

Students are required to undertake 20 hours' study per week during terms. ACCLM courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

ACCLM adopts a Course Progress Policy and attendance is monitored as a component of unsatisfactory academic progress. Students are provided with textbooks and workbooks and access to a library.

## Course Progress Policy

ACCLM monitors, records and assesses the course progress of each student in which the student is currently enrolled. The National Code of Practice for Providers of Education and Training to International Students 2018 (National Code) of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter.

Satisfactory course progress is defined as a student successfully completing all required subjects / units of competency in their program in order to achieve the qualification within the expected duration specified on their CoE.

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the subjects/units of competency undertaken in that term (study period) or failing the same unit twice. A student who is identified as falling behind in completion will be managed via a range of intervention strategies.

An intervention strategy is an individual student learning plan developed by the Director of Studies in consultation with the Trainer/Assessor aimed at improving the academic progress of a student. Intervention strategies may include additional learning support, make-up classes, counselling, training to develop study habits or adjustment to the study program.

ACCLM will do everything it can to assist students who want to learn and progress.

ACCLM can only extend the expected duration of study in extremely limited circumstances, through issuing a new CoE letter. Students must provide evidence of compassionate and compelling circumstances.

If the intervention strategies do not result in any improvement, ACCLM will notify the student in writing of its Intention to Report to the Department of Education of unsatisfactory Course Progress and of their right to access the complaints and appeals processes within 20 days. This Intention to Report is a formal process and may result in the cancellation of the student visa by the Department of Home Affairs.

Students are advised to refer to the Course Progression Policy and the Course Progression Procedure on the College website: <https://www.acclm.edu.au/policies-forms/>.

## Deferring, suspending or cancelling a course

Under the requirements of the ESOS Act and National Code, International students enrolled at ACCLM are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by an Australian certified doctor's certificate stating that student is unable to attend classes
- compelling or compassionate circumstances beyond the control of the student

ACCLM may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees or for a breach of course progress requirements. The College will inform the student of its intent to suspend or cancel their enrolment and advise them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension and cancellation may affect a student's visa and ACCLM must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. ACCLM must report the student to DHA via PRISMS, as not complying with visa conditions.

## Process for transferring to another provider

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

enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by ACCLM including the reasons for refusal of release. Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the College's complaints and appeals process <https://www.acclm.edu.au/policies-forms/> within 20 working days if they want a review of the decision.

Applications for transfer from ACCLM will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to Student Services to fill in the Termination Request Form
- Students must complete all sections, in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Director of Studies to discuss the transfer request
- The Director of Studies will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 Business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Director of Studies during the interview either accepting or rejecting the transfer and termination request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on the SMS with required future actions.

In all cases, students who have not had their termination request approved may access the College's complaints and appeals process within 20 days. Evidence will be retained on the student file.

## Extension of student's study period

ACCLM will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students CoE as a result of:

- Compassionate or compelling circumstances (e.g. illness, where a valid medical certificate states that the student was unable to attend classes or where ACCLM has not been able to offer a pre-requisite unit of competency)
- ACCLM is implementing the intervention strategy for students at risk of not meeting satisfactory course progress
- ACCLM approved deferment or suspension of studies granted under the National Code of Practice

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, ACCLM records this variation and the reasons on the student file. The College will then report the student via PRISMS and/or issue a new CoE to account for the variation.

The student is advised to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at ACCLM specified in the student CoE will not exceed the CRICOS registered course duration.

## Leave

### Holidays and leave

ACCLM has timetabled in suitable holidays for international students undertaking courses, so students are not permitted to have additional holidays. ACCLM closes on all official Federal and state Public Holidays.

## Special leave

International students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctors or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include involvement in or witnessing of a serious accident; or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by police or psychologist reports).

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

## Sick leave

International students who are absent due to medical reasons **MUST** provide a medical certificate from a registered doctor. Where illness is for an extended period of time the student must notify ACCLM as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, ACCLM records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student learner management system.

Students must keep the original medical certificate(s) to provide to DHA if required. ACCLM maintains copies of medical certificates in the student file.

## Leave application procedure

Where international students require special leave, a Leave Application form is available from ACCLM reception and must be completed with supporting documentation. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters will be processed within 5 business/working days

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress: <https://www.acclm.edu.au/policies/ECA-Group-Course-Progression-Policy.pdf>.

## Life in Australia - Living in Australia as an international student

As an international student studying at an ACCLM, you will be studying or living in Brisbane.

Brisbane is globally recognised as safe, clean cities with an abundance of fresh air and green spaces green. Brisbane offers a multicultural, cosmopolitan environment, enriched by the diversity of peoples and cultures which make up their populations. Brisbane boasts of Museum and Science Centre, with noted interactive exhibitions. If sport appeals to you, there is a great variety from which to choose. Australians love sport and either participate in their favourite sport or watch it regularly. There are many cultural, historical, commercial, retail, entertainment and sporting venues within easy access via public transport from ACCLM's Brisbane city campus' architectural heritage from the colonial past, Chinatown, shopping precincts, art galleries and museum are just minutes away.

## International student health cover

Student visa holders are required to obtain International Student Health Cover to cover their stay in Australia as a student. Health cover cards and membership numbers are sent to ACCLM from the OSHC providers and students can collect them from student services.

Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider office.

Students must make an appointment with the Student Support Officer if there are any problems with OSHC.

## Weather

Brisbane has a humid subtropical climate with hot, humid, summers and dry moderately warm winters. During summer average temperatures range from 21-29.8°C. From March to May the average temperature drops between 15-25 °C and the same average temperature from September to November. and during winter it is generally dry and mild with low temperatures between 11-21°C

## Transport

As an international student, you will need to travel from your home to college, and to work if you find employment. Most students live in residential areas away from the central cities and use public transport— ACCLM campuses are conveniently located close to major transport hubs.

Brisbane uses the “Go” card to pay for public transport. Go card is Translink’s electronic ticket to fast, easy and convenient travel. By using Go Card a traveller can travel seamlessly across South East Queensland by touching on at the beginning of the journey and touching off at the end. The fare will be automatically calculated and deducted from the card balance.

GoCard- visit <https://translink.com.au/> for detail transport information.

## Accommodation services

CozyStay is an accommodation provider referred to by ECA Group. Accommodation options are divided into residence and homestay. Please visit: [www.cozystay.com.au](http://www.cozystay.com.au).

**ECA Group is not responsible for any fees, refunds, registration or accommodation arrangements.** Any requests for refunds are not approved or processed through ECA Group and are only approved and processed with the homestay provider.

ACCLM has a list of alternative accommodation available for students. Please advise Student Services if you require assistance with alternative accommodation.

## Visas

You should speak directly to the Department of Home Affairs about your visa or other immigration matters via their Website <https://www.homeaffairs.gov.au/> Department of Home Affairs Offices: Department of Home Affairs Offices: 299 Adelaide Street, Brisbane 4001  
Phone: 13 18 81 9am – 4pm, Monday to Friday

Under the ESOS framework as an international student on a student visa you have responsibilities to:

- Satisfy your student visa conditions;
  - maintain your International Student Health Cover (OSHC) for the period of your stay;
  - meet the terms of the written agreement with your education provider;
  - inform your provider and Department of Home Affairs if you change your address;
  - maintain satisfactory course progress;
  - if attendance is recorded for your course, follow your provider’s attendance policy.

For more information, please refer to the provided link: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

## Public holidays

ACCLM is closed on public holidays. Public holidays are posted on Student notice boards near the Student Services reception.

## Cost of living

According to Australian government estimates, the cost of living for an individual student living in Brisbane will be approximately AUD\$18,000 to \$21,000 per year. This cost does not include tuition fees. The additional costs for your partner will be from \$6,500 to \$7,500. The average international student in Australia spends about \$375 per week on:

- Accommodation, electricity, gas, telephone and internet
- Food and clothing Transport Entertainment and incidental costs

For the most up-to-date estimate of living costs please refer to: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. When you are structuring your budget also consider the following:

- tuition fees
- health insurance
- working while you study

### Schooling for dependants

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

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

To assist you to locate a school suitable for your needs, the following web- links provide information about schooling options:

Public Schools:

Brisbane, Queensland: <https://education.qld.gov.au/>

International Student Program: <https://www.deinternational.nsw.edu.au/study-options/study-programs/temporary-residents>

The Department of Home Affairs has published a Life in Australia booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at: [https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/lia\\_english\\_full.pdf](https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/lia_english_full.pdf)