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Student handbook v12, February 2014
Welcome Message

I take a great pleasure in welcoming you to Australian College of Management & Technology on behalf of our management and staff.

Australian College of Management & Technology was founded on the philosophy of providing a dynamic and quality approach to learning. Our commitment is to provide high quality of education. Therefore, our courses are designed to strike a balance between the practical requirements of business and the need for nationally recognized qualifications.

ACMT is not only a place for academic learning, it is a place where you learn more about yourself, life and about working in a diverse professional and social environment. At ACMT, you will be part of an international academic community. Students come from a wide-range of ethnic and cultural backgrounds bringing with them a wide variety of customs, cultures, experiences and perspectives around the world.

At ACMT, you will be trained and motivated to establish and achieve goals and to adopt high personal and academic standards. These things will help create a pathway to success in further study or in your future career. It is a unique opportunity to simultaneously further your academic education, improve your employment opportunities, and gain a multi-cultural appreciation and understanding of social and business etiquette.

Good luck and all the best. We are looking forward to helping you with your academic challenges. Enjoy your time and make the most of your learning experience.

Hiral Patel
Principal Executive Officer
B.Com, LLB, Diploma, TAE
**Mission Statement**

ACMT promotes education as a means to excel in all aspects of life. The college is strived to create a wonderful study experience that recognises every individual’s cultural background and assists students in their journey to achieving high quality education and secure a dream career.

**ACMT Courses**

<table>
<thead>
<tr>
<th>COURSE</th>
<th>CRICOS Course Code</th>
<th>Terms</th>
<th>Course length</th>
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<tbody>
<tr>
<td><strong>Business</strong></td>
<td></td>
<td></td>
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<tr>
<td>Certificate IV in Business Administration (BSB40507)</td>
<td>064615F</td>
<td>2</td>
<td>22 weeks</td>
</tr>
<tr>
<td>Diploma of Business (BSB50207)</td>
<td>066649B</td>
<td>4</td>
<td>48 weeks</td>
</tr>
<tr>
<td>Advanced Diploma of Business (BSB60207)</td>
<td>081953B</td>
<td>4</td>
<td>48 weeks</td>
</tr>
<tr>
<td><strong>Accounting</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Accounting (FNS40611)</td>
<td>079500E</td>
<td>3</td>
<td>35 weeks</td>
</tr>
<tr>
<td>Diploma of Accounting (FNS50210)</td>
<td>079501D</td>
<td>3</td>
<td>35 weeks</td>
</tr>
<tr>
<td><strong>Marketing</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diploma of Marketing (BSB51207)</td>
<td>081951D</td>
<td>4</td>
<td>48 weeks</td>
</tr>
<tr>
<td>Advanced Diploma of Marketing (BSB60507)</td>
<td>081952C</td>
<td>4</td>
<td>48 weeks</td>
</tr>
</tbody>
</table>

**Means of delivery**

Courses are delivered primarily through face-to-face delivery method. All students are encouraged to interact during class discussions. We expect you to ask questions and actively participate in the discussions. Try your best to be an active member of the class. You are required to maintain at least 80% of all scheduled classes. Your regular attendance, active participation and ongoing contribution will almost invariably contribute something toward your aggregate performance and assessment in each subject.

**Student enrolment policy and procedures**

**Policy Statement**

Australian College of Management & Technology (ACMT) is committed to ensure that fair and equitable policies and procedures are in place with respect to the enrolment of students. The College is bound by and accepts the responsibility of Commonwealth and State Legislation governing the operations of the College including enrolment procedures.

**Purpose**

The purpose of this procedure is to define the process for enrolling a student in a course at ACMT.

**Procedure**

**Regulations and Procedures for the Admission of Students:**

The admission of an individual applicant is at the discretion of the College. In exercising this discretion, the College will be guided by the following considerations:

- There should be a reasonable expectation that anyone admitted to a program of study will be able to fulfill the learning objectives of the program and achieve the standard required for an award available within the program
- The ability to successfully complete and benefit from a program should be the basic criteria for admission
- In considering each individual applicant for admission to a course, evidence should be sought with personal, professional and educational experiences that provide indications of ability to meet the demands
of the course

- The procedures followed should ensure equality of opportunity for all applicants, not only in the interest of social justice but to harness the development of the scarce supply of talent. There shall be no discrimination against any applicant in relation to age, color creed, disability, ethnic origin, gender, marital status, nationality, race, sexual orientation or social class. The College's policies on Anti Discrimination will be taken into consideration.

**Entry Criteria:**

**Age:** Student should be 18 years of age or over.

**English Language Proficiency**

- ACMT documents the level of entry for each course in the ACMT course prospectus
- Before being considered for admission, international applicants from countries where English is not the first language must demonstrate that they have an adequate level of proficiency in English;
- English language proficiency may be demonstrated by any of the following:

  1. IELTS test results sheet – score of 5.5 or equivalent.
  2. Other internationally recognised testing results sheet – TOEFL – score of 550.
  3. Certificate of completion of an English course completed in Australia at a minimum level of Intermediate or Upper Intermediate.
  4. Completion of another course or a part of a course in Australia.

Applicants who do not meet the minimum English level requirement, after having their English language proficiency assessed, will be advised by an ACMT Administration Manager that they need to undertake a preliminary English course that is equivalent to IELTS score 5.5.

Once students who do not meet the minimum English level requirement have completed a preliminary English course, their English language proficiency will once again be formally reviewed to ensure that it is up to the satisfactory level. The Administration Manager then approves the student’s application.

**Academic Criteria:**

The minimum qualification required for entry to ACMT program(s) is Year 12 qualification or its equivalent. Please refer to the Department of Immigration and Citizenship website for visa conditions and assessment level (www.immi.gov.au) There is no requirement for the student to get his qualification assessed by the relevant Australian Authority but the student should submit the certified copies of his/her qualifications, academic transcripts or any work experience. If any document is in a language other than English, certified copy of the translated document should be submitted.

**Admission with RPL/Credit Transfer:**

Students can apply for Recognition to Prior Learning or credit transfer for the units outlined in course structure of the qualification they wish to gain prior to enrolment or within 2 weeks of the course start date. The student is awarded RPL:

- Provided that it is clear that an applicant has fulfilled the relevant progression and assessment requirements of the course by means other than attendance on the planned course, and will be able to by completing the remaining requirements to fulfill the objectives of the course and attain the standard required for the qualification, that applicant may be admitted to any appropriate point in the course
- Admission with RPL/exemption is subject to the same principles, as admission to the beginning of a course
- Decisions to award RPL students with specific credit will be made at point of entry and shall follow the approved procedure – RPL/Exemption Policy and Procedure. Recognition of prior learning is generally used as a term including both prior certificated learning and experiential learning.

**Transfer from one program to another within the College**

The procedure for RPL/Exemption may be used to permit a student who has successfully completed all or part of one course of study to transfer to another related program of study.

**Enquiry, Application and Enrolment Process:**

- Student completes and signs Application Form and Acceptance Agreement.
• Student attaches all relevant supporting documentation.
• International applicants must provide proof of English language proficiency.
• Student forwards all documents to ACMT
• Successful applicants will receive a Provisional Acceptance Letter, invoice and Payment schedule. (International students may present the Provisional Acceptance Letter to the Australian Embassy / High Commission or consulate for visa processing or Pre Visa Approval.
• Student is required to make payment of enrolment fee, tuition fee, OSHC fee in order to secure the offer. Fees may be paid in cash, cheque, or by direct payment into ACMT’s bank account.
• ACMT then issues the Confirmation of Enrolment (CoE).
• ACMT holds an Orientation Program on the first day of the course for all students every term.

Entry Criteria for the students who are changing provider:

As stipulated in the National Code of Practice 2007, ACMT must not knowingly enroll a student who wishes to transfer from another provider prior to the student completing six months of their principal course of study except under the following conditions:

• The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
• The original registered provider has provided a written letter of release
• The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
• Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.
• ACMT must follow Assessing Applications for Provider Transfer Policy & Procedure when assessing students who wish to transfer from another provider.

Orientation Day Mandatory:

Orientation day is mandatory at ACMT because all the relevant information and briefing on the college policies are provided on this day. Orientation generally takes on Friday, the week before the course starts.

Students offshore may not know as what to expect on an orientation day. At ACMT, orientation day generally begins with the welcoming of the students, introduction of staffs, and introduction of the course, general briefing about the college policies as well as the Department of Innovation Industry, Science, Research and Tertiary Education (DIISRTE) policies. The students are also required to fill up certain forms and complete some procedures which are essential for their enrolment. These forms are held as a contract between the student and the college so ACMT advises student to clearly understand the documents and then sign it. Any negligence or misinformation regarding any of the forms will not be tolerated and will be taken as a serious offence by the college.

Students are required to bring certain documents with them while coming to the orientation day. Failing to submit the mentioned documents within the first week of the enrolment may lead to cancellation of the CoE.

 The original passport.
 The original IELTS/TOEFL/Equivalent certificate.
 The original transcripts of the academics that were submitted to the college.

Re-Enrolment:

After every college term break and scheduled holidays, students are required by the college to re-enrol within 10 working days. If the student has failed enrol within the specified timeframe, the college will view this as an indication of his or her intention to withdraw from the course. This could result in your enrolment with ACMT being terminated and DIAC/DIISRTE will be notified immediately via PRISMS. If there is compelling reason that has prevented you from enrolling, then you must contact ACMT to discuss about it.

RPL/Credit Transfer Policy

Policy

Applicants who consider that they have gained the required skills/competencies through formal or informal training and/or experience, stipulated for the units of the course they have enrolled can apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT). Australian College of Management & Technology (ACMT)
supports and encourages Recognition of Prior Learning (RPL) and Credit Transfer and has procedures in place to ensure fair, valid, reliable and consistent assessment of students’ requests. ACMT recognizes the AQF qualifications and Statements of Attainment issued by any other Registered Training Organization (RTO) under the process of Mutual Recognition. If the units specified in Certificates or Statements issued by a RTO are valid for the requested units of competency the process of Credit Transfer will be utilized.

**Purpose**

This procedure provides applicants with the opportunity to understand the RPL process and credit transfer process.

**THE BENEFITS OF RECOGNITION FOR ALL STUDENTS**

Some extra work in putting your evidence together

Adjusted fees

A reduce course load – less subjects to complete and an adjusted timetable

**For overseas students**

Recognition before the visa is issued if successful will mean the COE is adjusted to show the shortened course duration. If the visa has been issued, then the overseas student’s course duration is again adjusted and timetable changed so that you are still studying a full time load. Fees and Other Charges will apply.

**Transfer from another College**

Recognition includes assessing your completed course / subjects when students apply for transfer to ACMT from another College. Fees and Other Charges will apply.

**PROCESS FOR RPL AND CREDIT TRANSFER**

To claim RPL or Credit Transfer or a combination of both options the following five stage process needs to be followed, namely:

Stage 1: Information

Stage 2: Initial support and counseling

Stage 3: Application

Stage 4: Assessment process

Stage 5: Outcome of the process

**Stage 1: Information**

During this stage, ACMT will inform applicants that the credit transfer or RPL process exists through information contained on the Application Form. It is important to note that application for RPL and/or credit transfer may have Visa implications for International students.

**Stage 2: Initial Support and Counseling**

- Student Services Officer will arrange a date and time for information/briefing session after initial inquiry from a student. There is no charge for this service.
- The Director of Studies will give relevant documentation/competency standards/checklists/learning outcomes, which will also include performance criteria to the student at the information/briefing session. This documentation will enable the student to determine whether his/her current competencies are at the standard required for recognition
- Clarification will be given in the use of documentation, which will assist the student to determine whether recognition should be claimed. A member of staff with expertise in the field will give this guidance and support.
- Possible sources of evidence and methods to enable student to substantiate his or her competency will be explained.

**Stage 3: Application**

- Once the student has decided that he/she wishes to apply for RPL/CT, an Application for Credit Transfer/Recognition of Prior Learning form may be obtained from the front desk.
- Assistance in completing the form may be provided if requested.
- On completion of the application form, student should submit the form to the assigned student service officer.
- As advised at the initial information/briefing session, evidence to prove competency in the areas for which student is requesting recognition must be submitted with the application form.
- On submission of the application form, applicant will be interviewed and RPL/CT application will be discussed. If sufficient evidence to support recognition claim has not been provided, applicant will be
advised of further requirements.

- If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. The method of assessment may be negotiated with the student and may consist of interview, written assignment, exam, or other.
- Processing time of RPL will be determined on application.

Stage 4: **Assessment**

- Evidence submitted will be reviewed by a member of staff with expertise in the field and checked against learning outcomes of the unit for which RPL/CT is claimed.
- Evidence submitted will be reviewed to ensure that it conforms to the following RPL Principles:
  - Validity (is the evidence relevant?)
  - Sufficiency (is there enough evidence?)
  - Authenticity (is the evidence a true reflection of the candidate?)
  - Currency (is the evidence recent – obtained within 4 years?)

Original documents may need to be sighted and certified copies of transcripts need to be attached to the application.

- In the event of partial completion of the learning outcomes, the assessor will outline which performance criteria still need to be achieved, and preferably what evidence is still required

**Options include:**

- Supply further supporting documentation
- Complete an assessment activity
- Complete individual units of the appropriate course
- Work with an assessor to obtain the required competencies before applying for RPL again

- Applicant will be advised of the date when the results of his recognition application will be available.

Stage 5: **Outcome of the process**

- An appointment will be made with the student to discuss the outcome of the recognition assessment.
- Should applicant disagree with the outcome of his recognition application, the explanation of how the decision is reached will be explained. Student will be advised that he or she can access ACMT’s Complaints and Appeals policy and procedure and may have his/her application reviewed under the guidelines of this policy.
- If recognition is granted, the results of recognition application will be recorded in student’s file in accordance with ACMT procedures. Student will be required to sign to acknowledge that RPL and /or Credit Transfer has been granted.
- Course fee will change if RPL/CT is granted. Necessary RPL Application fees have to be paid
- ACMT will give a copy of revised course structure and unit/subject offerings and will advise the student if course credit will affect the duration of the course for him or her. Course credits will be recorded in the student’s file.
- If the course credit is granted before the student visa grant, the actual net course duration (as reduced by course credit) will be indicated in the Confirmation of Enrolment (CoE) issued for that student for that course, or
- If the course credit is granted after the student visa grant, the change of course duration will be reported (Student Course Variation) to the secretary of the DIISRTE via PRISMS under section 19 of the ESOS Act.
- If student is unsure of the appropriate unit or module to attend after being granted RPL and/or Credit Transfer, he/she can see the trainer or DOS for information.
- All documentation will be kept in student’s file.
- At post assessment appointment, ACMT will gather feedback regarding the recognition process and how it can be improved.

**NOTICE**

- Please refer to ACMT fee schedule for RPL/CT before applying RPL.
- ACMT will not provide more than 50% RPL/CT towards the course under any circumstances.
- Most units of competency at ACMT are clustered into modules/subjects. If all units of competency within that subject are not eligible for RPL/CT, then RPL/CT may not be granted. For more information contact ACMT before application.
Policy and Procedures

**Purpose:**

The National Code restricts approved providers of courses to international students (“registered providers”) from enrolling transferring students prior to the student completing 6 months of their principal course of study.

This policy is designed to ensure that the Australian College of Management & Technology ("ACMT") does not enrol any transferring international student prior to 6 months of their principal course being completed, unless that student has a valid letter of release agreeing to such a transfer, or if other specific conditions are met.

This policy also details the procedures for assessing applications to transfer from ACMT to another registered provider within the initial 6 months of a student’s principal course.

**Students seeking to transfer to ACMT from another registered provider:**

ACMT will not recruit or knowingly enrol a student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course of study except in the following circumstances:

- the original registered provider has provided a written letter of release;
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has had a sanction imposed on its registration by the government that prevents the student from continuing their principal course of study;
- a government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

International students seeking to transfer to ACMT must comply with ACMT’s course entry requirements.

**Procedure:**

Where an international student seeks to transfer from another registered provider before they have completed 6 months of their principal course of study the following procedure will apply:

1. ACMT receives an application from a student who is on-shore and is currently undertaking study at another registered provider.
2. Utilising information from the student’s passport, including their study visa and the date the student arrived in Australia, ACMT will determine if the student has completed 6 months of their principal course of study with the other registered provider.
3. If the student has completed 6 months study in their principal course of study, the application process proceeds as for all other on-shore international student applications.
4. If the student has not completed 6 months study in their principal course of study they are required to provide a letter of release from the registered provider they are currently studying with. ACMT will provide the student with a “conditional” letter of offer which clearly states that an offer of a place is contingent on their obtaining a letter of release from the registered provider that they are currently studying with.
5. If the student is a government sponsored student, they are required to provide written support from their sponsor agreeing to the change which will stand in lieu of a letter of release.
6. Once a letter of release is received the application proceeds as for all other on-shore international student applications.
7. If the student does not provide a letter of release, the application process will be put on hold and the student informed that they are unable to transfer at this time. The student will be invited to reactivate their application when they have completed 6 months in their principal course of study.
8. In the circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required.
**Students seeking to transfer from ACMT to another registered provider:**

ACMT will generally agree to a request from an international student to transfer to another registered provider prior to completing 6 months of their principal course with ACMT; however in assessing such a request the following factors will be taken into account:

- the student requesting a transfer does not have a clear understanding of what the transfer represents to their study options;
- the student has not made an attempt to discuss the reasons for seeking a transfer with the Director of Studies;
- the student has outstanding course fees owing to ACMT;
- it is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to the secretary of the DISRTE for failure to meet academic progress requirements.

Where it is assessed that one of the above factors applies, the student’s request for a letter of release may be refused.

In the circumstance that ACMT does not grant a letter of release, the student will be provided with the reasons for refusing the request in writing and will be informed of their right to appeal the decision through ACMT’s grievance handling procedures.

Where a letter of release is granted it will be issued to the student at no cost and will advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.

Students will be advised of the outcome of the assessment of their request within 5 working days of the request being submitted.

ACMT will maintain records of all requests from students for a letter of release and the assessment of and decision regarding the request on the student’s file.

**Procedure:**

The following procedure applies to international students wishing to transfer from ACMT to another registered provider within 6 months of commencement of their principal course of study:

1. The international student will present, in person, to the Director of Studies and provide a written request that they wish to transfer from ACMT to another registered provider. The Director of Studies will arrange an exit interview where the student will provide an original copy of a valid letter of offer from the registered provider to which the student wishes to transfer.

2. The Director of Studies will check the financial status of the student to determine if there are fees owing or if the student is entitled to a refund under ACMT’s refund policy. The Director of Studies will advise the student if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when. The Director of Studies will also check to see if there are any books or other items on loan to the student and make arrangements for their return.

3. During the exit interview the Director of Studies will:
   - discuss the reasons for the student wishing to transfer to another registered provider;
   - sight the original letter of offer from the registered provider that the student wishes to transfer to;
   - make a copy of the letter of offer.

4. Following the exit interview the Director of Studies will make an assessment of the student’s request for a transfer to another registered provider taking into account the factors mentioned above and come to a decision on whether to provide the student with a letter of release.

5. If the Director of Studies agrees to the student’s request for a transfer to another registered provider they will advise the student in writing within 5 working days that a letter of release is available from administration. The letter of release will be provided to the student at no charge and will advise the student of the need to contact DIAC to seek advice on whether a new visa is required.

6. The student must, if applicable, pay any outstanding fees or return any books or equipment before receiving the letter of release.

7. If the Director of Studies denies the student’s request for a transfer to another registered provider, the student will be provided with reasons for refusing the request in writing within 5 working days and will be informed of their right to appeal the decision through ACMT’s grievance handling procedures.
8. The request for transfer to another registered provider, a copy of the letter of offer from the other registered provider, a copy of the written advice to the student of the decision and, if granted, a copy of the letter of release will be placed on the student’s file.

9. The PEO will advise DIISRTE/DIAC through PRISMS that the student has transferred to another registered provider.

10. The Director of Studies will ensure that the following tasks are undertaken:
- an Academic Transcript is prepared for the transferring student, if applicable;
- e-mail the relevant personnel advising them that the student has withdrawn from the course so that records can be updated, the students computer access and e-mail account are deactivated, and the student’s borrowing rights are cancelled.

11. Letters of release will always be provided when, or if:
- ACMT’s registration or accreditation has been revoked;
- sanctions imposed on ACMT by the government prevent the student from continuing in the course;
- A government sponsor deems that the transfer is in the best interest of the student.

Each term ACMT will conduct orientation program for its new student. The sample of the program is given below.

### Orientation Program Term x, xxxx

#### xx-xx-xxxx

<table>
<thead>
<tr>
<th>Time</th>
<th>Events</th>
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<tbody>
<tr>
<td>10.15 - 11.00 am</td>
<td>• Tea and coffee on arrivals</td>
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<td></td>
<td>• Registration</td>
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<tr>
<td>11.00 – 12.30 am</td>
<td>• Welcome address by the college Public Executive Officer (PEO)</td>
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<td></td>
<td>• Presentation by Director of studies (DOS)</td>
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<td></td>
<td>▪ ACMT commitment</td>
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<td></td>
<td>▪ ACMT rules and policies</td>
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<td>▪ Attendance</td>
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<td>▪ Course progress</td>
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<td>▪ Fees and refund</td>
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<td>▪ RPL and missed assessment</td>
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<td></td>
<td>▪ Intervention strategy and counselling</td>
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<td>▪ Students’ rights and obligation</td>
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<td>▪ ACMT expectation and standards</td>
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<td>▪ Occupation health and safety</td>
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<td>▪ Anti-discrimination and harassment</td>
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<td></td>
<td>▪ Emergency evaluation procedure</td>
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<tr>
<td></td>
<td>▪ Other matters</td>
</tr>
</tbody>
</table>

#### 12.30 – 13.00 pm

**Lunch break**

#### 13.00 pm – 14.00 pm

• Information session
  - Tour of the college
  - Login and student IDs
  - Student handbooks
  - Time table
  - Text books
  - Information trainer
  - Student support
  - Other matters

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**Course Timetable**

Each course has a different timetable every term. Timetables will also be handed out at the start of each term.

All courses are offered at a full time study load which is based on 20 hours per week including lecture and tutorial sessions.
Assessment

Assessment of your academic performance is progressive and takes place throughout the subject. Assessment may include class exercises, assignments, written and practical tests, case studies, presentations and final examination. Many subjects in our academic programs require students to learn technical knowledge and theory, then apply this in a practical sense. Some learning and assessments will be oral tests, asking questions while observing students working in small groups. This may be a different way of learning for you but it is very important in vocational education and as a part of the curriculum guidelines. You will be advised by your lecturers of the particular requirements of each subject and of the conditions pertaining to assessment.

It is the student’s responsibility to ensure that all assignments, exercises, presentations and case studies be submitted personally to the relevant lecturer, or given to the Student Services officer for forwarding, on or before the due date. You must also note that all your submitted work must be of original thought, research and initiative, and must be your own work. Academic misconduct and plagiarism may lead to repetition of the subject in its entirety and/or may result to failure in the subject.

To satisfy the assessment requirements of each subject, you will need to show satisfactory outcomes in each and every assessment task in each unit. At this point in the assessment process you will be deemed competent (C). If you are deemed as not yet competent (NYC), you are entitled to a re-assessment (up to 2 more per unit) you may apply to the Director of Studies for supplementary assessment. Applications of this nature are considered and assessed individually, and may or may not result in the assignment of supplementary work, or the requirement to repeat the given subject in whole or in part. Applications of this nature must be submitted within 3 weeks after the completion of the relevant subject. The subject is said to be completed once the result “competent” has been attained. You must be deemed competent (C) in all subjects that form the requirements for the qualification in order to qualify for the award.

If a student feels that the assessment result provided is incorrect or unjust he/she may request that the assessment be reviewed. Initial contact should be made with the Director of Studies.

Studying at Australian College of Management & Technology

The Business and Technology Programs are designed around full time study of 20 hours per week over 4 terms in a year. There are 4x9 week terms to the academic year. The College has term breaks in which students can work, travel or return home at mid-year and the end of the year. Each course includes a number of subjects. There are lectures, supervised practical work, self-paced learning and major projects.

Facilities

ACMT has 6 classrooms including 3 technically-equipped computer rooms with good access for every student. ACMT has rooms which are spacious for students to learn and enjoy classes. Students will benefit from the state-of-art computer hardware and software that is installed on each computer; air-conditioned classrooms and the most up-to-date training materials available. Students have access to the computers for studying, internet research and for other academic purposes as it is equipped with high speed broadband internet. There is a specialist technical library and a study resource online through our server and the college is also equipped with digital projector, fax machine, photocopier, scanner and a printer.

Attendance and Academic Performance

Students are required to pass every subject in a course to gain the full qualification. Attendance must be maintained at minimum of 80% across the term. Support is offered to students having difficulty with studies and balancing study and work and living in Australia. However, if the student is breaching attendance conditions and there are no compelling or compassionate reasons, the student will be reported for a breach of visa conditions.

Classes

All classes are conducted in English and students are expected to be proficient in English at a level, which allows them to function in the course. The Director of Studies is available for advice and support.

Class Sizes

Class size is small at ACMT and depending on the subject, classes will vary in student numbers but everyone will have good access to computers and teacher support.
**Academic Support for Students**

The College has skilled teachers who are available to support students needing advice on matters such as attendance, academic progress, language, literacy or special needs in relation to your course content and assessments. Reasonable adjustments can be made for students.

**Attendance Policy and procedures**

Australian College of Management & Technology is obliged under the Standard 11 of the National Code 2007 to systematically monitor students’ compliance with student visa conditions relating to attendance. The standard requires ACMT to proactively notify and counsel students who are at risk of failing to meet attendance requirements. ACMT will report students who have failed to meet the attendance requirements under Section 19 of the ESOS Act.

If a student has been absent for **more than five consecutive days** without approval or she/he is assessed as being at risk of not attending 80% of the scheduled course contact hours for the course for which he or she is enrolled, ACMT will endeavour to contact and counsel the student to determine the reason for his/her absence.

Attendance of less than 80% represents a breach of visa conditions and will require ACMT to report the student to the secretary of the Department of Industry, Innovation, Science, Research and Tertiary Education (DISRTE) via PRISMS.

ACMT uses 85% benchmark to assess **at risk students**. Any students identified as having attendance below 85% will be viewed as at risk and will be sent a first warning letter advising to improve their attendance level to avoid breaching Visa Condition relating the attendance. There are two exceptions to this rule: (i) if there is documentary evidence demonstrating that compassionate or compelling circumstances applies and (ii) The student’s projected attendance is 90% or above.

**PROCEDURE**

- The respective teacher marks each student’s attendance every hour of the session.
- The teachers mark ‘X’ if the student is present and ‘\’ if the student is absent (regardless of the reason for the absence) in the Class Attendance Sheet.
- At the end of every week, the Class Attendance Sheet is returned to the Administration Manager for a proper filing. Before submitting, the teachers also have to update their individual class attendance in the RTO manager, ACMT online database management system. The teachers can write a short note for each student where required via the Communication log.
- All students are responsible for checking their own attendance on a regular basis. Where students require an attendance record for Department of Immigration and Citizenship (DIAC) or other purposes, they may obtain an official Certificate of Attendance upon request with the Administration Manager.
- Attendance is updated in the database at end of each week by the trainers in the database. The Director of Studies observes the level of student attendance regularly to ensure that students who has been absent for more than five consecutive days without approval are identified.
- Any students who has been identified to be absent for **more than five consecutive days** without approval will be sent the **First Warning Letter** immediately advising him or her to make an appointment to see DOS as soon as possible to discuss about the situation
- In addition, a major review of attendance is carried out by DOS at **Week 4 and Week 9 of each term** to identify students who are **at the risk of not meeting minimum requirement of 80% of the scheduled course contact hour**.
- Any students identified as having attendance below 85% is considered at risk of not attending 80% of the scheduled course contact hours or will then be sent a **First Warning Letter** in the following week detailing their actual attendance and inviting them to an informal interview with the Director of Studies to discuss their situation.
If the student’s attendance falls below between 80% and 85% in the next review in the next major review, then ACMT will send a Second Warning Letter in the following week. This letter will outline that the student in grave risk of not meeting 80% attendance in the scheduled course contact hours for the 9 week period and is therefore at high risk of being reported and advised students in strongly worded term to come immediately to see DOS to discuss about the situation. In this meeting, students will be given counselling and work out the plan to enable to improve his/her attendance satisfactory level.

Any students identified having attendance below 80% (also taking an account of projected attendance) attendance level in any ACMT attendance review will be sent a formal notification specifying ACMT’s intention to report him/her to the secretary of the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) via PRISMS for unsatisfactory attendance.

The student will be given the right to appeal against ACMT’s notification of its intention to report the student for unsatisfactory attendance within 20 working days if they choose to do so. More information can be found at Student Complaints & Appeals Policy available from the ACMT website.

Students, who are dissatisfied with the outcome or process of an appeal within the ACMT, may choose to appeal to the Overseas Students Ombudsman. Students can call 1300 362 072 or visit www.oso.gov.au for the information about the external appeal process. They have the right to make a complaint or make appeal externally where they have a reasonable belief that the appeal process with ACMT was unfairly administered.

Students who chose to appeal to an external agency must notify the College of this decision and provide details of the external agency within 10 working days of being notified of the outcome of the last stage of their internal appeal. ACMT will report the student to the DIISRTE for breaching the attendance requirements if:

- Failed to notify the college within 10 working days of being notified of the outcome of the last stage of internal appeal process of its decision to appeal externally.
- Notify the college of its decision not to appeal
- The external appeal process finds against the student

On the advice of the Director of Studies, the PRISMS administrator then (on completion of the appeal process) reports the student to the secretary of Department of Innovation, Industry, Science, Research and Tertiary Education (DIISRTE) via PRISMS and sends a Non-Compliance Notice to the student.

Course Progress Policy and Procedures

ACMT is committed to ensuring that all students are supported throughout their course of study to assist them to achieve the qualification for which they have enrolled and to ensure they comply with government legislation regarding academic progress and attendance.

ACMT is required by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 to monitor student course progress. Course progress is monitored and student support is offered to students who are not progressing satisfactorily (Standard 10.2).

Where a student does not satisfactorily meet course requirements for two consecutive study period (18 study weeks) they may be reported to the secretary of Department of Innovation, Industry, Science, Research and Tertiary Education (DIISRTE) through PRISMS. This action will automatically alert the Department of Immigration And Citizenship and their student visa may be cancelled.
PROCEDURE

Requirements for achieving satisfactory course progress

- All education and training conducted within the Vocational Department of ACMT is competency-based and has vocational outcomes. Under Australia’s National Training Framework (NTF), competency-based assessment is defined as demonstrating: “whether a person has the skills, knowledge and experience required to perform specific tasks in the workplace, or to gain credit towards a vocational education and training qualification or course, assessment is based on industry determined competency standards.” ANZA (July 1998) about competency-based assessment, The Australian Training Information Network (TATIN)

- To be successful in all vocational programs, students need to achieve the level of understanding, knowledge and skill expected by industry. Progress of a student enrolled in any vocational program at ACMT in a particular term (9 study weeks) is regarded to be unsatisfactory if the student is deemed Not Yet Competent in 50% of the units within the term (9 study weeks) that they enrolled in.

Monitoring Course Progress

Student course progress is reviewed regularly and considers the following:

1. Student results
2. Attendance records
3. Intervention records

- International students are identified as at risk of failing the course progress requirements if he/she failed more than 50% of the units attempted in a 9-week study period. The College will formally notify such students and offer support enabling student to satisfy the course progress requirements. This support may include the ACMT intervention strategy.

- If a student fails in more than 50% of the units attempted in two consecutive terms (18-week study periods) despite the implementation of a Program of Support, he/she is affectively considered breaching the course progress policy and therefore the Visa Condition. Accordingly, ACMT will formally notifify such student of its intention to report him/her to the secretary of the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) via PRISMS. The student will have right to appeal the ACMT decision within 20 working days.

- In instances where a student is identified as being at risk of not meeting course requirements (i.e. failed more than 50% of the units attempted in 9-week study period), the Director of Studies (DOS) will counselled student and determine if the student is in need of intervention as per Standards 10.4.

- Where a support/intervention strategy is implemented the student will be required to meet the relevant DOS on a regular basis for follow up.

- Evidence of the intervention measures employed for the student will be recorded and kept in the student’s file.

Notification to report

- When a student fails to meet the course requirements in two consecutive term (18 study weeks) they will be sent an intention to report for unsatisfactory progress letter warning them of ACMT’s intention to report them to DIISRTE via PRISMS for unsatisfactory course progress.

- The student is advised in the written notification that they have 20 working days to make an appeal. Students should refer to ACMT’s Complaints and Appeals Policy.
A student may appeal in the following circumstances:

- Students’ marks have been calculated incorrectly
- Compassionate or compelling circumstances apply
- An intervention strategy or other policies were not implemented according to the Institute’s documented policies and procedures that have been made available to students

In the event a student lodges an appeal, the student will only be reported when the appeal process is completed that is, our internal appeal process plus one external appeal (if required) and the appeal decision does not favour the student. ACMT will notify DIISRTE via PRISMS of the student not achieving satisfactory course progress as soon as practicable. The Administrative Officer responsible for processing internal student appeals and reporting to student who have not sought to appeal externally or external appeal upheld ACMT’s decision to report student for not meeting minimum course progress requirement.

The student is to maintain their enrolment throughout this process.

Student access to academic results and attendance

- Students are able to check their results at any stage during their studies. They can log on to the database at any time or can approach ACMT’s staff at the front desk during the office hours

**Reasonable Adjustment Policy and Procedures**

**Purpose**
This document outlines the ACMT’s policy and procedure in relation to teaching and assessing students with certain conditions who may require adjustments in their teaching and assessment approach. This policy document underpins the principle of the assessment which is ‘to be fair test of an individual’s knowledge and what they are able to do’.

**Procedures**
ACMT’s policy on Access and Equity prohibits discrimination towards any group or individuals in any form, including but not limited to:
- Gender
- Pregnancy
- Race, color, nationality, ethnic or ethno-religious background
- Marital status
- Disability (Physical or intellectual or psychiatric or any organism capable of causing disease)
- Homosexuality (male or female, actual or presumed)
- Age (employment & termination)
ACMT will provide reasonable adjustments in its learning and assessment methods for students with above mentioned conditions to ensure that they have fair access to the ACMT teaching and learning services. It is noted however that ACMT will not enroll a student if the extent of his/her disability is such that it is beyond the scope of ACMT to accommodate such student’s need

**Reasonable adjustment arrangements which ACMT may permit**
Applications for reasonable adjustments will be individually considered and decisions are made on the case by case basis taking account of the exact nature of the student’s everyday needs and usual method of working. The reasonable adjustments may include:
- Allocation of additional time
- Support of sign language
- Support of personal assistant
- Use of assistive technology
- Re-sits, in the case of temporary illness/injury
- Use of appropriate examination location
ACMT makes sure that students receiving reasonable adjustment in their learning and assessment do not get unfair advantage over their able body counterparts.

**Documentary evidence**
The student’s application for reasonable adjustments must include the relevant documents clearly stating the nature and severity of the disability; issued by an appropriate independent professional expert. Information about someone’s disability is deemed ‘private and sensitive’ and therefore ACMT takes additional precautions to make sure that it is protected appropriately.

ACMT will accept three types of documentary evidence:
A copy of original medical/psychological evidence
A letter from the professional expert which summarises the medical/psychological evidence
A letter from other authorised bodies
In all cases, the evidence should be accompanied by written consent.

**Religious obligation**
Students, who for religious reasons, need to take break will be expected to provide an explanation for the requirements for a break as well as a signature and contact details for an appropriate religious authority (e.g. imam, rabbi, or priest).

**Disclosure and confidentiality**
ACMT will not pass on in verbal or written form any sensitive information without the student’s expressed consent. It will keep in confidence all correspondence and documentation received and discloses any such information strictly adhering to prevailing legislation.

**Reasonable adjustment form**
Students who require reasonable adjustment arrangements must advise ACMT at the time of enrolment by filling out ACMT Reasonable Adjustment form. The information in the form is internal use purpose only and will not be shown on the student’s certificate. The Reasonable adjustment form can obtained by email at ‘info@acmt.nsw.edu.au” or in person from ACMT reception. The form must be submitted with the application for enrolment.

**WORKPLACE HEALTH and SAFETY**
ACMT is committed to providing a safe and healthy work environment for all employees/contractors/students. It is the policy of this College to make every reasonable effort to prevent accidents, protect employees/contractors/students from injury, and promote the health, safety and welfare of all employees/contractors/students. The College will make available necessary resources to ensure that it has policy, procedures and practices that comply with relevant Federal and State Regulations and Codes of Practice including Workplace Health and Safety Act 2011 and Health and Safety Regulation Act 2011 to ensure that the workplace is a safe and healthy.

The Workplace Health and Safety (WH&S) Committee has been set up as a means by which management at ACMT can regularly review and consult with employees on workplace health and safety issues. The WH&S Committee comprised of the following personnel. The Committee meets quarterly to discuss workplace health and safety issues and measures needed to resolve those issues.

**ACMT Workplace Health and Safety Committee**
**Chairperson**
Hiral Patel (Principal Executive Offer)

**Members**
Hiral Patel (Principal Executive Offer)
Carol LI (Accountant)

The WH&S Committee has appointed the following personnel in the position of the WH&S Officer and Fire Wardens.

**WHS Officer**
Hiral Patel
Key responsibilities of the WH&S officer are to manage First Aid Kits, administer First Aid Assistance when needed, identify, document and act (where applicable) of incidents. The WH&S Officer has completed the First Aid Training and therefore is qualified to discharge first aid service. The WH&S Officer is also responsible to provide detail accounts of incidents reports to WH&S committee and make a request or suggestion to the committee for necessary measures.

Fire Wardens
Carol Li

Fire wardens are responsible for making sure that ACMT evacuation procedure is up to the scratch and more importantly manage smooth evacuation in the event of emergency requiring evacuation of the College building. Each employee is responsible for performing their duties with respect to the concern to the safety of ACMT clients as well their own safety, the safety of their fellow employees and the property and equipment entrusted in their care. Employees are also responsible for familiarizing themselves with the Emergency Evacuation Directions displayed on the Fire Exit doors of the College. All staffs are required to follow the practices outlined in ACMT Workplace Health & Safety Policy

ACCESS AND EQUITY

ACMT is committed to access and equity principles and processes and strictly follow those policies and principles in the delivery of its education and training services. Access and equity policies are incorporated into operational procedures. ACMT prohibits discrimination towards any group or individuals in any form. Programs are designed and wherever possible facilities are set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by disadvantaged students. Details information about his is provided in the ACMT Access and Equity Policy.

Maintaining a full time study load

Overseas students must maintain a full time study load. However, if you reach the final semester and have to repeat units/subjects the full time study load is not required. Local student on Austudy will have to retain a full time study load based on 20 hours per week.

Student input to the college

The College will seek out various ways to hear the views of students, teachers, staff and parents on the quality of our course provision, our teachers, our staff and our services. We undertake to listen to complaints and receive feedback as an opportunity to improve the Australian College of Management & Technology.

Student Support

The College is concerned about the welfare of students and offers support through the Marketing, Student Support staff and the Director of Studies. We assist all students with an orientation program and course induction. Advice on accommodation options, Austudy/Abstudy and Youth Allowance applications and other matters that may have an impact on a student’s progress are available throughout the course. We will be quick to respond to unacceptable behaviour from students or staff. Discrimination, harassment or victimisation will be dealt with as per legislation and our procedures. Teaching and administration staffs are aware of their responsibilities to ensure that students feel safe and supported at our College.

Course Completion and Graduation

To receive a qualification and graduate from ACMT students must achieve competency in each subject of their course. Certificates or Statements of Attainment will be issued at the completion and presented at the graduation ceremony or posted by arrangement. Graduation is a celebration of your achievements, a new career or admission to further university level study started at the Australian College of Management & Technology.

The responsibilities of an International Student

Now you are an international student in Australia on a student visa and you have certain responsibilities, which you must take very seriously. The immigration and education legislation relating to your visa and information about conditions that must be met by the CRICOS College is on a number of websites. Go to: Study in Australia www.studyinaustralia.gov.au National Code and ESOS Framework http://www.aei.gov.au/AEI/ESOS and www.immi.gov.au
Your Study Program

Some students find study in Australia very different from home and may take time to adjust. In Australian schools and colleges you are expected to participate in your lessons, ask questions and do your own research. You can expect to spend less time listening to the teacher and writing down what is said and more time discussing and writing down what you think.

Every subject will have workbooks or reading materials. Make sure that you get a copy of these materials and study and revise in your own time as well as in class. There may be difficult English language in the specialised area you are working in – Business Administration, Accounting or Information Technology all has their own terms and language.

Our classes are designed to allow time to explore the English terms that are needed to be successful in the subject so it is important to be at class and practice with your teacher and other students.

Every subject will set out the work to be completed week by week and the dates for assessments to be handed in. Keep a diary for your subjects so you can organise your study.

Study Includes Group Work, Oral Communication and Presentations

Many subjects in our academic programs require students to learn technical knowledge and theory then apply this in a practical sense and demonstrate skills. Some learning and assessments will be oral, use questioning and observe students working in small groups. This may be a different way of learning for you but it is very important in vocational education and part of the curriculum guidelines. Most subjects also require students to give presentations to the class and teacher as part of assessment. We will introduce these methods gradually so you get plenty of practice in practical and oral assessments.

Medical Insurance and Seeing a Doctor

All international students have paid for Private Medical Health Insurance (Overseas Student Health Cover) before they arrive in Australia. This insurance is provided by Medibank Private and you will need to go to the office with your passport to confirm your arrival.

You can go to any doctor but you must take your Medibank Card with you to access the service you have paid for.

If you are sick you should see a doctor immediately. If you are in a home stay your family will help you.

Legal Services

If there is an unusual situation such as an accident or issues with your landlord during your stay as an International student you may need legal advice. We can counsel you to a point but then we will refer or recommend you to professional legal advisors that are available from Migrant Centres and from Solicitors that are known to the College. You can also visit the website of “The Law Society of New South Wales” at http://www.lawsociety.com.au/ for more information on seeking legal advice.

College Absence

If you are too sick to come to College you must let the Student Services Manager know about your sickness who then will notify your respective teacher. You should then see a doctor and if he/she tells you to stay at home you must ask him/her for a medical certificate (with a doctor’s seal). You must bring this to the College when you come back after your illness so that your absence can be excused.

If you need to take time off College for an important reason such as an interview at a University you must write a letter asking for permission before you take time off in order to have your absence excused. If you do not ask for permission you will lose your attendance for that day.

If your parents wish to visit you they should visit in the College holidays so you do not miss lessons.

Re-Enrolment by Student after Every Term-Breaks, Holidays

After every college term break and scheduled holidays, students are required by the college to re-enrol within 10 working days of the term start date. Failure to do so, the college will assume that the student is indirectly informing ACMT of its intention to withdraw from the course. This will further result in your enrolment with ACMT to be terminated and DIAC/DIIISRT will be notified immediately via PRISMS.
**Student Evaluation, Questionnaire and Feedback**

At the end of each term, a survey is conducted to obtain feedback from the students regarding the subjects that they undertake. This is carried out by the Director of Studies. Please ensure you carefully complete questionnaires at the end of each term. It is only through your feedback that we can continue to improve on the delivery of our courses.

**Food, Drink, Mobile Phones**

No food and drink is to be taken into classrooms, neither by staff nor students. Bottles of water, however, are allowed in classrooms.

Mobile phones should be switched off or turned in silent mode at all times while in classrooms.

**Smoking**

Smoking is not permitted anywhere in the premises of the college. If you wish to smoke, you need to go to the smoking area in front of the building.

**Change of Address**

It is a condition of your student visa that the College must be able to contact you at any time. This means we need your current address and contact details. If you change your address, you must notify the Student Services in writing within 7 days of the change.

**Books and Other Resources**

Textbooks and references are available in the college to help you with your homework and private study. If you need to borrow a book or a reference material, please ask the Student Services officer in the reception area.

There are computers available for use outside class time. You can use these computers for research and other academic activities.

**Refund Policy**

ACMT’s refund policy applies to both commencing and re-enrolling students. It is set out in the Terms and Conditions of Enrolment and below. All requests for a refund must be submitted on the appropriate refund application form and must be accompanied by official documentary evidence of the grounds for the request.

Your initial application and material fee to ACMT is not refundable. Refunds apply only to tuition fees and will only be paid to the applicant through an Australian Dollar draft.

- All requests must be submitted in writing on the appropriate form to the student service officer of the college and must be accompanied by official documentary evidence on the grounds for the request. Enrolment fees, material fee, accommodation placement fees and airport pickup charges are non-refundable under any circumstances.

- Refund applies only to the course fees not enrolment fee and will be paid to the student in Australian Dollars only. AUD $250 administration fee applies upon refund application.

- Where a student has been accepted into a package course, no refund will be granted for the second course after commencement date of the first course.

**How to claim a refund:**

To claim any refund, you must complete a *Refund Application Form* and return together with your receipt of course fees and certified copies of any supporting documents (such as Visa rejection letter, etc.) to the College. The refund will be paid in Australian dollars and you will be provided with a letter explaining how the refund was calculated. It will be posted to your address in your home country within 4 weeks from the receipt of the *Refund Application form*.

The above refund policy does not remove your right to take action under Australia’s consumer protection laws. Also, the College’s dispute resolution processes do not circumscribe the student’s right to pursue legal remedy.
Provider default:
Default is a legal term and can occur if a course does not start on the agreed start date, or a course ceases to be offered or is not offered in full before an enrolled student has completed, or if the College closes. Such situations are covered by the provision of the Commonwealth government ESOS Act 2000 and the ESOS Regulations 2001. Through our insurance policies and CRICOS provider legislation students will be protected and able to get a refund which will be paid within 2 weeks of the default date and / or complete their course with another College.

Calculation and payment of the refund:

i. Where a refund is provided the student will receive a letter showing the breakdown of the amounts in the refund.
ii. We will respond within 4 weeks to written requests for refunds and make payment within 28 days from the refund approval date.
iii. Refunds for overseas students will be drawn by cheque or money order and paid to the student’s country of origin within 28 days from the date the Managing Director approves the cancellation and refundable amounts.
iv. Students will be made aware of their rights to pursue refunds under Australian Consumer law.

Deferment, Suspension and Cancellation of Study Policy and Procedure

Policy:

Australian College of Management & Technology (ACMT) is committed to ensuring compliance with relevant Government regulations and legislation with regards to determining a student’s enrolment status as deferred, suspended or cancelled.

Deferment: to delay or postponement of commencement of course
Suspension: temporary postponement of enrolment during course
Cancellation: cessation of enrolment in course

Purpose:

This policy and procedure is designed to provide a procedure for assessing, approving and recording deferment of the commencement of study, suspension of study or cancellation of study for International students.

All students must be aware that the deferment, suspension or cancellation of his or her enrolment may affect his or her student visa.

Under the requirements of the ESOS Act and National Code, if an international student has enrolled in a course at the Australian College of Management & Technology (“ACMT”) they are not permitted to defer commencement of their studies, or suspend their studies, except on the grounds of compelling or compassionate circumstances beyond the control of the student. If a student defers or suspends their studies on any other grounds, ACMT must report the student to DIISRTE/DIAC via PRISMS, as not complying with visa conditions.

Also ACMT may suspend or cancel a student’s studies on the basis of student misbehavior.

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 (where possible, a doctor’s 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,
and this has impacted on the student (these cases should be supported by police or psychologist’s reports);

**Deferred Studies**

Any international student wanting to defer their studies needs to notify ACMT before their course commencement date.

After 14 days of the course commencement date if no contact has been made by the student, ACMT will notify the Secretary via PRISMS of the non-commencement and the student’s CoE will be cancelled.

**Procedure:**

The following procedure applies to international students applying for a deferment of commencement of study:

1.1 International students who wish to defer the commencement date of their course must advise ACMT in writing of their request accompanied by documentation clearly demonstrating the compassionate or compelling reasons why the deferment should be granted.

1.2 In the event that the request for deferment of studies demonstrates compassionate and compelling circumstances, ACMT will approve the application and advise the student in writing of the decision within 5 working days.

1.3 The student service officer will access PRISMS to advise DIISRTE/DIAC the period of deferment granted.

1.4 If the request for deferment of commencement of study does not meet the requirements for compassionate and compelling circumstances, ACMT will not approve the application and will advise the student in writing within 5 working days of the reason for the decision and that the student has 20 working days to appeal the decision through ACMT’s complaints and appeals procedures.

1.5 If the student chooses to access ACMT’s complaints and appeals process, the student’s enrolment will be maintained until the appeals process is completed and ACMT will not notify DIISRTE/DIAC of any change to the student’s enrolment status.

1.6 The request for deferment of commencement of study, any accompanying evidence and a copy of the written advice to the student of the decision will be placed on the student’s file.

**Suspended Studies**

**Suspension initiated by the student**

- Any student wanting to suspend their studies should be made aware that the Department of Immigration and Citizenship (DIAC) will only permit colleges to allow a student to suspend their studies in very limited circumstances i.e. for major illness, accident or other exceptional compassionate circumstances beyond the control of the student e.g. death in the family.

- Weddings, cultural and religious activities are generally not acceptable reasons for suspension of studies.

- The length of the leave is to be strictly in keeping with the reason for it.

- Students must apply for suspension of studies in writing using the form Application for Suspension of Studies available at the Reception and submit it with supporting documentation (e.g. medical certificate from a registered medical practitioner, death certificate, return air tickets) to a Student Services Officer. Any documents of a personal nature should be enclosed in an envelope and labeled CONFIDENTIAL.

- Suspension of studies will not be permitted unless all documentation is cited first.

- If suspension of studies is granted, it will not be granted for any duration less than 2 weeks.

- Should it become necessary for a student to cancel part or all of the leave, they should notify the College in person or in writing.
• Tuition fees have to be settled before the student can suspend their studies if the next payment date occurs during the leave period. No student will be granted an extension in the time before their next installment of fees falls due, on account of a suspension of studies.

• The maximum time allowed for a deferment or voluntary suspension of study is one term.

Suspension initiated by ACMT

ACMT has the right to suspend students’ enrolment on the following grounds;

• Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes) supported by evidence provided to support the claim; or

• Misbehavior by the student

Regardless of whether the suspension of enrolment is the result of a student request for suspension or ACMT-imposed suspension of enrolment due to misbehavior, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations

Cancelled Studies

Cancellation initiated by the student

• Any student wanting to cancel their studies must apply for termination of studies in writing using the form Termination of Student Studies Prior to Completing the Course available at the front office and submit it with supporting documentation. Any documents of a personal nature should be enclosed in an envelope and labeled CONFIDENTIAL.

• Where ACMT was unable to offer a pre-requisite unit;

• Inability to begin studying on the course commencement date due to delay in receiving a student visa

• Termination of studies will not be permitted unless all documentation is cited first.

• ACMT’s Cancellation and Refund Policy and Procedure will apply for termination initiated by a student.

Cancellation initiated by ACMT

ACMT has rights to terminate student’s enrolment on the following reasons;

• Disciplinary reasons: The procedure outlined in Student Discipline Policy & Procedure will follow. The Student Code of Conduct Policy and Procedure outlines the breaches that may result in cancellation of students’ enrolment.

• Non-Compliance with visa conditions: If student has a poor academic performance or poor attendance, the process outlined in Monitoring Course Progress and Monitoring Attendance are followed.

• Change in visa conditions: When a student notifies ACMT in writing of change in his or her visa conditions (e.g. student is granted permanent residency or some other visa type that is not a student visa), his or her enrolment will be cancelled and students will be a local student. All local students are obliged to follow ACMT’s Course progress, Attendance and Payment of fee policy outlined in enrolment agreement.

• Non-payment of Fees: If student is a defaulter in paying their college fee ACMT will follow the process outlined in ACMT’s Fees and Charges Policy and Procedure

• Student deceased

• Change of Provider: If a student decides to go to another education provider and ACMT grants permission to change provider following the procedures outlined in Assessing
• **Cessation of studies**: If any student wishes to cancel their enrolment with ACMT the *Application for Course Termination form* must be completed.

• **Under-enrolment**: If a student is deliberately under-enrolling (taking less than a normal load without good reason) despite ACMT’s advice, procedure outlined in Monitor Completion of course within Expected Duration will be followed. All course cancellations will be notified to DIISRTE via PRISMS.

**Student Appeals**

ACMT will notify the student if ACMT intends to suspend or cancel the student’s enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has **20 working days** to access ACMT’s *Complaints and Appeals Policy and Procedure* if they wish to appeal the decision made by ACMT. If the student accesses this appeals process, the suspension or cancellation of the student’s enrolment must not take effect until the process is completed, unless extenuating circumstances relating to the welfare of the student apply, such as in the event that ACMT reasonably suspects or knows that the student is a danger to themselves or others.

**Notice**

*International students applying to defer or suspend their studies will be reminded that a successful application may affect their student visa. International students are advised to contact DIAC regarding the effect any deferment or suspension of studies may have on their student visa prior to formally lodging an application to defer or voluntary suspend their study.*

International students are advised of the circumstances and consequences regarding deferment or suspension of study prior to enrolment and during the student orientation process.

**Termination of a Student by the College due to disciplinary or legal breaches**

The College reserves the right to expel a student. Incidents leading to termination by the College and cancellation of enrolment and reporting to the DIISRTE include but are not limited to cheating, theft, willful damage to College property, possession of illegal drugs on our premises, behavior which is considered inappropriate, threatens the safety of other students or interferes with College operations.

Students terminated by the College will forfeit fees. Refunds for fees paid in advance will be negotiated on a case by case basis and will be adjusted to take in to account administration costs, repairs and damages or other expenses that may arise due to the circumstances leading to termination of the student.

Where the College decides to terminate a student from the College:

ACMT will inform the student of the intention to terminate, suspend or cancel the student’s enrolment where this is not initiated by the student.

Give the student **20 working days** to access the complaints and appeals process.

If the student accesses the internal complaints and appeals process, the termination, suspension or cancellation of the student’s enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

**Non-Commencement of Studies By International Students**

If the student does not commence their course within 10 working days of the commencement date, the student CoE will be cancelled and the Secretary will be notified through PRISMS. Under Section 19 of the Education Services for Overseas Students Act 2000:

(1) A registered provider (ACMT) must give the Secretary the following information within 14 days after the event specified below occurs:
(a) the name and any other prescribed details of each person who becomes an accepted student of that provider;
(b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;
(c) the prescribed information about an accepted student who does not begin his or her course when expected;
(d) any termination of an accepted student’s studies (whether as a result of action by the student or the provider or otherwise) before the student’s course is completed;
(e) any change in the identity or duration of an accepted student’s course;
(f) any other prescribed matter relating to accepted students.

**ACMT Staff**

At ACMT we have the staff who are always willing to help you. The table below explains the staff’s title, name and their roles. If you want more information on which way each of the following staff can help and support you, contact our friendly Student Services Team at the front desk.

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
<th>Contact Detail</th>
<th>Looks after....</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal Executive Officer</td>
<td>Hiral Patel</td>
<td><a href="mailto:hiral@acmt.nsw.edu.au">hiral@acmt.nsw.edu.au</a></td>
<td>... overall operations of all divisions of the college ... smooth running of VET programs and compliance matters</td>
</tr>
<tr>
<td>Accountant / Administrative Manger/welfare</td>
<td>Carol Li</td>
<td><a href="mailto:carol.li@acmt.nsw.edu.au">carol.li@acmt.nsw.edu.au</a></td>
<td>... Administrative issues and student counselling</td>
</tr>
<tr>
<td>Sales&amp; Marketing Manger</td>
<td>Vivek Paneri</td>
<td><a href="mailto:Vivek.paneri@acmt.nsw.edu.au">Vivek.paneri@acmt.nsw.edu.au</a></td>
<td>... General enquiry about courses, enrolment process etc.</td>
</tr>
<tr>
<td>Contract Administrator</td>
<td>Amritpal Singh</td>
<td><a href="mailto:info@acmt.nsw.edu.au">info@acmt.nsw.edu.au</a></td>
<td>... Marketing matters and student’s concern about their agent</td>
</tr>
<tr>
<td>Program Administrator</td>
<td>Amarpal Kaur</td>
<td><a href="mailto:amarpal.kaur@acmt.nsw.edu.au">amarpal.kaur@acmt.nsw.edu.au</a></td>
<td>...To maximize the students ACMT experience in recreational, support and cultural activities.</td>
</tr>
<tr>
<td>System Administrator</td>
<td>Jun Liu (Carson)</td>
<td><a href="mailto:jun.liu@acmt.nsw.edu.au">jun.liu@acmt.nsw.edu.au</a></td>
<td>... General enquiry about courses, enrolment process etc.</td>
</tr>
<tr>
<td>IT Support</td>
<td>Krunal Soni</td>
<td><a href="mailto:info@acmt.nsw.edu.au">info@acmt.nsw.edu.au</a></td>
<td>... all ongoing IT support to the staffs and students</td>
</tr>
</tbody>
</table>

**Dealing with Problems**

It is difficult for people when moving to a new country and with different culture and sometimes you may have problems settling down. Occasionally the problem is because you do not really understand the way things are done in the new environment.

The best way to deal with any problem is to talk about it to our friendly staff.

Please refer to the notice board for the important links and phone numbers which you may refer to at all times for additional help and support. If you have a problem the first person to contact is your teacher unless the problem is with your teacher.
Listed below are the staffs that you should talk to if you have a problem. Don’t forget that we can also refer you to the external recognized agencies for major issues with your personal problems depending on your circumstances. Extra cost might incur for external counselling services provided by the third parties.

Who you should contact to if you have a problem...........

<table>
<thead>
<tr>
<th>Issues to be enquired or discussed</th>
<th>Person to contact to</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Transfer to other providers</td>
<td>Hiral Patel&lt;br&gt;(Principal Executive Officer)&lt;br&gt;Available: 9am – 5pm (appointment needed)&lt;br&gt;Email: <a href="mailto:hiral@acmt.nsw.edu.au">hiral@acmt.nsw.edu.au</a></td>
</tr>
<tr>
<td>• TLLN and English language support</td>
<td></td>
</tr>
<tr>
<td>• Problem with your study that your teacher could not help with</td>
<td></td>
</tr>
<tr>
<td>• Finding new accommodation</td>
<td>Carol Li&lt;br&gt;(Accountant/Administrative Manager/Student Welfare)&lt;br&gt;Available: 11am – 8pm&lt;br&gt;Email: <a href="mailto:carol.li@acmt.nsw.edu.au">carol.li@acmt.nsw.edu.au</a>&lt;br&gt;(M): +61 433 279 966</td>
</tr>
<tr>
<td>• Deferment, suspension and cancellation</td>
<td></td>
</tr>
<tr>
<td>• Attendance and course progress</td>
<td></td>
</tr>
<tr>
<td>• Medical problem/Visa problem/Monetary problem</td>
<td></td>
</tr>
<tr>
<td>• After Hours Support</td>
<td></td>
</tr>
</tbody>
</table>
| • Marketing matters and student’s concern about their agent            | Vivek Paneri<br>(Sales & Marketing Manger)<br>Available: 8am – 5pm
| • Personal problems...(Homesickness, depression or any other problems | Amritpal Singh<br>(Contract Administrator)<br>Available: 11am – 8pm<br>Email: info@acmt.nsw.edu.au |
| • Tuition fee,                                                          | Amarpal Kaur<br>(Programer Administrator)<br>Available: 8am – 5pm<br>Email: amarpal.kaur@acmt.nsw.edu.au |
| • ACMT products and services                                           |                                                                                      |
| • General enquires                                                     | Jun Liu (Carson)<br>(System Administrator)<br>Available: 9am – 6pm<br>Email: info@acmt.nsw.edu.au |
| • After Hours information and support                                  |                                                                                      |
| • Problems with computers, printer or scanners                          | Krunal Soni<br>(IT Support)<br>Available: appointment needed                        |
| • All other IT related matters                                         |                                                                                      |
**Student Complaints**

All complaints must be dealt with in a constructive and timely manner.

1. **Talk to us as soon as there is a problem**

In the first instance you should talk to your teacher. We encourage you to talk to us and explain your concerns in person to see if this can be quickly resolved. The staff will make a note of your concerns and follow up appropriately.

2. **Meet with the Student Services Officer** to explain your complaint. If the problem continues or is not easily resolved informally, please ask for a meeting with the Administration Manager or e-mail her. If it doesn’t help, you can bring a friend along with you. You will be given the opportunity to present your case. We will make notes of the meeting, the complaint and the proposed solution that is hopefully agreed at the meeting. We undertake to investigate the matters you have raised and respond within a reasonable time. We will keep record of your complaint and the outcome in our complaint register and on your student file. We will ask you to sign this record acknowledging your involvement in the complaints process.

3. **If you are still not satisfied, you may write a formal complaint to the Principal Executive Officer**

Please ask for the complaints form at the office or grab one from the reception area. Your complaint will be dealt with within 10 working days and heard by an internal panel that will provide you with an opportunity to put your case. The panel’s decision including the reasons will be provided to you in person or via email or in writing after the panel’s meeting.

4. **Overseas Student Ombudsman Services**

If you are still not satisfied with the outcome, you may lodge a formal complaint to the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

If your complaint is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The student will be notified of this follow up and corrective action.

**Re-Assessment Policy and Procedure**

**Policy Statement**

Australian College of Management & Technology (ACMT) is committed to ensuring fair and equitable policies and procedures are in place regarding student re-assessment.

**Purpose**

The purpose of this procedure is to define the process for re-assessment when a student receives a ‘Not Yet Competent’ in a specific unit of competency.

**PROCEDURE**

Student must be assessed as ‘Competent’ (‘C’) in all units of competency in order to successfully complete the course in which they have enrolled in. If a student receives a ‘Not Yet Competent’ (‘NYC’) in a specific unit, he/she will have to make arrangements to be re-assessed. To be re-assessed, the student will be notified of assessment options via trainer feedback and delivery schedule. The fee charged will depend on the nature of the reassessment and the unit/module being reassessed.

If the student has been assessed as ‘NYC’ or has missed one assessment component of the subject, the student will need to pay a fee of $150 per unit/subject to get reassessed.

Should a student miss class on an assessment day and not provide a medical certificate (with a doctor’s seal) the student will be deemed ‘NYC’ for the assessment. Other compassionate grounds may be granted, upon student providing supporting evidence. In the event the student provides appropriate and acceptable evidence(s) to justify the absence, the student will be given the opportunity to re-sit the assessment with no additional charges.

Should a student been deemed ‘NYC’ for a particular assessment task due to academic misconduct (cheating)
or plagiarism, a penalty of $200 will be applicable for redoing the task again.

Reassessment must be applied for by the student within one week after the result is made available to him/her. This means that the student is responsible to acknowledge that he/she has received a mark and has been deemed NYC for the units of competency previously undertaken.

Student are able to appeal the recording of a ‘NYC’ for any unit of competency or learning outcome provided that they had a satisfactory attendance for that unit and demonstrated reasonable participation in all assessments. To appeal a ‘NYC’ student needs to fill in the Complaints, Appeals and Recommendation for Improvement form with reference to the college Complaints and Appeals Policy. Reassessment may need to be arranged during the forthcoming term break in order to minimize disruption &/or avoid extra pressure on the student’s normal study. Reassessment fees must be paid for in advance to be reassessed. In the event a student find himself/herself in the incapacity to pay for the reassessment, the student must discuss the matter with a Student Service Officer and come to a written agreement for a fee payment schedule.

ACMT reserves the right to restrict access to facilities or withhold services for the student should the student not pays the reassessment fee within a given time frame. Penalty may apply for students who fail to organize their reassessment within reasonable time or does not turn up on the organized re-assessment date once results have been made available to them. **If students fail to come for the organized re-assessment, they may have to repeat the whole subject and pay the tuition fees for the subject accordingly.** Penalties may include but are not restricted to:

- Additional payment for the reassessment
- Sent a notice of intention to report for non-payment of fees letter (as specified in the college Student Fees & Charges Policy)
- Student may have to repeat the whole subject and pay fees accordingly

Once the application for reassessment has been approved and the fee (if applicable) has been paid by the student, the student will be advised of the process for the re-assessment. A student who wishes to extend his/her visa because of a ‘Not Yet Competent’ result(s) will only be allowed to do so in the following cases:

- Student has been previously identified as being at risk of failing Course Progress policy and the implementation of a Support/Intervention strategy indicates that the completion within the expected duration of study is not possible as per ACMT’S Completion within the Expected Duration of Study Policy.
- Student has been deemed ‘NYC’ for several units during the last term of his/her course study and requires additional time to be re-assessed.

Additional fees may apply for an extension of course.

**DUE DATE:** Appeal against Term Results – lodge within 2 weeks after the date of results displayed on Notice board.

**Procedure for Making an Appeal/Reassessment**

Students are required to follow the TWO STAGE procedure below:

**STAGE 1**

- **Step 1:** If student believes that the result awarded for a subject, does not fairly reflect student’s competence in that subject then student should consider which Criterion may be used as a basis for an appeal. If a Criterion applies to the case, then student should complete the Appeal Form (available from Front Desk) Ensure student clearly mentions on the Appeal Form as to which Criterion the student is appealing against. Student may only make a Criterion 3 appeal if student can demonstrate that student satisfies the conditions as set out above. Attach any relevant documents that support student’s case.

- **Step 2:** Take the completed Appeal Form to the Director of Studies (DOS) as soon as possible and discuss the reasons for student’s result. If student can reach an agreement with DOS, i.e. the DOS agrees to change student’s mark/grade or to set an alternative piece of assessment or student is
satisfied with the outcome of the discussion, then STUDENT’S APPEAL IS COMPLETE. If not, student must complete Stage 2 in order to lodge an Appeal.

STAGE 2

- If student still deemed ‘Not Yet Competent’ after the stage 1 appeal, they are required to do a re-assessment. Charges will apply for sitting in re-assessment exam. To sit for the re-assessment student subject. Refer to the new fees and charges applicable from 27 of July 2009. are required to see DOS with signed re-assessment appeal form who will then advice student the date for reassessment.

- Please note student can repeat failed subject only once. Subsequent failure will result in breach of student’s VISA Condition (ESOS act 2000).

- When an overseas student is required to take extra units to complete a course of study, and the remaining units do not constitute a full-time load, this Code does not require the provider to enrol the student in full-time study. This paragraph applies to overseas student who are required to repeat units of study, however, the provider must not allow them to repeat any unit more than once.

Notes for students

- All Re assessment /appeals against assessment grades MUST be made on the prescribed appeal FORM.
- All assessment appeal against assessment grades MUST be made within one week of the last day of the term. If student does not make an appeal for assessment within one week of the last day of the term, student will be considered as NYC in that subject and reassessment must be done on the

- Missed Assessment: If the student misses any assessment component or assessment task of the subject, they need to pay for the resubmission.
- The appeal must be based on one or more of the criterion for appeal listed overleaf. Mention the Criterion you are appealing against.
- The procedure must be followed. Most appeals will be resolved at STAGE 1 by visiting the DOS.
- A formal STAGE 2 appeal may be lodged with DOS after paying the Re-Assessment fee.

Notes for DOS

- If it appears that an error has been made in assessing a student’s result (i.e. clerical errors, omission of marks, misapplication of criteria, etc) it is not necessary for stage 2 appeals to proceed in order to change the result. Informing student service officer can amend results.
- The appeal form should be completed by the student with reasons on which the appeal is being based
- A copy of all the Re-Assessment and Appeal Form with the payment provided by the student should be submitted to the Student Services Officer.

Complaints and appeal Procedure

**Formal Internal Complaint or appeal**

- Where an appeal relates to any of the following, a student has 20 working days to lodge an appeal prior to any action being taken and 3.4.1 to 3.4.5 of this document will be followed.
  - Notification to report student to the secretary of Department of Innovation, Industry, Science, Research and Tertiary Education (DIIISRTPE) for unsatisfactory course progress or,
  - Refusal of a student request to transfer providers

- To register a complaint or appeal, student can complete the Complaint, and Appeal form available at the front desk and lodge directly with the DOS. Students should clearly outline their complaint or appeal in the form providing details including the action to be taken to resolve the complaint.
- DOS will respond in writing within 3 working days acknowledging that the complaint has been received.
- Investigation by the DOS will occur within 10 working days of the formal lodgement of the complaint or appeal along with the supporting documents.
- A meeting can be arranged with the parties involved where students have the right to appoint an independent nominee or bring a support person to attend all discussions (Standard 8.1). Alternatively, if parties or any party involved are unable to attend the meeting, DOS will contact them and allow them to respond in writing in relation to the complaint.
- If a meeting is arranged, the minute of the meeting will be taken and recorded in the student’s file.
- The length of time to resolve the complaint or appeal may vary in accordance with the complexities of the case. Under normal circumstances the complainant or appellant can expect at least a provisional response within 10 working days of presenting their complaint. If the process takes longer, the
complainant will be kept informed on the progress of the case.

- The complainant will be informed in writing of the outcome of their complaint or appeal including the reasons for such outcome (Standard 8.1 d)
- During the investigations, ACMT will not notify DIISRTE of any change to the student’s enrolment status through the Provider Registration and International Student Management System (PRISMS) while the complaints and appeals process is ongoing (Standard 8.4)
- The student’s file will be updated to record the outcome of each stage of the process and any subsequent actions. A copy of all related documentation, including a statement of findings demonstrating the reasons behind the decisions made at each stage of the complaint and appeal(s) process, will be retained on the student’s file, and the same will be notified to the student through mail.

**External Complaints**

- If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.
- If the external review process supports the complaint, the College will immediately implement any decision and/or action required, and advises the student in writing. If the complaint is not upheld, then he/she will be given a written explanation including the reasons for that decision.

**Appeals**

- If the student appeals against ACMT decision to report the student for ‘Unsatisfactory course progress’ or ‘Unsatisfactory attendance’, ACMT will maintain the student’s enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the internal or external appeal process is completed. If the outcome of the appeal supports ACMT’s decision to report as per ACMT’s Course Progress Policy and Procedure and ACMT’s Attendance Monitoring Policy and Procedure, the student support officer begins the process to report to the students to the secretary of the DIISRTE.
- If the student appeals against the ACMT’s decision to defer or suspend a student’s enrolment due to misbehaviour or to cancel the student’s enrolment, ACMT will wait the outcome of the internal appeal process as per ACMT’s Defer, Suspend or Cancel Policy before notifying DIISRTE through PRISMS of the change to the student’s enrolment.
- Once ACMT notifies DIISRTE of a deferment, suspension or cancellation of a student’s enrolment, the student has 28 days in which to:
  - Leave Australia
  - Show the Department of Immigration and Citizenship (DIAC) a new Confirmation of Enrolment (CoE) or
    - Provide DIAC with evidence that he or she has accessed an external appeals process.
    - During the complaint or appeal process, students are required to continue attending class.
  - All details about the process and outcome of appeal will be documented and recorded in the College and student’s file.

**Student Fees and Charges Policy and Procedure**

**Policy Statement**

Australian College of Management & Technology (ACMT) will charge a range of fees and charges for programs and courses in relation to market demand.

**Purpose**

The purpose of this document is to outline and explain ACMT’s Fees and Charges Policy and Procedure where applicable.

**Definitions**

Course Fees: Refers to the cost of the course a student has enrolled into.

Enrolment Fee: Refers to the administration, processing and handling fee for enrolling a student.

OSHC Fee: Refers to the Overseas Student Health Cover, which is a compulsory medical insurance scheme for international visitors coming into Australia on a Student Visa.
Procedure

Enrolment

Students enrolling at ACMT must pay the college, the fees and charges related to the course they have enrolled for. Fees and charges are available on ACMT’s website or/and in ACMT’s course guides and this handbook. There shall be no requirement for ACMT to issue any qualification prior to the completion of the course in which the student has originally enrolled for. ACMT may at its discretion vary this condition. Students are required to have a signed Enrolment Agreement in place prior to enrolment.

Fee Payment for Local and International Students

International student must have paid course fees, enrolment fee and OSHC fee to secure their enrolment with ACMT. Fees can be paid by cash, bank draft or via Telegraphic Transfer. Students will pay the same fee at time of enrolment until completion of the same course. However, rescheduling of any course or subject may incur fee increases. All fees are in Australian Dollars and are subject to change without notice. Enrolment in a new course will incur any new fee charged. Tuition fees are not transferable to another education provider. Enrolment fee and/or home stay placement fee are non refundable.

Fees can be paid in full or as a 3 months installment on enrolment. Balance of fees is to be paid on an installment program that is scheduled on enrolment. ACMT may restrict or withhold services or access to facilities from the student if fees are overdue.

Notification to report (for international students only)

- When a student fails to pay an installment of balance before the due date there will be a late fee for $200.00. Students are further given 2 weeks to make the payment including the penalty incurred. Failure to do so, the student will then be sent a report for non-payment of fees letter which carries an additional $400 penalty.
- The student is advised in the written notification that they have 20 working days to make an appeal. Students should refer to ACMT’s Complaints and Appeals Policy and Procedure outlined in the Student Handbook.
- In the event a student lodges an appeal, the student will only be reported when the appeal process is completed that is, our internal appeal process and the appeal decision do not favour the student.
- The student is to maintain their enrolment throughout this process.

Getting to Know Sydney

Sydney is a beautiful and interesting city, and we know you want to get to know about it. We can host excursions to interesting places like the Blue Mountains and historical sites. This helps you to understand your surroundings and settle in quickly.

It should be pointed out that you have to pay for the excursions. We keep the costs as low as possible. We go on excursions from time to time.

Living in Sydney

Cost of living in Australia may vary considerably depending on how you spend, where you study, the course you choose to study, where you choose to live and lifestyle you lead. ACMT estimates that the cost of living in Sydney for an international student may require a minimum of AUD15000.00 to AUD25000.00 for each academic year. It is a requirement of the Department of Immigration and Citizenship that, from 1 July 2012, prospective overseas students will need to demonstrate that they have access to at least AUD18610.00 a year to fund their living costs in Australia which come approximately AUD360 per week.

The international student wishing to bring their spouse and school-aged dependents children should use the indicative figure to plan for the living expenses for each additional family member. In addition, the student will be required to pay the full fees for schooling of his/her school-aged children.
Information sites for Sydney

Accommodation

You may wish to find accommodation in a house or flat. It is quite common for young people in Australia to live in shared accommodation with their friends. In Sydney the cost of shared accommodation varies between $150 and $250 per week per person.

<table>
<thead>
<tr>
<th>Information sites</th>
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<tbody>
<tr>
<td>Accommodation We recommend a home stay option to get settled in Sydney. Maps and locations</td>
</tr>
<tr>
<td><a href="http://www.homestay.com.au">www.homestay.com.au</a></td>
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<tr>
<td><a href="http://www.realestate.com.au">www.realestate.com.au</a></td>
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<tr>
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<td><a href="http://www.whereis.com.au">www.whereis.com.au</a></td>
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<td>Telephone directories</td>
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<td><a href="http://www.yellowpages.com.au">www.yellowpages.com.au</a></td>
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<td><a href="http://www.whitepages.com.au">www.whitepages.com.au</a></td>
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<td>Newspapers</td>
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<td>Sydney Morning Herald</td>
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<td><a href="http://www.smh.com.au">www.smh.com.au</a></td>
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<td>Public transport</td>
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<td>Information on Sydney</td>
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<td><a href="http://www.sydney.com">www.sydney.com</a></td>
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<tr>
<td>Website looking for a job</td>
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<td><a href="http://www.seek.com">www.seek.com</a></td>
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<tr>
<td><a href="http://www.careers.com">www.careers.com</a></td>
</tr>
</tbody>
</table>

If you are going to live in a shared flat or house you will also need to pay a refundable bond which is usually equivalent to four weeks rent. The bond is used to replace or repair any damage you might be responsible for during the time you live in the accommodation. If there is no damage the full amount will be returned to you when you leave your accommodation.

There are several ways to find somewhere to live. One way is to check the advertisements in the newspaper. The Sydney Morning Herald has advertisements for flat and house shares every Saturday. Also they have a very complete website, where you can search for houses or flats by price, number of bedrooms and suburb. The web address is http://www.domain.com.au/. If you have trouble understanding anything in the advertisements ask your teacher or friends to help you.

You can also visit a real estate agent to see if they have any suitable property for you to rent. In this case if you rent a place yourself you may have to find other people to share with you.

Finally you can ask your friends or make contact with students in other colleges to see if anyone has a room they want to rent out. Our College does not assist with setting up rental accommodation. This is something that you will have to arrange independently.

Transport

ACMT is located in Kent Street, in the heart of the City. The College is about 500 m from the Sydney Town Hall railway station and many bus stops at the Queen Victoria Building. Being located in the very centre of the CBD there are many public transport options to all areas of the greater Sydney area.
If you are living in the immediate area of the College, you may wish to walk to and from College; if you are living in suburbs further away you will need to catch a train or bus. Trains run regularly throughout peak hours and Town Hall Railways Station is an interchange for most of Sydney’s major rail lines.

Rail timetables are available at the station or can be consulted at www.cityrail.info/

It is recommended that you buy a weekly, monthly or period rail ticket in order to save on cost.

**Shopping**

Most Sydney suburbs have a retail shopping area or mall where you can find a huge variety of shops. Fresh fruit and vegetables are cheap and plentiful and most other goods can be bought in our large supermarkets. Australia has a multicultural population so it is easy to find food and other items from many countries readily available. You should come prepared for our four seasons and the contrasting hot and cold weather, but if you have not you may need to stock up on seasonal clothing. Australians usually dress very casually so, you will not need any really formal clothes.

**Banking**

You will need to set up an Australian bank account on your arrival in the country to avoid the necessity of carrying large amounts of cash. You will need to show your passport and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. 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 transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. Most banks open from 9.30 am – 4 pm Monday to Thursday, and 9.30 am – 5 pm on Friday. Most of the major banks such as Westpac, Commonwealth, St. George, ANZ, etc. are located very close to the College.

**Choosing a Doctor**

Your health insurance allows you to consult the doctor of your choice but it may be difficult for you to choose a doctor. Your friends may advise you or even introduce you to their own doctor. If you cannot find a doctor you might wish to see one with a surgery close to the College. We have a list of nearby doctors. However, it is ideal to locate a doctor nearer to your residence.

**Personal Problems**

If you would like to see our counsellor please make a booking. ACMT has a list of external counselling services to help you with a personal problem or more serious issues and legal advice.

**Getting a Work Permit and Tax File Number**

In order to be able to work you need two things;

**TAX FILE NUMBER** – this is a nine-digit number that you must give to any employer, so that he/she can deduct tax from you. To get this number you can apply on-line at http://www.ato.gov.au/
Click on “for Individuals” on the left side, and then choose “Apply for a Tax File Number.”

**WORK PERMIT** – the Immigration Department now requires you to apply for this on-line. First, when you arrive at the college you must fill a form – Application for Work Permit. This is so you can be “activated” and needs to be done before you can apply on line. When Reception tells you that you have been activated, then you go to www.immi.gov.au/e_visa/
You will need a credit card, as it costs $55 for the visa. To get a speedy reply, it helps if you have an e-mail address. If you need assistance, your agent, a teacher or the director will help you.
Employment

The best way to get a job is through word of mouth – through friends, and fellow students. They can tell you of restaurants, supermarkets or shops that need employees.

ACMT Social Program for Students

It is important for overseas students to enjoy their time living in Australia and Sydney has a lot to offer. The College believes that a successful student studies hard but also has some time to relax and make friends and enjoy a new country. We will offer a social program and recreational activities including excursions and sporting events and parties. These are not compulsory and some activities may have a small fee to cover costs. This is not part of your tuition fee. We hope that all students will be involved in these activities and will encourage students to organise trips themselves and ask us for assistance.

ACMT ACADEMIC CALENDER 2014

**TERM 1**  
*Last date to apply for Exemption/RPL*  ------------  13/01/2014 – 16/03/2014
RESULT FOR TERM 1  ------------  17/01/2014
HOLIDAYS  ------------  21/03/2014
*Last date to apply for Exemption/RPL*  ------------  17/03/2014 – 13/04/2014

**TERM 2**  
*Last date to apply for Exemption/RPL*  ------------  14/04/2014 – 15/06/2014
RESULT FOR TERM 2  ------------  18/04/2014
HOLIDAYS  ------------  20/06/2014
*Last date to apply for Exemption/RPL*  ------------  16/06/2014 – 13/07/2014

**TERM 3**  
*Last date to apply for Exemption/RPL*  ------------  15/07/2014 - 14/09/2014
RESULT FOR TERM 3  ------------  18/07/2014
HOLIDAYS  ------------  19/09/2014
*Last date to apply for Exemption/RPL*  ------------  15/09/2014 - 12/10/2014

**TERM 4**  
*Last date to apply for Exemption/RPL*  ------------  13/10/2014 - 14/12/2014
RESULT FOR TERM 4  ------------  17/10/2014
CHRISTMAS BREAK  ------------  19/12/2014
*Last date to apply for Exemption/RPL*  ------------  15/12/2014 – 13/01/2015
# ACMT ACADEMIC CALENDAR 2014

## Mid Intake

<table>
<thead>
<tr>
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<tbody>
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<tr>
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</tr>
<tr>
<td>CHRISTMAS BREAK</td>
<td>12/01/2015 – 08/02/2015</td>
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### ACMT ACADEMIC CALENDER 2015

<table>
<thead>
<tr>
<th>Term</th>
<th>Dates</th>
<th>Key Dates</th>
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</table>
| **TERM 1** | 12/01/2015 – 15/03/2015 | *Last date to apply for Exemption/RPL 16/01/2015  
RESULT FOR TERM 1 20/03/2015  
HOLIDAYS 16/03/2015 – 12/04/2015 |
| **TERM 2** | 13/04/2015 – 14/06/2015 | * Last date to apply for Exemption/RPL 17/04/2015  
RESULT FOR TERM 2 19/06/2015  
HOLIDAYS 15/06/2015 – 12/07/2015 |
| **TERM 3** | 13/07/2015 - 13/09/2015 | * Last date to apply for Exemption/RPL 17/07/2015  
RESULT FOR TERM 3 18/09/2015  
HOLIDAYS 14/09/2015 - 11/10/2015 |
| **TERM 4** | 12/10/2015 - 13/12/2015 | * Last date to apply for Exemption/RPL 16/10/2015  
RESULT FOR TERM 4 18/12/2015  
CHRISTMAS BREAK 14/12/2015 – 10/01/2016 |
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<tr>
<td>CHRISTMAS BREAK</td>
<td>11/01/2016 – 07/02/2016</td>
</tr>
</tbody>
</table>
## ACMT Fees Schedule

<table>
<thead>
<tr>
<th>Tuition Fee &amp; Other Charges</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee</td>
<td>$200</td>
</tr>
<tr>
<td>Standard Tuition Costs</td>
<td>$3000 to 11,000 (depending on course)</td>
</tr>
<tr>
<td>Training Materials (See point 3.9 of this policy for more information)</td>
<td>$26 per unit</td>
</tr>
<tr>
<td><strong>Refund Application Fee</strong></td>
<td></td>
</tr>
<tr>
<td>Refund Administration Fee</td>
<td>$250</td>
</tr>
<tr>
<td><strong>Service Fees</strong></td>
<td></td>
</tr>
<tr>
<td>Airport Pickup Fee</td>
<td>$150</td>
</tr>
<tr>
<td>Accommodation Placement Fee</td>
<td>$250</td>
</tr>
<tr>
<td><strong>Recognition of Prior Learning Fees</strong></td>
<td></td>
</tr>
<tr>
<td>RPL Assessment Fee</td>
<td>$100 (per subject)</td>
</tr>
<tr>
<td>RPL Work Experience Review Fee</td>
<td>$100 (per subject)</td>
</tr>
<tr>
<td><strong>Document Request Fees</strong></td>
<td></td>
</tr>
<tr>
<td>Late Enrolment (after orientation week) Fee</td>
<td>$100</td>
</tr>
<tr>
<td>Late Payment of Tuition Fees (within 2 weeks from the due date)</td>
<td>$200</td>
</tr>
<tr>
<td>Course Deferment Fee</td>
<td>$250</td>
</tr>
<tr>
<td>Re-Assessment</td>
<td>$150 (per subject)</td>
</tr>
<tr>
<td><strong>Other Fees</strong></td>
<td></td>
</tr>
<tr>
<td>Re-issue of Lost Student ID Card</td>
<td>$20</td>
</tr>
<tr>
<td>Enrolment letter, Reference letter, Copy of CoE</td>
<td>$20</td>
</tr>
<tr>
<td>Request for Student Document (e.g. Award, Statement of Attainment, Transcript, Completion Letter)</td>
<td>$20/document (first copy is free of charge)</td>
</tr>
<tr>
<td>Urgent Processing Charge</td>
<td>$50 per document</td>
</tr>
<tr>
<td>Extra-curricular activities</td>
<td>TBA</td>
</tr>
</tbody>
</table>

**Normal processing time for the document requested by the student is 5 working days. Urgent processing charge will only apply if the student wants the documents in ONE working day.**

After the Confirmation of Enrolment (CoE) has been created for an international student, a fee of $50 is payable to ACMT if any of the details on the CoE need to be altered and a new CoE needs to be issued because of an error or change in the enrolment information submitted to ACMT in relation to the student.

### Change of tuition fees

In the event ACMT decides to change its fee structure:
- Existing students will pay the same fee at time of enrolment until completion of the same course.
- Students to whom a letter of offer and invoice has been issued for a course to start will be allowed to enrol at the same price unless the letter of offer’s validity has expired.
- If a letter of offer’s validity has expired and the student or his/her representative requires new letter to be issued, a new letter of offer with the new fee structure will be issued.
- Students to whom an eCoE has been issued for a course to start will be allowed to pay the same fee at time of enrolment until completion of the same course.
- If an eCoE’s validity has expired or the student or his/her representative requires a new eCoE to be issued (e.g. postponing a course start date), a new eCoE with the new fee structure will be issued.
- Agent will be informed in advance in writing (e.g. e-mail or letter) of the new fee structure in order to adjust any pre-approved internal marketing material related to the promotion of ACMT and its courses.
- All ACMT’s promotional material will be amended or appended when possible (e.g. it may not be possible to dispose immediately of brochures because of price change) and distributed to agents &/or potential students accordingly.
- ACMT’s website will be amended as soon as practicable to indicate the in advance.
Notice

ACMT reserves the right to change its fees and other charges without prior notice.

Late payment fee

If a student has failed to pay the tuition fee by the due date, the ACMT will issue the student a warning letter notifying that his/her tuition fee is now over due. The student will have 10 working days (i.e. 2 weeks) from the receipt of this letter to pay and the fine of $200 will also be charged. Since the letter is sent through email, the student is assumed to have received the letter in the date it was issued.

If the full payment has not received or an alternative payment option is not agreed upon, within 10 working days (i.e. 2 weeks) of the date of the warning letter, the ACMT will issue the letter notifying the student its intention to report him/her to the Secretary of the Department of Innovation, Industry, Science, Research and Tertiary Education (DIISRTE) for non-financial.

The student will be given the right to appeal against ACMT’s notification of its intention to report the student for non-financial within 20 working days from the date of the issue of the letter. More information can be found at Student Complaints & Appeals Policy available from the ACMT website.

If the student is dissatisfied with the outcome or process of an appeal within the ACMT, he/she may choose to appeal to the Overseas Students Ombudsman. The student can call 1300 362 072 or visit www.oso.gov.au for the information about the external appeal process.

If the student decides not to appeal externally or the external appeal upholds the ACMT’s decision, the PRISMS administrator reports the student to the secretary of the DIISRTE via PRISMS and sends a Non-Compliance Notice to the student. However, in the event that the external appeal decides in favour of the student, the student is permitted to re-enrol the course after paying all outstanding tuition fees including the fine of $200.

(Student will not be able to attend classes once reported and will not receive any documentation).

Instalment payment

Students pay fees on term by term basis. However, the fees must be paid before by the due date which is usually before the term commences. A partial payment will not be accepted unless arranged otherwise with the finance department

College Location

The College is located in the centre of Sydney City, behind Town Hall railways Station on Kent Street. The surrounding facilities include many of the City’s best shopping centres, places to eat and entertainment facilities. It is also a short walk to some of Sydney’s most famous icons and destinations, including the Harbour Bridge, Opera House, The Rocks and Darling Harbour. The College building is centrally located in modern premises.

If ACMT decides to add a new location or relocate, we will notify students as early as possible and at least 1 month prior to moving.

Map showing College location, 541 Kent Street (Marked in Blue) and approximate locations of Train Stations and Bus Stops at Town Hall and Wynyard
Map showing the College Premises at street level