



ACMT
Australian College of Management & Technology

Student Handbook

AUSTRALIAN COLLEGE OF MANAGEMENT AND TECHNOLOGY
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Welcome Message

Welcome to the Australian college of Management & Technology (ACMT) where we offer quality education in the Vocational Education Training (VET) sector. ACMT is a Registered Training Organization and the CRICOS provider delivering variety of Nationally Recognised courses to both domestic and international students.

Australian College of Management & Technology was founded on the philosophy of providing dynamic and quality approach 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.

Australian college of Management & Technology has a highly dedicated and professional training faculty, excellent administrative, Modern Classrooms, Amenities Room and support staff and a well resourced learning environment to equip our students for success in their chosen field. All Australian College of Management & Technology staff are employed on the basis of having the requisite skills, knowledge, experience and attitude for the position.

The international nature of our College provides students with an opportunity to study with students of diverse cultures and nationalities where lifelong friendships or international business associations may be formed. Our students are given the opportunity to obtain Australian qualifications, which would be invaluable in their pursuit of a professional or academic career.

Australian College of Management & Technology 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.

Australian College of Management & Technology proudly supports its academic calendar with an exciting social calendar of events to ensure that you enjoy your experience with us here at ACMT. We look forward to sharing good times and great education with you.

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

1.0 ACMT Courses

COURSE	CRICOS Course Code	Terms	Course Length
Business			
Certificate IV in Business Administration (BSB40515)	087040F	2	22 weeks
Diploma of Business (BSB50215)	087209G	4	48 weeks
Advanced Diploma of Business (BSB60215)	087487G	4	48 weeks
Accounting			
Certificate IV in Accounting (FNS40615)	088787K	4	48 weeks
Diploma of Accounting (FNS50215)	088788J	5	61 weeks
Marketing			
Diploma of Marketing (BSB51215)	087393C	4	48 weeks
Advanced Diploma of Marketing (BSB60515)	087563A	4	48 weeks

2.0 Registered Training Organisation

Registered training organisations are providers and assessors of nationally recognised training. Only registered training organisations can issue Australian Qualification Framework qualifications. In order to become registered, training providers must meet the Australian Quality Training Framework Essential Standards for Registration. This ensures the quality of vocational education and training throughout Australia. Training organisations must register with their relevant state or territory registration authority to provide nationally recognised training. ACMT assures the protection of student fees through TPS.

3.0 Ethics

ACMT undertakes to act at all times in an ethical manner. All activities of ACMT are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients ACMT through high standards of education and training, up to date methods, quality materials and expert staff.

4.0 Department Of Immigration and Border Protection (DIBP)

All international students need to be reminded that DIBP will want to see evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) for visa maintenance and extensions. As part of the supervision of overseas students on student visas ACMT must notify DIBP about student failure to maintain minimum rates of academic progress, attendance or who suspend or cancel their courses.

5.0 Student Protection through Legislation**Commonwealth of Australia Acts**

- Copyright Act 1968
- Disability Services Act 1993
- Education Services for Overseas Students Act – 2000
- Equal Employment for Women in the Workplace Act 1999
- Human Rights and Equal Opportunity Commission Act 1986
- Migration Act 1958
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996

New South Wales Acts

- Anti-Discrimination Act 1977
- Industrial Relations Act 1996
- Work Health and Safety Act 2011
- Privacy Act and Personal Information Act 1998
- The Apprenticeship and Traineeship Act 2001
- Vocational Education and Training Act 2005
- Workplace Injury Management and Workers' Compensation Act (1998)

Regulations and Codes

- Workplace Health and Safety Regulations 2011
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

All students may have access to any details concerning legislative requirements, ACMT and course information upon request to management.

6.0 Critical Incidents

Australian College of Management & Technology is committed to ensure that best methods and procedures are in place to maintain staff and student safety and support in the event of a critical incident.

PROCEDURE**General Information**

- The National Code defines critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.
- Critical Incidents that require urgent action or evacuation of the campus should be communicated to the Reception staff immediately and the Emergency Evacuation Policy must follow as soon as it is practical to do so.
- All critical incidents that do not require immediate action should be reported to the relevant staff member as soon as possible. Students should contact the Administration Manager if a critical incident occurs, such as a personal injury.
- A confidential support session may be arranged for students with the Administration Manager or another appropriate member of the staff. The Student Support Officer can refer students to professional counselors if required.
- All critical incidents need to be documented, including details of the incident, action to be taken and any required follow up. If the incident relates to the College as a whole, the documentation should be retained by the Management. If the incident is student specific, documentation should be stored in the student's file and may include a Complaint and Recommendation for Improvement, Improvement Request Form or Application for Suspension/Deferment of Studies.
- the staff member must first contact emergency services where required and then contact the Director of Operations.
- Student Support Officer mobile number 0425 054 521 (Emergency line) (24/7).

Confirmation

As part of the reporting process the Director of Operations will confirm that the incident falls under the definition provided above of a 'Critical Incident'.

General Action Plan for College Wide Incidents Within 24 hours

- CEO should collect information about the incident from reliable sources.
- CEO should conduct a meeting with appointment staff members to establish an immediate action plan using the resources available and determine if additional services/support is required.
- Identify any legal requirements which apply to the incident.
- Identify those at risk and the needs of staff and students.
- Plan for accurate record keeping of the event and identify short-term and long-term effects.
- Determine what communication is required and how it is best achieved.
- Inform all staff providing facts and action plan details if required.
- Inform students; provide a written statement to staff to communicate with students.
- Contact parents/guardians where appropriate.
- Inform other stakeholders where appropriate.
- Inform media if required.

Within 2-3 days (where possible)

- Restore the College to a normal routine, provide necessary support to staff, regularly brief staff on developments, and monitor mental health of staff.
- Encourage staff to discuss incident with students where appropriate.
- Remind staff to monitor the mental health of students.

- Keep parents/guardians and media informed them where appropriate.
- Debrief staff involved, seek assistance from professionals if required.

Where appropriate ACMT will provide support to the family in the form of:

- hiring interpreters.
- making arrangements for hospital/funeral/memorial service/repatriation.
- obtaining a death certificate.
- assisting with personal items and affairs including insurance issues.
- assisting with visa issues.

Specific Incidents

Missing student

- If it is determined that a student is reported missing, the Police (if not already aware), the student's next of kin/guardian, Department of Education, Employment and Workplace Relations and the Embassy of the student's country of residence must be notified immediately.

Student becomes seriously ill or injured, including mental health crisis/extreme emotional trauma

- If the incident occurs at ACMT the Emergency Services should be contacted immediately.
- ACMT should notify the student's next of kin/guardian.
- If the student requires their enrolment to be deferred, suspended or cancelled the Deferred, Suspended or Cancelled Student Enrolment Policy and Procedure must be followed.

Death of a student / staff member / visitor

- If an incident occurs at ACMT that results in the death of a student, staff member or visitor, the Emergency Services must be notified immediately. Other than trying to assist the injured, nothing in the area should be removed or touched until the authorities arrive and give permission to do so.
- The area should be cordoned off and monitored to avoid disturbance.
- The next of kin /guardian of the deceased student/staff member should be notified immediately.
- Support should be made available to all staff and students who were involved in or witnessed the incident.
- Professional support services should be consulted and are made available. The mental health of staff and students involved should be regularly monitored to identify if there is a risk of possible emotional breakdown.
- Staff and students should be encouraged to discuss the incident together to aid in the healing process.
- Natural / major disaster that affects the student's home country / Death of a close relative.
- If a student wishes to defer, suspend or cancel their enrolment due to a natural/major disaster in their home country then the Deferred, Suspended or Cancelled Student Enrolment Policy and Procedure must be followed. Extra emotional support should be provided for the student and details of professional support services supplied.
- Student / staff member is a victim of violence / assault, physical / sexual abuse, stalking.
- When ACMT is made aware of the occurrence of the incidents, it should invite the victim to a support session with a member of staff and contact the Emergency Services.
- Where appropriate, the victim's next of kin/guardian should be contacted and informed of the incident.
- If it is determined that the student's enrolment requires deferment, suspension or cancellation the Deferred, Suspended or Cancelled Student Enrolment Policy and Procedure should be followed. A professional counselor should be contacted and made available to the student.

Student is accused of a crime or an act of violence

- If it is suspected or established that a student has committed a crime or act of violence that indicates concern for the welfare and safety of other students or staff, ACMT should suspend or expel the student in accordance with Defer, Suspend or Cancel Student Enrolment Policy.
- The Police should be notified if they are not already aware of the incident.
- The student's next of kin/guardian should be notified.
- If the student is charged, the Embassy of the student's country of residence should also be contacted.
- Natural/Major disaster affects ACMT/Destruction of part or all of the College / Enforced College Closure.
- In the event of a temporary or permanent closure of the College due to the factor outside the control of the ACMT, the Principal Executive Officer will endeavor to give adequate notice of the closure to staff and students through a variety of methods, such as Staff meetings, Student/Management meetings, announcements posted on the College notice boards, class announcements, written notification, telephone correspondence, email or posted in the ACMT website.

7.0 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 this is provided in the ACMT Access and Equity Policy.

8.0 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/contractor/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.

8.1 ACMT Workplace Health and Safety Committee**Chairperson**

Hiral Patel (Principal Executive Offer)

Members

Hiral Patel (Principal Executive Offer)

Jiarong YANG (Student Service Manager/Welfare Officer/Student support Manager)

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

WHS Officer

Jiarong YANG

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

Jiarong YANG

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.

9.0 Catering To Diverse Student Learning Needs

ACMT aims to identify and respond to the learning needs of all students. It is ACMT policy that all trainers are to identify, at the start of training, the leaning and assessment needs of their students. This may be accomplished informally through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers when formulating their lesson will use this information and assessment plans. Students should express their views about their learning needs at all stages of their learning experience. ACMT helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, lecturer discussion and an open invitation to approach staff with suggestions at any stage. Again these strategies provide staff with the required student based information for use in designing client training, facilities and services and assessment strategies.

10.0 LLN Support (Language, Literacy and Numeracy):

Sometime people find them self hard with their language, literacy (reading and writing both) and numeracy skills in their training (study) program, this is called LLN. This problems includes not enough to read and/or write well or match the standards which is required for understanding enough English for their study, communicate or not able to do any math which is required for their training or work. All ACMT's courses focus on communication skills. Language, literacy and numeric support is accessible to all ACMT students and can be organized on a face to face and case-by-case basis during student orientation day. The Principal will organise required communication support. Our trainer/assessors also have a background in English language teaching and are able to offer students individual assistance.

11.0 ACMT Entry Criteria:

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

Students must be 18 years or older to register for ACMT courses and have completed the equivalent of the Australian HSC or a higher qualification.

11.1 English Language Proficiency

International students (from countries where English is not the first language) are expected to have a minimum English Language standard and are required to have one of the following prior to enrolling in a qualification:

- At least 50% completion of any AQF Certificate IV or Diploma qualification within Australia
- Achieved an IELTS band score of 5.5
- Achieved an IELTS band score of 5.0 plus must have completed Upper intermediate ELICOS (At least 10 weeks)
- Achieved an IELTS score of 4.5 plus must have completed Upper intermediate ELICOS (At least 20 weeks)
- Successfully completed at least 38 weeks of ELICOS study in Australia
- Successfully completed a ACMT English language test
- Students of this course will be required to access computers for learning purposes and to complete course assessments. As such, learners must have beginner/intermediate computer skills in programs such as Microsoft Work, Excel, Power point and Outlook and knowledge of how to use the Internet to access information.

Entry requirements will be checked at enrolment in line with the Institute's Student entry requirements, selection, enrolment and orientation policy

11.2 Academic Criteria:

The minimum qualification required for entry to ACMT program(s) is Year 12 qualification or its equivalent.

International students 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 National Code and ESOS Framework <http://www.aei.gov.au/AEI/ESOS> and www.immi.gov.au Please refer to the Department of Immigration and Border Protection 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.

12.0 Client Services

ACMT is committed to high standards in the provision of vocational education and training and other services to all ACMT clients. ACMT in all of its dealings will meet the requirements of the:

- WHS Act;
- EEO, Access and Equity and Anti-Discrimination and Harassment Acts;
- National Code of Practice and ACMT Code of Practice;
- ESOS Act; and
- Any other relevant legislation.

13.0 Confirmation of Enrolment

ACMT will only create CoE for overseas students on a student visa and who are studying their primary course at ACMT. That is if the student is applying for a student visa to study a course offered by ACMT. ACMT may issue letters of offer to all intending students.

14.0 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.

15.0 Overseas Student Health Cover

ACMT will help you to arrange your compulsory Overseas Student Health Cover. OSHC fees are located in this Student Handbook (please check first). If you have any questions regarding your OSHC, speak to our friendly Admissions or Student Services Team.

16.0 Unique Student Identifier (USI)

Every local or international student must have to registered them self in USI system which is new implemented by Department of Immigration and Border Protection (DIBP). This account can create by student, to create this account please go to www.usi.gov.au or simply ask ACMT friendly staff will help you, it's a compulsory to have this account for every student in Australia as without this account we not able to generate your certificate and transcript. All students who successfully finish their course their certificate and transcript must needs to be issue via USI system. For more about USI we will give students more information in orientation program and also we will provide step by step guideline to all students via email.

17.0 Leave Entitlements

It is recommended that all students attend 100% of class time as this tuition is vital for satisfactory academic results. Hence all student leave is to be restricted to the official ACMT breaks. Leave approved on grounds of compelling or compassionate circumstances is not counted in attendance records in cases of exceptional compassionate circumstances beyond the students control e.g

- Bereavement and sickness provision may be made for leave entitlements.
- Illness, where a medical certificate states that you are unable to attend classes or In cases of bereavement death in the family, students must provide ACMT with documentation covering the reason for bereavement and evidence of return air fares etc. Sickness must be evidenced by a doctor's certificate from a registered practitioner i.e. with a medical provider number on the certificate. All other certificates are not acceptable. ACMT must sight original medical certificates before approving medical leave.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Involvement in, or witnessing of an accident.
- Witnessing or being the victim of crime and this has impacted on you (these cases should be supported by police or psychologists' reports or advice).

18.0 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.
- Students registered into a course which is less than 6 months in total duration are not permitted to transfer to another provider.

19.0 Training and delivery**19.1 Assessment**

All training at ACMT is based on the principles of Competency Based Training. Delivery and 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 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.

19.2 Competency based Training

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 PEO 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 PEO.

19.3 Training packages

ACMT Courses define the knowledge and skills required for different job roles and industries and, in some cases, the circumstances under which competency can be assessed. They also describe how these competencies can be packaged into nationally recognised qualifications.

19.4 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.

19.5 Training Outcomes

All delivery and assessment is geared towards one final outcome only - that is the awarding of a nationally recognized qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

19.6 Industry Committees

ACMT organizing regular industry consultation meetings and for ensuring that effective action is taken to maintain the standards and to enhance quality. The PEO exercises this responsibility through the procedures described in this policy. Meetings are conducted regularly as required. This procedure is designed to:

- Ensure qualifications delivered and assessed at ACMT meets the current industry standards
- Secure a high-quality student experience
- Ensure high academic standards
- Facilitate continuous improvement
- Ensure quality across all qualifications on the scope

19.7 Assessment Moderation

At ACMT assessors are required to moderate all assessment tasks to ensure that the tasks and hence the results are reliable, valid and fair and to ensure that the marking procedures are also fair and valid. To moderate an assessment task is defined as comparing one assessment task against another, for the same learning outcomes or competency units, to check the: range, coverage, depth, terminology, duration, of questions and answers.

Assessment tasks and results may be moderated by using any of the following strategies:

- Internally moderate against other current assessments tasks and results
- Internally moderate against past assessment tasks and results
- Externally moderate against moderate against standard assessment tasks and suggested answers e.g. in support material
- Moderate against exercises as published in texts and references

19.8 Records Management, Security and Confidentiality

ACMT maintains electronic and manual files covering all administrative, student information. Files are stored for the legislated period of 30 years' time and electronic files are backed up regularly

20.0 Re-Assessment Policy and 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 is 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 & 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 Manager 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.

20.1 Appeal for Re-assessment

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 PEO as soon as possible and discuss the reasons for student's result. If student can reach an agreement with PEO, i.e. the PEO agrees to change students 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 required to see PEO with signed re-assessment appeal form who will then advice student the date for reassessment subject. (Please check the charges in Student handbook or check with the student service Manager or reception staff).
- 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 makes 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 PEO.
- A formal STAGE 2 appeal may be lodged with PEO after paying the Re-Assessment fee.

Notes for PEO

- 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 Manager 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.

21.0 RPL/Credit Transfer 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 (CT) 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.

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 Manager will arrange a date and time for information/briefing session after initial inquiry from a student. There is no charge for this service.
- The PEO 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 Credit Transfer/Recognition of Prior Learning, an Application 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 Manager.
- 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:
 - o Validity (is the evidence relevant?)
 - o Sufficiency (is there enough evidence?)
 - o Authenticity (is the evidence a true reflection of the candidate?)
 - o 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:
 - o Supply further supporting documentation.
 - o Complete an assessment activity
 - o Complete individual units of the appropriate course.
 - o 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 DIBP 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 PEO 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.
- 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.

22.0 Course/Program Information

ACMT provides accurate, relevant, and up-to-date course/program information to students both prior to Commencement, upon commencement and during their course. This information is available to students at all times (see dissemination of information) through the:

- Pre-registration information
- Student and Staff Information Folder
- Orientation procedures
- Student Handbook
- ACMT and course information sheets available at reception

23.0 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 to their nominated account in Australian Dollar Only. (if you need refund other than Australian currency extra charges will be apply and if you want refund in overseas account also extra charges will be apply and exchange rate will be apply of the time of transfer).
- All requests must be submitted in writing on the appropriate form to the student service Manager 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.
- If a student withdraws from a course before 28 days prior to the course start date, 80% of the semester tuition fee will be refunded and 100% Material fee will be refundable. OSHC (If arranged by ACMT) is refundable as per the health cover provider policies. The administration fee (currently \$250) and enrolment fee (currently \$500) will not be refunded.
- If a student withdraws from a course before 14 days before the course start date 50% of the semester tuition fee will be refunded and 100% Material fee will be refundable. OSHC (If arranged by ACMT) is refundable as per the health cover provider policies. The administration fee (currently \$250) and enrolment fee (currently \$500) will not be refunded.
- If withdrawal request is received after 14 days prior to the course commencement date the prepaid tuition fee is non-refundable. The material fee is non-refundable. Where a student has enrolled in a package constituting more than one course, \$1000 will be deducted for each following course in the package as a cancellation charge.
- Refund applies only to the course fees not enrolment fee and will be paid to the student in Australian Dollar only. (If you want other than Australian Dollar, check with staff for this request in prior). 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.
- Where the student's visa was granted under SVP arrangements; the student has arrived in Australia; and a due assessment of the case and circumstances has been carried out and the request is found to be of genuine nature and against the Genuine Temporary Entrant criteria satisfied at the time of visa grant.

Student visa is refused (offshore applicant students):

- The Enrolment fee is non-refundable.
- The material fee is refundable.
- The full amount of prepaid tuition fee is refundable.
- OHSC (If arranged by ACMT) is refundable as per the health cover provider policies

Student visa is refused (onshore applicant students):

- If the course has not commenced:
 - The Enrolment fee is non-refundable.
 - The material fee is refundable.
 - The full amount of prepaid tuition fee is refundable.
 - OHSC (If arranged by Grand Academy) is refundable as per the health cover provider policies.
- If the course has commenced due to student being on bridging visa with valid study rights:
 - The enrolment fee is non-refundable.
 - The material fee is non-refundable.
 - Only unused part of tuition fee calculated on pro-rata basis will be refunded in other cases where the student does not appeal further and wishes to withdraw from the 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 28 days 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.

24.0 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 Manager will access PRISMS to advise DIBP 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 DIBP 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.

24.1 Suspended Studies**Suspension initiated by the student**

- Any student wanting to suspend their studies should be made aware that the Department of Immigration and Border Protection (DIBP) will only permit colleges to allow 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, and return air tickets) to a Student Services Manager.
- 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 Misbehaviour 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 misbehaviour, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

24.2 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 labelled 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 is 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 Applicants for Provider Transfer Policy and Procedure, student's enrolment will be cancelled.
- **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 DIBP via PRISMS

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 DIBP 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 of Department of Immigration and Border Protection will be notified through PRISMS. Under Section 19 of the Education Services for Overseas Students Act 2000:

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

25.0 Registration Students

All students must register in person. This is to sight check all registered students at ACMT and to provide appropriate academic counseling.

Maintaining a full time study load

Students must maintain a full time study load. Student on study will have to retain a full time study load based on 20 hours per week. 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.

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.

26.0 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. 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 Immigration and Border Protection (DIBP) 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.

26.1 Orientation Program

Before commencing your course, you must attend Orientation. Orientation will give you all the important information you need to study at ACMT and in Australia. Orientation will cover things such as important ACMT contacts, class timings, college policies and procedures, student services and everything else you need to study successfully at ACMT. ACMT admissions staff will let you know when your orientation date and time is. You can also speak to Reception or the Student Services Team if you have any questions in regards to orientation.

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

Program outline

Time	Events
10.15 - 11.00 am	Tea and coffee on arrivals Registration
11.00 – 12.30 am	<ul style="list-style-type: none"> • Welcome address by the college Principal Executive Officer (PEO) • Presentation by Student Service Manager • Welcome to Student and Introduction Staff • ACMT commitment and provided information about College layout and amenities; • Life in Australia – Some rule, hazards, Service, (banking, shopping, doctor with Charges, dentists, health and safety • Familiarize student with the facilities • Student ID cards and RTO Excess. • ACMT policies and procdue • Attendance and course progress • Complains and appeals • Fees and refund • RPL and re-assessment • Intervention strategy and counseling • Students’ rights and obligation • Unique student Identifier (USI) • ACMT expectation and standards • Anti-discrimination and anti-harassment • Emergency evaluation procedure/Emergency and health service • Legal services • Student need any extra support and LLN Support, • OSHC • Requirements to receive a qualification • Qualification issue on successful completion of the course • How student can apply if student did not agree with assessment outcome.

	<ul style="list-style-type: none"> • Give Student the Opportunity to ask Questions.
12.30 – 13.00 pm	Lunch break
13.00 – 14.00 pm	<ul style="list-style-type: none"> • Information session <ul style="list-style-type: none"> ▪ Tour of the college ▪ Login and student IDs ▪ Student handbooks ▪ Time table ▪ Text books ▪ Information trainer ▪ Student support/Welfare ▪ Other matters

27.0 Student enrolment:

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 fulfil 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, colour, 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.

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, and 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 before the course start date for all students.

28.0 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 ACMT notified to DIBP immediately via PRISMS.

29.0 Student Evaluation, Questionnaire and Feedback

ACMT encouraged to student provide continual client input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. ACMT will attempt, whenever and wherever possible, to incorporate feedback in planning and development. Trainer and student surveys will be distributed at the conclusion of each term and a suggestion box available at all times at reception.

30.0 Student Support

The College is concerned about the welfare of students and offers support through the Marketing, Student Support staff and the PEO. 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 behavior from students or staff. Discrimination, harassment or victimization 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.

30.1 Airport Pickup*

We are able to arrange to pick you up from the airport on arrival. This service comes as an additional fee. Please speak to ACMT Admission staff to arrange for this or if you would like to know more information including current prices.

30.2 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 \$100 and \$250 per week per person. If you don't wish to live in share accommodation rent of apartment or house depends on area you want to live varies start from \$350 per week.

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 accommodation. One way is to check the advertisements in the newspaper. The Sydney Morning Herald has advertisements for flat and house shares every Saturday. Also there are a number of websites, where you can search for houses or flats by price, number of bedrooms and suburb. The web address is <http://www.domain.com.au> or <http://www.realestate.com.au>. You can also visit a real estate agent to see if they have any suitable property for you to rent. For more detail about accommodation or renting property you can also ask ACMT reception staff and someone will help you or you can go around and find Real Estate Agent. If you rent a place yourself it's your choice if you want to find someone to share with you. Also 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.

30.3 Admissions

We will assist all students with Admissions into their chosen program. Our friendly Admissions staff will guide you through the process and will let you know if additional documentation is needed for entry into your desired course. If you have any questions with regards to Admissions, you may speak to the ACMT Admissions staff.

30.4 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.

The average international student in Australia spends about \$400 per week on:

- Accommodation
- Food
- Clothing
- Entertainment
- Transport
- International and domestic travel
- Telephone and incidental costs

You may spend more or less, depending on where you choose to live and your lifestyle.

You may like to look at http://grocery.bestpricedirectory.com.au/coles_m154.html or you can search on www.google.com.au for so many other markets to compare prices for different foods. (Price indicates in Australian dollars).

30.5 Tax File Number Assistance

Before you are able to work in Australia, you will need to apply for a Tax File Number. The process can be confusing so if you would like assistance, please speak to the Student Services Team. You can also find out more information about Tax File Numbers and working in Australia by viewing the Getting a Work Permit and Tax File Number section of this Student Handbook. To get this number you can apply on line at <http://www.ato.gov.au/>

30.6 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. You may like to look at http://grocery.bestpricedirectory.com.au/coles_m154.html or you can search on www.google.com.au for so many other markets to compare prices for different foods. (Price indicates in Australian dollars).

30.7 Cultural Adjustment

Living and studying away from your family and friends can be difficult at times. Whilst it is an amazing experience and opportunity, it can be difficult to adjust to the new culture and norms of Australian life. Our Student Services team will be here every step of the way to help you adjust and feel comfortable in studying in Australia and at the College.

31.0 During Study**31.1 Education Counseling (Course Progress and Attendance)**

ACMT regularly monitors your course progress and attendance to ensure you are progressing successfully in your course. Should your attendance or course progress drop below acceptable levels, the college will contact you and intervene so you are able to overcome any obstacles you may be facing. As an International Student if you are attendance or course progress drops below the minimum acceptable levels as outlined in the Institute's Attendance Policy and Course Progress Policy, you may be reported to the Department of Immigration and border protection (DIBP) for breach of your student visa. For further information on attendance and course progress requirements, please see the relevant sections in this Student Handbook or download the relevant policies from our College website. Alternatively, speak to one of our friendly Student Services staff.. We also encourage you to speak to us at anytime if you believe you are having issues with your progression in your course.

31.2 Welfare Counseling

During your study you may encounter personal problems that may end up affecting your enrolment. This can include the stress of being away from family and friends, difficulty in finding suitable accommodation, difficulty with work, personal Issues at home, financial Issues e.t.c. Our Student Services team is here to assist you as needed. If you are experiencing stress or difficult issues, please let our Student Services team know about it. Conversations will remain confidential if you wish. To contact our Student Services team, call or visit us at Level 7 during Office time. (Please call on 9267 3438 to confirm the opening hours before you come).

31.3 English Language Support

We understand that for many of you English is not your first language. So in addition to learning new knowledge and skills in your trade, you also want to improve your English language skills. To gain entry into your chosen program you would have had to meet minimum English Language requirements. If however you are experiencing issues with talking, writing or reading, please let our Student Services team know as soon as possible. We can provide you with additional internal English Language support to help improve your English language skills which will be extremely beneficial towards completing your course and your general time here in Australia. We can also refer you to external English training centers however these will incur additional costs.

31.4 Punctuality

Students should be at ACMT 15 minutes prior to the start of their day and are to return on time to lectures after lecture breaks. Students not in class when the attendance roll is called will be marked absent.

31.5 Preparation

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationary with you and any texts and references that are required.

31.6 Student ID Cards, Computer Login and RTO Manager Logins

Once you successfully do your enrolment you will get a Student ID card (make sure you sign at front desk in New Student Id Request list to get your student id card). You must have this Student ID card with you at all times when visiting the college. You will also be given access to the RTO Manager Student Login page where you will be able to check your latest attendance percentage and course progress as well as update your address. To visit the site, click on the ACMT Connect Button on our website www.acmt.nsw.edu.au. Attendance records will be available within 7 days of the class taking place. Academic results will be made available within 7 days of your final assessment task submission for the unit/module. Should you have any questions about your attendance or academic results, you are able to speak to the Student Services Team at any time. You can use the college's fully equipped computer lab, equipped with Computers with Microsoft Office access, printing facilities and photocopying facilities. Printing and photocopying costs 20 cents per page for black and white and 40c per page for color. Should you have login, computer, printing or photocopying issues, you can speak to one of our friendly IT Support team. Please note that by using college computers, you must abide by the college's internet and computer use policy.

31.7 Work Limitation

When you have commenced your course of study in Australia, you can work up to 40 hours per fortnight while your course is in session and unlimited hours during scheduled course breaks. For more information student go to <http://www.immi.gov.au/>

31.8 Extra-Curricular Activities*

From time to time, ACMT will organize extracurricular activities for you and your classmates to participate in. These activities do not form part of your mandatory enrolment requirements and are in place so you can get to know your fellow classmates whilst experiencing some of Sydney's great sites and events. Extracurricular activities are an additional cost which varies depending on the activity or event. If you have any suggestions or would like to participate in extracurricular activities, please speak to the Student Services team.

31.9 Document Access

You are able to access any of your records at any time by completing the Application for Student Document Request form available at Reception. Document access includes attendance letters, release letters, enrolment/reference letters, course completion letters, and interim academic results e.t.c. The Student Services team will have your requested document ready for you within 5 working days of your completed request form. In all cases ACMT will protect the privacy of all client information.

31.10 Change of Student Contact Details

Students must need to be informed of their current contact details and to inform ACMT immediately of any change in these details within 7 days of taking place. Students should be advised that if they do not receive any ACMT or authority correspondence due to incorrect contact details at ACMT they will be held fully responsible.

31.11 Student Results Recording

Students' results will be recorded on the Assessment Summary Sheet. Results are to be entered at competency unit level. At the conclusion of each subject trainers will calculate a final assessment and record the final assessment in the appropriate column. These sheets are to be submitted to the Principal at the conclusion of the subject for entry into the student database and filing. Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

31.12 Class Rolls and Attendance Recording

Student attendance will be recorded daily on the Class Attendance Rolls. These rolls are legal documents and as such are never to be handled by students, left anywhere other than the staff room or removed from ACMT premises for any reason. In the case of excursions trainers will still record attendance on blank rolls. Attendance will be recorded for each student listed on the class roll for every class. The roll will be called by the trainer within the first 15 minutes of class time

31.13 Student Deferment, Suspension and Cancellation

You are able to defer, suspend or cancel your enrolment by completing the relevant form and meeting with the Student Services Team. For more information about deferring, suspending or cancelling your enrolment, see the deferment, suspension and cancellation section of this Student Handbook. Alternatively, you can speak to our friendly Student Service Team members between Monday to Friday 8:00am – 9:00pm (please call on 9267 3438 before you come to confirm the opening hours) or download the complete policy from the college website.

32.0 Warning and Reporting

32.1 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 endeavor 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 Immigration and border protection (DIBP) 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 85% or above.

- All students are responsible for checking their own attendance on a regular basis. Where students require an attendance record for Department of Immigration and Border Protection (DIBP) 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 PEO 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 PEO as soon as possible to discuss about the situation.
- In addition, a major review of attendance is carried out by PEO 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 PEO to discuss about the situation. In this meeting, students will be given counseling 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 Immigration and border protection (DIBP) 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 DIBP for breaching the attendance requirements if:

- a) 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
- b) Notify the college of its decision not to appeal
- c) The external appeal process finds against the student
- On the advice of the PEO, the PRISMS administrator then (on completion of the appeal process) reports the student to the secretary of Department of Immigration and border protection (DIBP) via PRISMS and sends a Non-Compliance Notice to the student.

32.2 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 periods (9 study weeks) they may be reported to the Department of Immigration and Border Protection (DIBP) through PRISMS. This action will automatically alert the Department of Immigration and border protection and their student visa may be cancelled.

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 fails more than 50% of the units attempted in a 9-week study period**. The College will formally notify such students and offer support enable 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 notify such student of its intention to report him/her to the secretary of the Department of Immigration and border protection (DIBP) 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 PEO 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 PEO 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 DIBP 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 DIBP 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.

33.0 Studying at Australian College of Management & Technology

The ACMT programs are designed around full time study of 20 hours per week over 4 terms or 3 terms in a year. There are 4x9 weeks 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.

33.1 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 specialized area you are working in – Business, Accounting or Marketing 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.

33.2 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.

33.3 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 PEO is available for advice and support.

33.4 Texts and References

ACMT has available the texts and references that are required by students for study purposes which will be given to students at the start of their course/term. Further students may also make use of ACMT facilities for study purposes and Trainers may take students to public libraries and organise a library representative to explain membership and research techniques.

34.0 Reasonable Adjustment

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), and 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.

35.0 Complaints and appeal Procedure

Student with any problem or complaints for other students or complaints related to educational please follow the below mention steps. Students can bring their assistance in or can take help from ACMT staff if they want. ACMT will not tolerate any miss behave in campus. If you are victim of any kind of bullied or harassment or personal comments please contact reception staff and they will help you out for this. Please follow the process given by ACMT staff.

Guidelines Handling Students Complaints

a) Formal Internal Complaint or appeal

Where an appeal relates to any of the following, a student has 5 working days to lodge an appeal prior to any action.

- Notification to report student to Department of Immigration and border protection (DIBP) via PRISM 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 Student support Manager Students should clearly outline their complaint or appeal in the form providing details including the action to be taken to resolve the complaint.
- Principal Executive officer will respond in writing within 3 working days acknowledging that the complaint has been received.
- Investigation by the PEO will occur within 5 working days of the formal lodgment 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, PEO 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 5 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 DIBP 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.
- Complain and appeals process doesn't remove the right of the student to take action under Australia's consumer protection Laws.

b) External Complaints

Overseas Student wish to lodge an external appeal or complain about this outcome of Acmt's internal grievance process 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. www.oso.gov.au/making-a-compalint, or oversees student ombudsman website or email overseas.students@ombudsman.gov.au

Domestic VET student wish to lodge an external apple al or complain can contact the Australia Skills Quality Authority (ASQA) www.asqa.gov.au/complaints/making-a-complaint.html

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.

c) 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 Department of Immigration and Border Protection (DIBP).

If the student appeals against the ACMT's decision to defer or suspend a student's enrolment due to misbehavior or to cancel the student's enrolment, ACMT will await the outcome of the internal appeal process as per ACMT's Defer, Suspend or Cancel Policy before notifying the DIBP through PRISMS of the change to the student's enrolment.

Once ACMT notifies the DIBP of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- a) Leave Australia
- b) Show the Department of Immigration and Border Protection (DIBP) a new Confirmation of Enrolment (CoE) or
- c) Provide DIBP 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

36.0 Emergency Evacuation and Fire

All students are to follow three primary safety principles during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and ACMT staff

- DO NOT PANIC
- DO NOT USE ELEVATORS
- DO NOT RUN

If an emergency condition arises then you need to:

- When you hear the fire bell: Don't panic
- Listen for a warning that the alarm may only be a test
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow ACMT staff to the exit signs and use the Fire Exit stairwells only
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- Do not return to fire/smoke floor until instructed to do so.

Special Instructions for Staff

Staff should make themselves aware, each semester, where the nearest Fire Exit is located for each classroom in which they hold a class.

If a fire or smoke or other imminent emergency condition exists while a staff is conducting class, staff should direct the students to the nearest Fire Exit, assuring that all students have evacuated before following.

Building Security System and Smoke Alarms

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency students are requested to remain calm and follow staff instructions. Students should familiarise themselves with the Emergency Procedures as posted in the college.

37.0 ACMT Staff**Dealing with Problems:**

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.

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 counseling services provided by the third parties.

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

Issue to be enquired or discussed	Person to contact
<ul style="list-style-type: none"> • Transfer to other providers • LLN and English language support • Problem with your study that your teacher could not help with • overall operations of all divisions of the college • smooth running of VET programs and compliance matters 	<p>Hiral Patel (Principal Executive Officer) Available: 9am – 5pm (appointment needed) Email: hiral@acmt.nsw.edu.au Phone: 9267 3438</p>
<ul style="list-style-type: none"> • General enquires, information and support • Deferment, suspension and cancellation • Attendance and course progress • Medical problem/Monetary • Welfaer Counselling/Student Support • After Hours Support • Administrative issues 	<p>Jiarong YANG (Student Service Manager/Welfare/student support) Available: 8am – 4pm Email: info@acmt.nsw.edu.au Phone: 0425054521</p>
<ul style="list-style-type: none"> • General enquiry • Manageing and Devolping Various matter • Academic 	<p>Amritpal Singh (Administrator) Available: 12pm – 9pm Email: Amritpal.singh@acmt.nsw.edu.au Phone: 9267 3438</p>
<ul style="list-style-type: none"> • Marketing matters and student's concern about their agent • advertising and media materials • marketing plan • communication with Agent 	<p>Vivek Paneri (Sales and Marketing Manger) Available: 8am – 4pm Email: vivek.paneri@acmt.nsw.edu.au Phone: 9267 3438 Mobile: 0474815653</p>
<ul style="list-style-type: none"> • Arrange Seminar • Account matter (Tuition fee) • Visa problem support • Finding new accommodation 	<p>Dai Yu (Marketing Manger) Available: 8am – 4pm Email: yu.dai@acmt.nsw.edu.au Phone: 9267 3438</p>
<ul style="list-style-type: none"> • Re-solving problems concerning academic staff affected • Problems with computers, printer or scanners • All other IT related matters • To maximize the students' ACMT experience in recreational, support and Programs 	<p>Amarpal Kaur Hans (Programer Administrator) Available: 8am – 4pm Email: amarpal.kaur@acmt.nsw.edu.au Phone: 9267 3438</p>

38.0 Issuance of Qualifications

Students will be eligible to receive qualifications within 30 days of completion of course.

Post Graduation

Certificate Copies*

Should you lose your Certificate and require a new one, you can apply for one by completing the Certificate and Transcript Issue form. Your Certificate will be made available to you within 5 working days of form submission. The cost of a replacement Certificate is \$20.00. If you required urgent it will costs \$50.

Transcript Copies*

Should you lose your Transcript and require a new one, you can apply for one by completing the Certificate and Transcript Issue form. Your Transcript will be made available to you within 5 working days of form submission. The cost of a replacement Transcript is \$20.00. If you required urgent it will costs \$50.

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 further to university level study started at the Australian College of Management & Technology.

39.0 Compliance with rules is a condition of entry to ACMT**Food, Drink, Mobile Phones**

No food and drink is to be taken into classrooms, neither by staff nor students. Bottle of water, however, are allowed in classrooms. You can take drinks like coffee or cold drinks but you have to make sure that it has lead on that to avoid spillage and health& safety issues. It's your responsibility if you taking drinks or any kind of food and if its affect to any one or premises. Mobile phones should be switched off or turned in silent mode at all times while in classrooms.

Smoking, Alcohol

Smoking and Alcohol is not permitted anywhere in the premises of the college. If you wish to smoke, you need to go to the smoking area which is located outside of building on ground floor. Make sure if smoke you throw your rubbish in bins. (Smoking is injuries to health better to quite it).

Drugs

You must NOT bring drugs to ACMT. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.

Chewing Gum

The chewing of gum is NOT allowed on the premises, as all of classrooms and hallways have carpets.

Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

Firearms and Knives

It is against the law in New South Wales to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to ACMT. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

Dress

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed.

Mobile Phones

All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.

Litter

Please use the rubbish bins provided for the litter.

Be aware:

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. If student lost anything ACMT is not responsible for that. ACMT premises clean and do not write anything on the walls or on the desks. Student must leave ACMT premises in neat and tidy condition. Students must bring notepad, pen, books and notebook/laptop to the classroom

40.0 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.

40.1 Cost of Living

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 AUD 18000.00 to AUD 20000.00 for each academic year. This covers food, accommodation, travel, entertainment and clothing. Expenses may vary depends on what you choose.

It is a requirement of the Department of Immigration and Border Protection that, from 1 July 2012, prospective overseas students will need to demonstrate that they have access to at least AUD 18610.00 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.

40.2 Climate:

Sydney experiences fair weather all year round with average temperatures ranging from 26°C for the warmer months and 15°C for the cooler months. Rainfall is spread evenly throughout the year and averages 1200mm with a humidity of 62%.

- Summer December to February - Average: min 18°C max 26°C
- Autumn March to May - Average: min 15°C max 22°C
- Winter June to August - Average: min 9°C max 17°C
- Spring September to November - Average: min 14°C max 22°C

40.3 Homestay

Homestay, with an Australian family in a private furnished bedroom, is a great opportunity for students to improve their language skills and have an authentic cultural experience. The two recommended Homestay Providers are: Global Experience and Homestay Network. Further information regarding the services provided by these two agencies and the associated costs, can be obtained by contacting these respective providers directly and visiting their respective websites for further information.

40.4 Transport

ACMT is located on Kent street in the heart of the Sydney CBD where all the everyday life facilities closeby. ACMT is about 500m from the Sydney Town Hall railway station and 200m from bus stops. Being locate in the centre of the CBD there are may public transport options available to go around suburbs and 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. Central and Town Hall Railway Station are an interchange for most of Sydney's major rail lines. Rail timetables are available at the station or visit www.transportnsw.info or call 131 500. You can also download App for this timetable which is available for all different operation system like appl, android. Almost all stations and bus are now electronic ticket system which is called Opal Card System so it is recommended that you buy a Opal Card order to save on cost as well. If you not frequent public transport user you also may need to buy opal card in case. For more Information please visit www.opal.com.au or nearest information center.

40.5 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. Most of department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Most of the banks open from 9 am – 4 pm Monday to Friday. Also they open in weekend. (Please check bank opening hours as subject to vary). Most of the major bank like Westpac, NAB, Commnwealth, ANZ, St george etc. are close by form ACMT College.

40.6 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. For other jobs, look at the Saturday “Sydney Morning Herald” or the “Telegraph” or go on-line to <http://mycareer.com.au/> or www.careerone.com.au/ or www.seek.com.au

40.7 Festivals

There is nothing that Sydney sighter's enjoy more than a good festival. Every year the Sydney Festival is held, running for a month over summer. It includes theatre, shows, opera, concerts, exhibitions and plenty more. A highlight of every year is Australia Day celebrations organised by every council which draws tens of thousands. There is also a general Sydney Film Festival every year. Most inner city suburbs host their own festivals, with Parramatta, Holroyd and Auburn being local notables. The close-by Rosehill Racecourse also holds a number of fee paying events.

40.8 Food

Sydney's propensity for eating shines through with various food festivals, including Good Food Month. Parramatta, a suburb called “Capital of Western Sydney”, is home to many restaurants, from Macrobiotic non-smoking, non-drinking temples of purity to homely chicken shops. Thai, Vietnamese, Greek, Italian, Lebanese, African, Chinese, Japanese, Modern Australian, Seafood, Mediterranean and everything in between can be had for very little expense. Church street in Parramatta, is a must go street that food-loving students have called home for many years.

40.9 Night life

As a large multicultural city, Sydney prides itself on nightlife unparalleled in Australia. Whether clubbing, pubbing or raving is your scene, we have it all. Popular nightspots include those located around Oxford Street, King Street Wharf, Cockle Bay, Kings Cross, Darling Harbour and the City centre as well in Parramatta like PJ Gall agar, Roxy and the Albion hotel. The arts and theatre are also central to Sydney life, so be sure to visit the Sydney Opera House and Parramatta River Side Theatre. A comprehensive events guide can be found at Sydney City search and Parramatta council website.

40.10 The great outdoors

Of course Sydney is known for its Harbor and the best way to appreciate it is to get out on the water. A cheap way to achieve this is to buy a ferry on ticket and cruise over to the city from Parramatta. If you want to get your feet wet there are plenty of beaches to explore – the world famous Bondi, Manly and Palm Beaches are a must. National Parks border the city on all sides, the Blue Mountains in the west are able to be reached by train from Parramatta train station, as is the Royal National Park in the south.

40.11 Getting around

Sydney is well serviced by public transport. Ferries service various parts of the Harbor, from Manly on the coast, inland to and from Parramatta. Transport stations are well located to take advantage of buses and trains. If you live in the fancy a little jaunt out of the city you can catch trains and buses to the Blue Mountains, the Central Coast or the South Coast.

40.12 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 from supermarkets or shopping malls. 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, cold and rainy weather, but if you have not you may need to stock up seasonal clothing. You also may require some extra specialize clothing if you work in some particular jobs.

40.13 Telephone, Internet and Post

There are also various internet cafes located throughout Sydney. These costs are around a\$5 per hour.

The cheapest way to phone overseas is using a phone card. These are available at newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. If you would like a mobile phone, packages start from around A\$19 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for under \$200.

To post a letter overseas the cost is between \$2.00 and \$5.00 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

40.14 Emergency

Police, Fire, Ambulance 000 Telephone Interpreter Service (TIS) 131450

40.15 International calls

0011 + country code + area code + number (country codes may be found in the telephone directory).

0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

40.16 Helpful sites for Sydney

www.cityofsydney.nsw.gov.au – Information about Sydney

www.transportnsw.info – Transport around and from Sydney

www.seek.com.au – Job search in and around Sydney

www.whereis.com.au or www.googlemaps.com.au – online direction service

www.realestate.com.au or www.domain.com.au – Renting Property

www.gumtree.com.au – Search life support items and lots more

If you required more search please visit www.google.com.au and search your interest.

40.17 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 organize trips themselves and ask us for assistance.

41.0 Library Books

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 Manager in the reception area. (To take books home minor fees or renting and deposit will be required please check with staff) There are computers available for use outside class time. You can use these computers for research and other Academic activities.

42.0 Student Fees and Charges Policy and Procedure

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.

42.1 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

- 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 to the Secretary of Department of Immigration and Border Protection (DIBP) 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 and website.
- 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.

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 DIBP via PRISMS and sends a Non-Compliance Notice to the student. However, in the event that the external appeal decides in favor of the student, the student is permitted to re-enroll the course after paying all outstanding tuition fees including the fine of \$400.

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
- 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.

(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 with the finance department

42.2 ACMT Bank Detail:

Account Name: Australian College of Management & Technology

BSB: 032 135

Account Number: 117536

Bank Name: Westpac banking corporation

Reference: Student ID / Student Full Name

Swift Code: WPACAU2S

42.3 ACMT Fees Schedule

Tuition fee & other charges	
Application Fee	\$500
Overseas Student Health Cover (Medibank) (Refer to http://medibank.com.au for free details)	Medibank annual fee is \$510.00 for single person, \$1509 for couples and \$2889.00 for family
Standard Tuition Costs	\$3000 to 11,500(depending on courses)
Training Materials	\$250 per term
Refund application fees	
Refund Administration Fee	\$250
Service fees	
Airport Pickup Fee	\$150
Accommodation Placement Fee	\$250
Recognition of Prior Learning Fees	
RPL Assessment Fee	\$150 (per subject)
RPL Work Experience Review Fee	\$150 (per subject)
Document Request Fees	
Late Enrolment Fee (after orientation week)	\$200
Late Payment of Tuition Fees (within 2 weeks from the due date)	\$200
Late Payment of Tuition Fees (After 2 weeks from the due date)	\$400
Course Deferment Fee	\$250
Re-Assessment	\$150 (per subject)
Other fees	
Re-issue of Lost Student ID Card	\$20
Enrolment letter, Reference letter, Extra Copy of CoE	\$20
Request for Student Document (e.g. Award, Statement of Attainment, Transcript, Completion Letter)	\$20/document
Urgent Processing Charge	\$50 per document
Extra-curricular activities	TBA
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.	

43.0 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.

Please have a look the below map screenshot giving you the idea where we are.....

College Location Map



STUDENT DECLARATION

I have received the College Handbook and have read, understood and accept the course procedures.

I understand that policies referred to in this handbook are available in full on the college website and that it is my responsibility to read the full policies on the college web-page.

I understand the College offers assistance and counseling and is committed to servicing my professional development according to the course syllabus.

I accept that it is my responsibility to act on my own initiative if I require academic assistance or counselling beyond scheduled classes. I have read and understood the Australian College of Management & Technology Student Handbook.

Student's name (Print Name)

Student's Signature

Date

* Please detach and return this page to Reception, Student Services Manager.