

AUSTRALIAN
ACADEMY *of*
COMMERCE

Explore, Learn, Achieve

**STUDENT HANDBOOK
VET
2017**

V2017.4

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This Student Handbook is the property of:

Name

Address in Australia

Home Telephone

Mobile

Email

Student ID Number

Passport Number

Overseas Health Cover Number

Tax File Number

In case of emergency please notify:

Name

Address in Australia

Telephone

Mobile

Email

Relationship to you

Letter of introduction

Welcome to the Australian Academy of Commerce! This handbook has been created to help you understand how we do things at the Academy and provide general information about Australia.

It is in three sections.

- Section 1
- Section 2
- Section 3

If you cannot find the answer to your question in the Student Handbook or you would like more information, please ask one of the staff members. We are sure the time you spend with us will be rewarding!

Staff

Principal Executive Officer (PEO)	Alysha Liu
Group Operations Manager	Richard Suchovsky
Group Academic Manager	Misuzu Okada
Student Services Manager	Aliwassa Thanachaikan
Administration Manager	Monica Hirun
Academic Coordinator	Alan Izadfar
Group Finance Manager	Lisa Yao
Student Counsellor	Dena Oxborrow

Trainers:

Abdullah Yousuf, Alex Pekar, Andrey Labourets, Andrew Scott, Annie Khina, Bilal Mustafa, Craig Meneaud, David Duy Nguyen, Deyaco Kamboozia, Dominic Moffitt, Ginger Chang, Helen Mancino, Irene Chon, Iurii Diakov, Jeanette Hagan, Joanna Nasierowska, John Khalkho, Katarina Orth, Kathryn Shah, Kris Ford, Michal Tomcik, Mikhail Shashnov, Minh Tran, Mohammad Akbar, Moinul Mustafa, Muhitir Chowdhury, Muzibul Akbar, Naing Aung, Oimi Tam, Olena Legoida, Paul Cusack, Riyadh Zaman, Roberto Furia, Shaonee Rahman, Trust Munhapa, Vishu Arora, Young-Lan Docko, Josep Aiguade,

Student Services (SSO):

Miaomiao Melanie Ji, Haoren Wang, Alexandra Herrera, Mutiara Merianita, Marina Umeno, Roman Linejan, Xinchun Sun (Accountant), Yuka Wen (Marketing), Justin Pham (Marketing), Qiong Wang (Accountant), Mariona Sevilla (Marketing), Pornpimol Sinprasong (Marketing)

The Australian Academy of Commerce – Teachers

All teachers must have specialist training & assessment qualifications. The Academy's teachers are both qualified and have relevant industry experience. They are familiar with the needs of international students as well as local students and are committed to working as part of a team to achieve the vocational education quality standards for students.

Useful Contact Details

Doctor: Chinatown Medical Centre, 768 George St Haymarket. (02) 9212 0228

Dentist: Pacific Smiles, Level 6, Prince Centre, 8 Quay St Haymarket, 131317

Optometrist: Pacific Smiles, Level 6, Prince Centre, 8 Quay St Haymarket, 131317

Hospital: St Vincent's Hospital, 390 Victoria St Darlinghurst, (02) 8382 1111

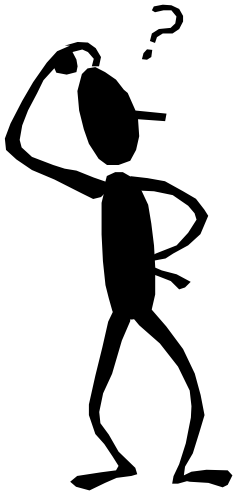
Department of Immigration and Border Protection (DIBP): 26 Lee St, Chippendale, 13 18 81

Consulates: See websites

For more information about Sydney visit <http://www.cityofsydney.nsw.gov.au>

Study Pathways

entry level



English language course at AAC or different school

BSB20115
Certificate II
in Business

BSB30415
Certificate III
in Business
Administration

BSB42615
Certificate IV in
New
Small Business

FNS40615
Certificate IV in
Accounting

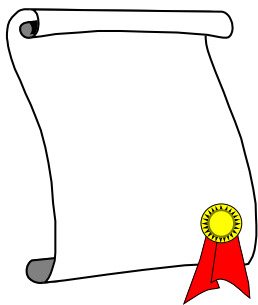
BSB42415
Certificate IV in
Marketing and
Communication

BSB51915
Diploma of
Leadership and
Management

FNS50215
Diploma of
Accounting

BSB52415
Diploma of
Marketing and
Communication

BSB61015
Advanced Diploma of
Leadership and
Management



Apply for university application (with credit transfer)

2017 ACADEMIC CALENDAR

Term 1

9th January – 12th March

[9 weeks]

EASTER BREAK

Monday 13th March – Sunday 9th April

[4 weeks]

Term 2

10th April – 11th June

[9 weeks]

WINTER BREAK

Monday 12th June – Sunday 9th July

[4 weeks]

Term 3

10th July – 10th September

[9 weeks]

SPRING BREAK

Monday 11th September – Sunday 8th October

[4 weeks]

Term 4

9th October – 10th December

[9 weeks]

SUMMER BREAK

Monday 11th December – Sunday 7th January 2018

[4 weeks]

NSW Public holidays: New Year's Day (additional day) Mon 2 January, Australia Day – Thu 26 January, Good Friday – Fri 14 April, Easter Monday – Mon 17 April, ANZAC Day – Tue 25 April, Queen's b 'day – Mon 12 June, Labour Day – Mon 2 October, Christmas Day public holiday – Mon 25 December, Boxing Day – Tue 26 December

2018 ACADEMIC CALENDAR

Term 1

8th January – 11th March

[9 weeks]

EASTER BREAK

Monday 12th March – Sunday 8th April

[4 weeks]

Term 2

9th April – 10th June

[9 weeks]

WINTER BREAK

Monday 11th June – Sunday 8th July

[4 weeks]

Term 3

9th July – 9th September

[9 weeks]

SPRING BREAK

Monday 10th September – Sunday 7th October

[4 weeks]

Term 4

8th October – 9th December

[9 weeks]

SUMMER BREAK

Monday 10th December – Sunday 6th January 2019

[4 weeks]

NSW Public holidays: New Year's Day – Mon 1 January, Australia Day – Fri 26 January, Good Friday – Fri 30 March, Easter Monday – Mon 2 April, ANZAC Day – Wed 25 April, Queen's b'day – Mon 11 June, Labour Day – Mon 1 October, Christmas Day public holiday – Tue 25 December, Boxing Day – Wed 26 December

Accreditation and Articulation

The qualifications we award are recognised within the Australian Qualifications Framework (AQF). The Australian Academy of Commerce is registered by Australian Skills Quality Authority (ASQA) and is a proud Member of the Australian Council for Private Education & Training (ACPET). Our diploma articulates into higher studies offered by other institutions and universities in Australia.

Program Overview

For the English and academic entry requirements for each program, refer to the prospectus or the program description.

Unique Student Identifier

All students enrolled with the Academy from January 1st 2015 onwards will be registered for a Unique Student Identifier (USI). This includes continuing students and new enrolments. No student will be issued with any AQF certification documentation from January 1st 2015 onwards unless they hold a USI or have an exemption.

Students might seek exemption if they have a genuine personal objection to being assigned a USI and will be able to [apply for an exemption to the Student Identifiers Registrar](#).

If students are covered by an exemption to this rule, the Academy will notify the student before either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Exemptions are provided for an individual where the individual is an offshore international student studying outside of Australia. This means that international students who are enrolled with an Australian training organisation but are not in Australia while undertaking their training do not require a USI in order to receive a Vocational Education and Training (VET) qualification or statement of attainment.

New enrolments will sign, as part of the application form, an agreement/request that the Academy obtain a USI on their behalf where they do not already have one. Admissions staff will check each student individually to ascertain whether or not they currently have a USI by using the LMS lookup function. Those that do not have a USI will have an application for one submitted using the LMS web services function.

Students have two options for creating a USI: It can be created by the student themselves, or we can do it for you. Instruction for each option is as follows:

1. Student self registers for a USI:
 - a. Go to <http://www.usi.gov.au/create-your-USI/Pages/default.aspx> and create your USI.
 - b. Once created, go to <https://portal.usi.gov.au/student> and ensure your details are up to date and choose the option to share your USI with your school.
2. AAC registers USI for the student:
 - a. Go to the Student Portal at <https://aac.rtomanager.com.au/> and login.
 - b. Click on the 'USI' icon on the left hand side.
 - a. Enter the information asked for and click 'accept' to give permission for AAC to register the USI for you.

Credit Transfer

The Australian Academy of Commerce ('the Academy') recognises other qualifications and Statements of Attainment within the Australian Qualifications Framework awarded by other Registered Training Organisations. Formerly known as 'mutual recognition', credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course.

The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

A request for a Credit Transfer is to be made on the 'Application for Credit Transfer' form. The form must be submitted to Academic Manager for approval. It is preferred that Credit Transfer applications are confirmed prior to enrolment.

Any Credit Transfer request after the commencement of study will not vary the payment details on the Application Form at enrolment and that the shortening of the course duration shall be reported to the Department of Immigration & Border Protection (DIBP) & the Department of Education and Training (DET) via PRISMS under section 19 of the *ESOS Act 2000*. In such a case, the student must continue to study full-time and if their course is finished early, the student must either enrol in another CRICOS-registered course or depart Australia immediately unless they have been given authorisation by DIBP to remain in Australia.

When a student has been granted a Credit Transfer which leads to a reduced study load, the student must continue to attend school by choosing a subject from those offered on rotation. The student must ensure they register in a unit relevant to the qualification they enrolled in. If unsure of the appropriate subject to attend s/he should see our Student Services Officer for advice.

Recognition of Prior Learning

Recognition of prior learning is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a unit of competency. A range of evidence is usually used including examples of previous work; documentary evidence of previous achievements, references from persons familiar with the candidate's achievements and in some cases demonstration of performance by means of specially designed RPL tools from within the training and assessment material and tests.

A request for RPL is to be made on the *Application for RPL* form. The form must be submitted to Academic Manager or delegated officer for approval. It is preferred that RPL applications are requested and confirmed prior to enrolment. If the RPL application is approved, the candidate will be notified to make a briefing arrangement. At the **briefing** the candidate will be given an explanation of the RPL process and requirements. An assessor will be assigned to work with the candidate on the **RPL plan** and **evidence gathering**. When ready, the candidate presents evidence to demonstrate competence at the arranged **assessment interview**. If successful, the results are formally recorded on the candidate's transcript. For details ask for the *RPL Process Guide* at reception.

Any RPL request after the commencement of study will not vary the payment details on the Application Form at enrolment and that the shortening of the course duration must be reported to DET & DIBP via PRISMS under section 19 of the *ESOS Act 2000*. In such a case, the student must continue to study full-time and if their course is finished early, the student must either enrol in another CRICOS-registered course or depart Australia immediately unless they have been given authorisation by DIBP to remain in Australia.

When a student has been granted an RPL which leads to a reduced study load, the student must continue to attend the school full-time by choosing a subject from those offered on rotation. The student must ensure they register in a unit relevant to the qualification they enrolled in. If unsure of the appropriate subject to attend s/he should see a Student Services Officer for advice.

Program Extension and Repeating Programs

Extensions: If you need to extend your course, no additional study can commence until the primary course period is completed. Additional tuition fees charge applies.

Repeating: If you need to repeat any part of your program, additional administration fees or tuition fees may apply. Depending on the program there may be additional material fees.

Changing Classes or Qualification Pathways

If you wish to change your class or study pathway you must arrange it with a Student Services Officer (SSO) or Student Services Manager (SSM).

Changing Premises

The Academy will formally notify all students of intention to relocate premises with at least three weeks notice prior to any move or change of premises.

Notice Board

There are notice boards in strategic places around the campus. These contain information about:

- Important announcements
- Class and exam timetables including any changes to the normal routine
- Weekend and after class social activities
- Advice on problems, safety, medical and first aid
- Student mail sent care of the campus
- Shared accommodation
- Club announcements

We will also e-mail updates and information to you as required.

Student Card

The Australian Academy of Commerce issues all students with an identification card. Students on campus must carry their card with them at all times.

To obtain your student card complete the *Student Card Request Form* and give it to a SSO. Your student identification card will be ready in several days. This card is used on campus for identification and will enable you to get some student entry discounts. If your student card has been lost or stolen, the Academy will issue a new card for a charge of \$25.

The Academy's student card does not entitle you to concession transport fees. Transport concession is not available to international students on a student visa unless you are less than 16 years of age.

Certification Documentation

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course. AQF certification is issued to a learner within **30 calendar days** of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid and their USI is provided.

Social Activities

Involving yourself in social activities is a great way to make friends and enjoy your time in Australia. Check your email & notice boards for organised activities and excursions organised throughout the year.

Sports Activities

Sport is a great way to maintain physical fitness while you are studying. Students can become members of sporting teams or participate in a sporting special event.

Texts and References

Textbooks are used in most programs at the Academy. Teachers also use real-life and current materials from business journals to keep abreast of the industry developments. Study materials are given to students for free but students are required to pay a material fee of **\$50** at the start of every qualification.

Stationery and Equipment

Through our wireless network, you will have Internet access throughout your studies on campus for free! But you are expected to have your own laptop with mobile technology, stationery, calculators and other study equipment.

Lost and Found

If you lose or find something while on campus, please report it to a SSO. Please mark your name on all articles you use in the classroom. If you lose traveller's cheques or credit cards, report it to the appropriate provider immediately, you may also want to report it to the police. Speak to a SSO if necessary.

Accommodation

Our Student Services Officers can arrange accommodation at no cost if requested. Students can enjoy any one of the following accommodation types:

- Homestay – students can enjoy the opportunity of living with an Australian family and practising their English language skills.
- Homestay (Full board) –
 - Single Room – from A\$200.00 – A\$300.00 per week
 - Shared Room – from A\$150.00 – A\$200.00 per week

Please give the Academy 14 days notice if you require our staff to arrange Homestay accommodation for you. It is estimated that students who live alone spend a total of between AU\$250-\$450 per week on accommodation, food and other living expenses.

Support and Career Services

If you have a problem, talk to someone! Feel free to speak to your teacher, or see one of the Student Services Officers (SSO).

The SSOs will assist students who require assistance in adjusting to study and life in Australia. A lot of information is given in the student orientation session and in the Student Handbook. For free, the SSOs are able to clarify important information &/or direct you to: legal services, emergency and health services, facilities and resources, complaints and appeals processes and student visa obligations (meeting course & attendance requirements).

Students are encouraged to discuss their academic performance and attendance record with their teacher(s), Academic Manager or one of the SSO. Serious or complex matters will be directed to the PEO for clarification.

The Australian Academy of Commerce conforms to all Workplace Health and Safety Regulations for you to have a safe and healthy place to study. Every person in the premises is expected to take reasonable care of their own health and safety and for that of anyone else who may be affected by their actions. If you have a health and safety inquiry or issue, raise it with your teacher or at reception. In case of emergency, follow the fire drill instructions and exit map signs posted in the premises.

In case of any casualty, eg fainting, chest pain, a fall, loss of consciousness, asthma, diabetes, bleeding, burn, scald, insect bite or sting, please report it to a staff member immediately. A First Aid Kit is at the Reception Desk.

Counselling

The Academy provides the services of a qualified counsellor on campus part-time. If any student has concerns, whether personal or professional, and wishes to discuss these with a skilled and caring listener, please talk to Student Services to arrange an appointment. The counsellor will also make recommendations in relation to compassionate and compelling circumstances where this is required, for example in requests to defer studies, take leave, appeal a notice of intention to report, and so forth.

The counsellor is located in the city campus and appointments are necessary and can be arranged in person, through email or over the phone with the Student Services team.

Emergencies

If the Academy needs to be evacuated the safety wardens, who will be wearing a red or yellow hat, will give you instructions.

Fire: If you can see or smell smoke or flames, tell the nearest staff member immediately. If the alarm sounds, listen and obey the teacher's instructions. With your teacher, walk to the nearest Fire Exit quietly and calmly. The teacher will mark the attendance register in a safe area to make sure all students present at the Academy are safe and accounted for.

Bomb Scare: Follow the staff's instructions.

Injury or accident: Report any injury or accident to your teacher or reception immediately. The Academy's First Aid Officers are listed on the notice board.

Building Alarms: Follow the staff's instructions.

EMERGENCY CONTACTS 24 HOURS: If you have any serious problems such as:

- Serious injury or illness
- You get lost or injured on an excursion
- You are a victim of severe verbal or psychological aggression
- You are physically assaulted
- You witness a serious accident or incident of violence
- You, or your family in your home country, are victims of natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- Any incident of fire, bomb threat, explosion, gas or chemical hazard
- You suffer from social issues e.g. drug use, sexual assault

IF YOUR LIFE IS IN DANGER CONTACT '000' IMMEDIATELY!

OTHERWISE PLEASE CONTACT ONE OF THE FOLLOWING IMMEDIATELY:

Richard Suchovsky – M: 0411 529 575 E: promotions@aac.nsw.edu.au

Misuzu Okada – M: 0431 796 680 E: academic@aac.nsw.edu.au

Security

The Academy takes every care to provide a secure study environment. Please keep personal and valuable items with you at all times when on campus. The Academy is not liable for any loss of personal property. If you have any concerns for your safety or personal belongings notify reception immediately.

Critical Incident Policy

Australian Academy of Commerce recognises that a duty of care is owed to its students and that planning for the management of a critical incident is essential.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault

Critical Incident Committee

The Student Services Officers with the QMT assist in the prevention and management of critical incidents at the Academy, or off campus in the case of an overseas student for whom the Academy has undertaken care responsibilities.

The responsibilities of the committee include:

- Risk assessment of hazards and situations which may require emergency action
- Analysis of requirements to address these hazards
- Establishment of liaison with all relevant emergency services e.g. Police, fire brigade, ambulance, hospital, poisons information centre, community health services
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. PEO, Operations Manager and student services officers
- Development of a critical incident plan for each critical incident identified
- Dissemination of planned procedures
- Organisation of practice drills
- Regular review of the critical incident plan
- Assisting with implementation of the critical incident plan
- Arranging appropriate staff development
- Budget allocation for emergencies

Critical Incident Plan

All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.

Immediate Action (within 24 hours)

- Identify the nature of the critical incident
- Notification of the critical incident committee/team leader
- Implement the appropriate management plan or action strategy
- Assignment of duties and resources to Academy staff
- Seeking advice & help from any necessary emergency services/hospital/medical services
- Dissemination of information to parents and family members
- Completion of a critical incident report
- Media response - the Principal will decide if required.
- Assess the need for support and counselling for those directly and indirectly involved

Additional Action (48–72 hours)

- Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- Provide staff and students with factual information as appropriate

- Restore normal functioning and Academy delivery

Follow-up – monitoring, support, evaluation

- Identification of any other people who may be affected by critical incident and access of support services for affected community members
- Maintain contact with any injured/affected parties
- Provision of accurate information to staff and students where appropriate
- Evaluation of critical incident management
- Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

The Program

Orientation

Your orientation in general takes place one week prior to the Term commencement and consists of:

Administration: Students are required to fill 5 different forms - Registration, Statutory Declaration, Student Handbook, Student Card Request, and Publication of Photographs. In addition they will be requested to complete Student on Agent Performance Questionnaire and Induction Feedback.

A Seminar: The seminar explains the Academy's policies and procedures; you will receive your Student Handbook as part of the induction. The Principal or delegated officer provides guidance to students in understanding their rights and obligations highlighted in the Student Handbook concerning:

- Course progress and attendance monitoring
- Course timetable & course content & learners' needs
- Requirements to receive a qualification
- Appeals policy and procedures
- Complaints procedures
- Course deferment and suspension
- Course transfer policy
- Administration fees & refunds policy
- Student support services including legal services
- 24 hour emergency contacts and health services
- AusAcademy Online (student login) – to log in follow the simple 4 steps:
 1. Open the Australian Academy of Commerce's website: www.aac.nsw.edu.au
 2. On the top of the page click on the icon Student Login
 3. Your username is your student ID number and your password is your date of birth typed in the format (DDMMYYYY)
 4. Once you log in, you can change your password if you wish

Any additional questions you may have will be answered accordingly.

Tour: You will be taken on a tour of the Main Campus (Level 5 & 7, 8 Quay Street, Haymarket NSW 2000).

Punctuality: You must **not** be late for class. If you are 20 minutes late from the start of the session you will be marked absent for the session.

Illness: Notify your teacher and report to reception. The Academy should be notified that you will not be attending classes and a medical certificate is required on your first day back for proof of illness. This is a government regulation.

Classes: Follow the teacher's directions and participate in all class activities. Students have the opportunity to discuss their ideas so that they can widen their knowledge of their study.

Field Trips: Classes may go on a field trip with their teacher. This can be for part of the day or a whole day. The cost is usually between \$5.00 and \$20.00 for each trip. You can often obtain a discount by using the Academy student card. Attendance is compulsory as these field trips form part of your course work. As part of the language and learning process you are required to report &/or on the field trip.

Extending student visas

Student visas can be extended under certain circumstances, but these must comply with the regulations set by the DIBP. Each student who needs to extend their visa must make an appointment with DIBP to discuss their individual case. Student visas are usually extended to enable you to complete your studies at an approved institution. You need to apply four weeks before your current visa expires.

Identify Learners' Needs

The Australian Academy of Commerce ('Academy') endeavours to identify, assess and provide learning support to its clients for all qualification currently on its scope of registration. This will include negotiating, adjusting and planning appropriate learning and assessment strategies to meet the needs of individual learners.

Considering the Academy's target group it is fundamental that the following learning needs are identified prior to enrolment, explained and planned at orientation, and implemented during the learning period:

- English language levels
- Literacy and numeracy levels
- Learning styles – ie preference to auditory, visual, tactile, reading/writing
- Physical ability
- Intellectual ability
- Cultural or ethnic background

The Academy will ensure that it has access to the staff, facilities, equipment, training and assessment materials required to provide the training &/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment.

Course Progress and Academic Non Performance

The 7 steps for academic success

The Australian Academy of Commerce fully recommends that every student:

1. Register in five class sessions per week
2. Understand all agreed assessment tasks for each unit of study (if unsure see T&A)
3. Attend all classes to gain important information relevant to the subject
4. Plan the schedule of dates and requirements of each assessment
5. Complete requirements competently for each assessment task before the due date
6. Seek feedback from the relevant T&A before the due date to gain competency
7. Submit every assessment task on time in the unit of study.

The Academy is required in accordance with Standard 10 of the *National Code of Practice 2017* to monitor and record student academic progress throughout their period of enrolment.

Course progress is monitored during the term and after the completion of term. Students who are having academic difficulty are encouraged to seek help through their Trainer & Assessor ('T&A'). If preferred a Student Services Officer ('SSO') on behalf of the student can also assist in the process of unit completion by presenting their difficulty to the appropriate T&A.

When a student does not meet the course requirements for two consecutive terms they may be reported to DET via PRISMS as required under section 19 of the *ESOS Act 2000* and this may result in their visa being cancelled.

Requirements for Achieving Satisfactory Course Progress

In order to ensure a student's course progress, the Academy will monitor academic performance in each unit they are enrolled using the Academy Learning Management System (LMS). All students are required to register in five class sessions per week (which equates to 20 contact hours of study). The Academy uses its own robust system of monitoring on the *Assessment Submission Register*, which is signed off by their Trainer in relation to their assessment task submissions. In addition students are provided with receipt for every assessment submitted.

Students are expected to achieve a *competent* ('C') outcome for each unit they are registered in to meet satisfactory course progress in line with the class session course completion requirements. Assessments not submitted by the due date or with an outcome that is determined as *not yet competent* ('NYC') must be completed or submitted again to be re-assessed within the term of the unit the student is registered. Students will need to make arrangements with their Trainer to undertake the assessment task. Students submitting assessments after the term are subject to administration costs.¹

Students will be deemed to have not made satisfactory course progress in any given term, by not successfully completing or demonstrating competency in 50% or more of the required units for that term.

Students are at risk of their visa being cancelled due to not meeting satisfactory course progress, where the student has failed or is deemed NYC in 50% or more of the units attempted in two consecutive study periods.

Intervention Strategy

Intervention Strategy is an action plan adapted in an attempt to determine and reduce the causes of academic failure. It has been developed to offer students with additional assistance to promoting future success in their studies.

Students identified with, or 'at risk' of, academic failure through the Course Completion with Duration, and Monitoring Course Progress procedures, or are experiencing difficulties are eligible for an intervention strategy.

The Academy is committed to providing Students with access to the right support which can be both academic and non academic.

Students who have been advised that the Intervention Strategy has been implemented or are experiencing difficulties are able to see the Students Services Officers to seek advice on what steps can be taken to increase the likelihood of academic success. For non-academic issues the Student Services Officers can also assist and make arrangements for additional services such as professional counselling.

Intervention Strategy Procedure:

- An appointment must be made with the Student Services Officer once the intervention strategy has been implemented or for a student to discuss the problems they are experiencing.

¹ Administration cost is calculated at \$150 per subject.

- At the appointment, with assistance from the Student Services Officer, the student will be provided with the Intervention Strategy Form for completion.
- The student may then be referred to the PEO or delegated officer who can help to work out the academic course progress action plan to assist the student.
- Once a suitable intervention strategy has been implemented, the student will sign and receive copies of the agreed intervention plan and related documents.
- All records will be stored electronically and in paper form in the student file identifying any amendments made to the students course status and study plan.

Completion within Expected Duration of Study

Standard 9 of the National Code requires the Australian Academy of Commerce ('Academy') to ensure that at all times students are in a position to complete their studies within the duration specified in their CoE, unless certain circumstances apply.

If a student chooses to study less than a 100 per cent course load in a particular study period, they will have to make sure that they can still complete the course in time. If a student completes their course early they must ensure their tuition fees for the course are paid in full and the Academy must report this to the Department of Immigration & Border Protection (DIBP), and the duration of the student's visa will most likely be reduced.

Attendance

All course participants are required to attend a minimum of 20 contact hours per week to meet their student visa requirements and to gain maximum benefit from the classes. Students are required to attend all scheduled face-to-face training sessions each week. At the commencement of each session, your trainer will provide a "sign-on" attendance sheet that must be initialled on arrival and departure.

The Academy has an e-learning platform which allows students to study 20% (4 hours) of their course load each week online.

Should you be unable to attend classes for reasons such as illness, serious family problems, you are required to contact the Australian Academy of Commerce and explain your situation.

A medical certificate from a registered general practitioner is required if you are sick and this will be recorded on the attendance records. Students must provide a copy of their medical certificate upon return to class and keep the original for future records.

Online Attendance & Activity Monitoring

Policy:

- Monitoring and entering the results of online attendance and activity completion is the responsibility of the e-learning administrator, a member of Student Services.
- The Academy allows 20% (4 hours) per week of student study to be undertaken via the e-learning platform – in line with National Code 2017 requirements. In order to ensure the authenticity principle of assessment, no assessment tasks are to be submitted online – all are to be submitted in person to the relevant trainer/assessor.
- Online study may take place in the form of readings, quizzes, forum discussions, individual projects and other methods. The instructions for each week will be clearly described within the e-learning platform and at least one trainer/assessor will be assigned to oversee each Unit of Competency (UOC).
- The e-learning platform has an online attendance monitor which will capture the amount of time a student spends within their allocated UOC. In line with National Code 2017 requirements, attendance alone is not sufficient for online purposes and as such activity monitoring is also undertaken.

- For each require weekly activity the Moodle option 'activity completion' will be set to 'on'. At the end of each week, along with printing the Student Attendance Report the e-learning administrator also runs and prints an Activity Completion Report.
- Students must have completed the relevant weekly activities and have logged a minimum of 2.5 hours of online attendance in order to be liable for 100% attendance in that week. Students who have successfully completed the relevant weekly activities but have less than 2.5 hours of online attendance are only able to receive 50% of attendance for the week.

Acceptable Absences

The Academy may accept absences for the following reasons,

- Sickness – if supported by a medical certificate from a registered medical practitioner.
- Compassionate circumstances – illness or death of an immediate family member (this must be approved by the Academy in advance), natural disaster, political upheaval etc.
- Religious reasons – this must be approved by the Academy in advance

The following are not acceptable reasons for absence:

- Employment related issues
- Unavailability of desired subjects at the Academy at a particular time
- Transport or accommodation problems

Assessments

Student assessment methods are varied and flexible. This means that the needs and study methods of the student are taken into account for each unit studied, in conjunction with vocational education and training (VET) guidelines. For example, exams may be appropriate for assessing learning outcomes for some units, while group work, pair work, oral work, role plays and simulations, projects and essays may also be used as assessment tools. Assessment is competency-based and is designed to determine whether the student can demonstrate the target competencies. A student who is unable to demonstrate competency at a given time, or who successfully appeals an assessment result will be reassessed at a later date.

The trainer at the beginning of each unit provides assessment requirements for each unit. All assessment requirements are to be undertaken within the required timeframe. Assessment activities such as written tests will be given during class times while practical activities assessed in simulated job environments will be organised for a mutually acceptable time.

Assessment Methods

The Australian Academy of Commerce uses a variety of assessment methods including:

- Scenarios
- Knowledge Test
- Written Assignment/ Report
- Case Studies or Projects
- Self-Assessment
- Observation and Demonstration
- Group Activities
- Individual Activities
- Workbook Activities

The assessment methods meet the National Training Framework and enable you to demonstrate your knowledge, skills, understanding and abilities in relation to the structure.

Teachers will discuss all aspects of assessment requirements prior to the activity being conducted. You will be rated as Satisfactory 'S' or Not Yet Satisfactory 'NYS' for each activity undertaken. Additional reasonable attempts will be given for each activity until competency is achieved. This is to be negotiated with your Trainer/Assessor if required. An opportunity for a re-assessment will be given within the period of the unit attempted. The final date for free re-submissions are the end of your final scheduled training session for the UOC in Week 9 of the semester. Re-assessment after the unit can be arranged but

administration costs will apply. (See below details of re-assessments.)

The Australian Academy of Commerce will ensure to provide quality control across the range of assessment services by regularly reviewing the assessment outcomes and providing a second assessor at times to review competence to ensure consistency of assessments, under the assessment validation sector requirement.

Students have the right of appeal to apply in writing to the Academic Manager within two weeks (10 working days) of assessment if the assessment has not been fair. In the event that you are not satisfied with an assessment decision or process, the following procedure applies:

1. Discuss the matter with the trainer/assessor;
2. If the matter is unresolved, complete and submit the *Improvement Action Record* form at the reception desk.
3. Your appeal will be examined by the Academic Coordinator and Academic Manager;
4. If the matter remains unresolved then the Academic Manager and the client will nominate an independent arbitrator (Academic Manager/Director of Studies from another VET school) to examine the matter;
5. If the matter is unresolved, then the student would be advised to take the matter to the Overseas Students Ombudsman. The Overseas Students Ombudsman is free and independent.

Re-Assessment

If a student receives a **'not yet satisfactory'** in a specific assessment, it is the student's responsibility to contact the Trainer/Assessor and make arrangements to be re-assessed.

Re-assessments need to be done within the time period allocated to the unit otherwise standard administration costs (AU\$150 per unit) will apply. This is also in line with student visa requirements of academic performance. Please collect the **Late Re-Assessment Form** in the office to make special arrangements with your assessor and administrator for late re-assessments.

To be re-assessed, the student with the Trainer/Assessor has to fill in the Re-Assessment Form. A student who wishes to extend their visa because their results have shown 'Not Yet Competent' will be allowed to do so only once (see 'Extension of Studies' section below) and additional fees may apply. Therefore, it is in the student's interest to succeed in the re-assessment during the period of enrolment.

Assessment Policy

All assessments are to be submitted by the due date specified (in the unit outline, unit delivery plan, e-learning platform and on the assessment tool itself) or a late fee will be applied of \$50 per assessment task.

Assessments are to be completed at tutorials in supervised study periods where a Trainer/Assessor can assist. Do not plagiarise (copy other student's work or electronic and printed references) in your work – it is easy for teachers to identify. If you are caught cheating your assignment will not be graded and will be marked as Not Yet Satisfactory. Further academic misconduct could lead to visa cancellation due to poor academic performance.

When handing in assessments you must make sure you:

1. Accurately and completely fill out the assessment cover sheet;
2. Accurately and completely fill out the assessment receipt, get the trainer to sign this receipt, keep a copy of this receipt as proof of submission;
3. Initial the assessment submission register, confirming the Academy's record of date submitted.

Late Assignments

If you are unable to submit your work on time you must discuss this before the due date with your teacher. Assessments submitted after the due date will incur a late submission fee (AU\$50

per assessment task when submitted within the study term, AU\$150 if submitted within the term breaks). This fee will be added to your invoice for the following term, or in the case of finishing students, be made due before qualification or release will be granted.

Examinations and Tests Procedures

Do not cheat in any exam or test. If you are caught cheating your paper will not be marked. Further academic misconduct could lead to visa cancellation due to poor academic performance.

Course Duration

The registered duration on the e-CoE cannot be exceeded in the time required for completing the course on the basis of the normal amount of full-time study and not including any period of work-based training (unless prescribed by the Training Package).

Copyright

All student work must be original. It is illegal to reproduce other people's work without their permission; this includes literary, dramatic, musical, artistic, electronic, software and certain other intellectual works, for more information see the *Copyright Act 1968* (Commonwealth). Where the Australian Academy of Commerce would like to display, use or reproduce your work to promote the Academy or a program, you will be provided with a form that outlines your rights and our obligations.

The Academy's Policies & Procedures

Expectations of Students

Everyone at the Academy should show respect and courtesy to others at all times. Every person on campus has the same right to deliver or receive education in a safe, supportive environment.

Behaviour: Be considerate and always show respect to others around the campus.

Dress Code: Dress in neat, clean and freshly washed clothes with shoes that protect your feet.

Hygiene: It is expected that all members of the student body **wash daily** for hygienic purposes and to avoid others' discomfort.

Language: The English language is encouraged to be used on campus at all times.

Mobile Phones: Turn your mobile phone **off** before you go to class or exams.

Food and Drink: Do not eat or drink in the classrooms, toilets or hallways.

Smoking: Smoking is strictly prohibited at the campus. Please observe the **No Smoking** signs. It is illegal to buy tobacco products if you are less than 18 years old. It is also illegal to buy tobacco products for someone who is under 18 years old.

Alcohol: Students are not to consume alcohol on campus unless it is an organised social function where there is staff supervision.

Illegal Drugs: It is illegal to bring prohibited drugs into the Academy. Any student found with prohibited drugs will be reported directly to the police and could expect to have their visa

cancelled.

Weapons: It is illegal to carry weapons in Australia. Any student found with weapons will be reported directly to the police and could expect to have their visa cancelled.

Grievance, Student Complaint and Appeal Policy and Procedure

A complaint presented by an individual, or a group, based on the opinion that they are, or have been, receiving treatment that differs from the treatment received by other individuals or groups are taken seriously and resolution obtained to the agreement of both parties where possible.

The complaints and appeals policy of the Academy shall ensure that all formal complaints are dealt with in a constructive and timely manner at no cost to the complainant. The policy ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process and that complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable.

If a student has a problem at the Academy, e.g. involving the quality of relationship with another person(s) or any aspect of studies, the student may wish to ask to speak with his/her teacher or a Student Services Officer.

All formal complaints or appeals must be presented by collecting and completing the *Improvement Action Record* (IAR) form at reception. The Student Services Officer will assist the student in recording the complaint or appeal on the IAR form. The IAR is to be given to the relevant QMT member (Principal, Academic Manager, Compliance Manager, Operations Manager and/or Student Services Manager) as soon as the form has been completed and the relevant member is to investigate and make (at least) initial recommendations/actions within 10 business days. The IAR is reported in the scheduled QMT or Team Meeting to reach an acceptable outcome. The details of the actions required are specified on the IAR and in the minutes of the meeting.

If the student is not satisfied with the QMT's decision, s/he is entitled to appeal and be heard by an Overseas Students Ombudsman. The Overseas Students Ombudsman is free and independent. Students can find out more at www.ombudsman.gov.au or phone 1300 362 072. The student **must continue to attend classes and maintain their enrolment** while the complaints and appeals process is ongoing.

Internal Process

Team members

- On receiving an IAR complaint or appeal the Student Services Officer shall advise the complainant that their grievance will be reported to the next QMT Meeting or Team Meeting and will be dealt within 10 days of lodgement, regardless of the team member's perception of the importance of their grievance. The student should also be informed that their enrolment is not at risk during the complaints and appeal process and that the complainant can be assisted by a support person at any relevant meetings.
- The team member must advise the complainant that their grievance, if not satisfactorily answered by the management meeting and its representative, may contact Overseas Students Ombudsman. The Overseas Students Ombudsman is free and independent. Find out more at www.ombudsman.gov.au or phone 1300 362 072.
- The team member must inform the student that s/he must continue to attend classes and maintain their enrolment while the complaints and appeals process is ongoing.
- The team member shall raise the IAR to identify the complainant's grievance in an accurate manner, to present to the next scheduled QMT Meeting or Team Meeting within 10 working days of lodgement.

Quality Management Team (QMT) &/or Team Meeting

- On receiving an IAR detailing a grievance, at the QMT Meeting or Team Meeting, discussion will take place on the nature of the grievance and identify the cause of the grievance and the appropriate cause of action to satisfy the complainant's grievance. If requested by the student provide an appropriate time for the student to present their complaint personally.
- The IAR outcome shall be recorded in the minutes of the meeting.
- The outcome and advice to the complainant will be issued in writing including the reasons for the decision and outcome as soon as is practicable following the meeting. If their appeal is unsuccessful the letter will include information and procedures concerning the complainant's right to an external appeal against the outcome. An alternate solution &/or request to contact the Overseas Students Ombudsman at no cost to the complainant will be arranged.

Student Complaints – about the RTO, trainers, assessors, other staff, assessment, and all other aspects of training within the RTO including third parties.

1. Generally, complaints are to be submitted to the SSO who will record the date, complainer and the substance of the complaint. The SSO can assist the student in completing the IAR if required. Note: Anonymous complaints may be issued, however it is not possible to provide further information as to the outcome of these complaints and where the situation is not straight forward it will not be possible to gain further insights and/or evidence, leaving the complaint in the area of anonymous feedback.
2. The SSO will inform the Quality Management Member – QMT (Student Services Manager, Academic Manager, Operations Manager, Principal, Admission Manager and other managers) daily of the receipt of any complaints.
3. The QMT will attempt to resolve the complaint within 5 business days. The outcome of their discussion will be recorded in the 'complaints log'.
4. Where appropriate, other persons may be interviewed to verify the issues complained of, and/or further evidence may be requested.
5. Where no further information is required, the QMT member will resolve the issue and inform the complainer of the outcome within 10 business days.
6. Where further information is required, the QMT will resolve the issue within 10 business days of receipt of the complaint and inform the complainer of the outcome within 5 business days.
7. If the investigation is going to take further than 10 business days, or there is no satisfactory resolution, the QMT will refer the complaint to an external agency – either the Overseas Student Ombudsman or other independent person(s).
8. Students must be informed of their ability to appeal internally any decision made when communicating the outcome to the student.
9. Students who are unsatisfied at the outcome are invited to take up their issue with the Overseas Student Ombudsman (www.ombudsman.gov.au or 1300 362 072).
10. In instances where it may take longer than 60 days to resolve such an issue – for instance where a student is overseas or otherwise unavailable – all parties involved in the issue will be informed in writing of the reason why this much time is required and an update will be sent fortnightly until the issue is resolved.

External Process

- In the event of the complainant reporting they are dissatisfied with the proposed solution, the Student Services Officer advises the complainant within 10 days, that the independent adjudicator shall be informed of the nature of the complaint in writing and to seek an alternate resolution.
- The selection of an independent adjudicator shall be managed by the Student Services Officer in consultation with the complainant. The Academy's independent adjudicator arrangement is in place with the Overseas Students Ombudsman for the complaint/grievance. The Overseas Students Ombudsman is free and independent.
- Students are welcome to contact the Overseas Students Ombudsman at www.ombudsman.gov.au or phone 1300 362 072 for further details of the process or any other enquiry. The

Overseas Students Ombudsman will arrange the following:

- (i) Arrange a round table discussion as the final step in the grievance procedure;
 - (ii) Provide an interview-sized room to accommodate 3 to 5 people for the round table discussion;
 - (iii) Be willing to negotiate in good faith, and
 - (iv) Consider a range of options for solution of the dispute and if no agreement is reached then the Overseas Students Ombudsman will initiate a referral process to the appropriate body or personnel;
 - (v) A written statement of the grievance &/or appeal outcome including reasons for the decision shall be supplied to all parties involved.
- All Overseas Students Ombudsman outcomes will be reported to the next scheduled QMT meeting documented within the minutes and filed for future reference. Appeal decisions granted in favour of the student should be implemented by the Academy's Student Services Manager as soon as practicable.
 - All Overseas Students Ombudsman outcomes will be communicated to the complainant in a timely and prompt manner.

Also, students can contact outside agencies regarding their grievance. The *National Training Complaints Hotline* 1800 000 674 can be contacted at anytime during the process of grievance as well as the *NSW Department of Fair Trading*, General Customer Service Inquiries on 133 220 for commercial disputes. Students have the right to be represented by a nominee if they wish or seek external or legal advice. A student may also choose someone to be present with them at the time of interview.

Workplace Health and Safety

There are signs around the campus explaining the proper use of equipment and facilities including:

- Toilet facilities
- Recreation areas
- Sitting at a computer or desk
- Equipment usage

If you are aware of an accident or faulty equipment please notify a teacher or SSO. If you have any questions about safety, prevention of accidents or the correct use of equipment please asks one of your teachers.

Non-Harassment Policy

It is a policy of the Australian Academy of Commerce that all employees and students are entitled to a harassment free work environment and will have management support in reporting any type of harassment or related inappropriate behaviour they may encounter.

Harassment is defined as verbal or physical conduct creating an intimidating, hostile or offensive work environment. If you experience or witness any type of harassment or inappropriate behaviour, you should use the following procedure:

- Deal with it immediately, advising the person that you believe the behaviour to be inappropriate and you would like it to stop.
- If you prefer not to discuss the matter with the person, or the person fails to respect your request you should report the incident to the Academy's Principal.
- If a student is still unsatisfied, they may approach a relevant external agency. A list of contacts is provided within this handbook. You can also ask a SSO for assistance in contacting a relevant agency.

In all reported instances, a prompt, thorough, fair investigation will take place giving careful consideration to protect the rights and dignity of all people involved.

Non-Bullying Policy

Bullying at work is any form of behaviour which is offensive, intimidating, malicious or insulting or is an abuse or misuse of power intended to undermine, humiliate, denigrate or injure individuals or groups. Bullying leads to stress and then to illness and behavioural problems if prolonged. [www.workershealth.com.au].

The Australian Academy of Commerce is committed against bullying and the organisation will not tolerate such behaviour. Any complaints of bullying must be pursued through the grievance procedure, although in this instance must be directed by submitting an IAR form directly to the Principal stating the surrounding circumstances, as all bullying complaints need to be treated confidentially and promptly. Any student found to be bullying a colleague following an investigation will be counselled and handed a warning letter stipulating their unacceptable behaviour. All facts and the outcome will be recorded in conjunction with the IAR form. Bullying will be monitored by the QMT.

Access and Equity

Discrimination – is defined as any decision or action, which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because a personal characteristic irrelevant to the situation is applied as a barrier.

It is against the law to discriminate against any person associated with the Australian Academy of Commerce because of race, religion, politics, creed, nationality, gender, sexuality, marital status or disability. The Academy is committed to supporting the needs of all groups within the organisation.

Assessment Appeals

Students can appeal their results in writing to the Principal within two weeks of assessment if they feel the assessment has not been fair. It is possible you may be given the opportunity to be re-assessed.

In the event that you are not satisfied with an assessment decision or process, the following procedure applies:

1. Discuss the matter with the trainer/assessor;
2. If the matter is unresolved, then appeal to the Principal in writing within two weeks of assessment;
3. If the matter remains unresolved then the Principal and the client will nominate an independent arbitrator to examine the matter (possibly the Overseas Students Ombudsman);

If the matter is unresolved, then the student should take the matter to the Australian Skills Quality Authority (ASQA).

Privacy Policy

We will not disclose any information that we gather about our staff or clients to any third party as per the 'Information Privacy Principles' in Section 14 of the *Privacy Act 1988* (Commonwealth). This Act imposes obligations on private education providers in the collection, storage, use and disclosure of personal information.

We are obliged to tell the client the purpose of collecting personal information, who receives this information and where it is held. We must also provide ongoing rights to access this information about the individual and make corrections. We are also obliged to protect and maintain accurate personal and private information and not disclose it without the knowledge and approval of the individual concerned.

Information the Officer of the Academy asks a client will only be necessary for the purposes of course enrolment, learning and study records.

No client information is shared with another organisation. If staff or client information is required by a third party we will obtain written consent from the relevant staff or client prior to release of any information.

Should a client seek access to their information we have a documented procedure requiring authorisation before this can occur.

However, a student's personal information provided to the Academy may be made available to the Commonwealth and State departments, as well as the Tuition Protection Scheme (TPS) Director, pursuant to obligations under the *ESOS (Education Services for Overseas Students) Act 2000*, the *National Code*, *Vet Quality Framework* and other offices of the NSW Department of Education and Training if applicable.

Confidential files of each student include:

- current enrolment status
- assessment records
- progress reports
- outstanding fees

You are able to access your personal files by request to the SSO by showing your student card and filling out the Student File Access Request Form.

Personal Details

If you change your address, you must inform the Academy within seven days. If you do not formally notify accordingly, those with a student visa will be breaching their obligation.

Disciplinary Procedures

If you are found acting not in accordance with the Academy's Student Handbook you can be disciplined by staff after consultation with the Principal.

Expulsion

The Australian Academy of Commerce reserves the right to expel students found to be involved in illegal activities as defined by the laws of New South Wales and the Commonwealth of Australia. For more information about what constitutes behaviour that would lead to expulsion speak to a SSO.

Course Fees

The Enrolment Fee is payable upon enrolment and is non-refundable. Full fees must be received before your course commences and will be held by the Academy in accordance with the *ESOS Act*. At all times, fees must be paid for at least **one term in advance**, please refer to your detailed payment schedule in your Agreement with Student. Please note that there will be a 3% surcharge for any credit card payment to the Academy.

Late Payment Penalty

A late payment penalty will apply if the tuition fee is overdue.

- \$100.00 if overdue within 7 days
- \$200.00 if overdue over 7 days
- Should fees remain overdue for more than 14 days the Academy will inform the student in writing of its intention to report for non-payment of fees to DIBP via PRISMS.

Refund Policy

Under Standard 7 of the National Code 2017, except for special circumstances, registered providers are restricted from enrolling and transferring students prior to completing the first six months of the

principal course of study.

In the unlikely event that the Australian Academy of Commerce ('Academy') is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within two weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Australian Academy of Commerce at no cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If the Academy is unable to provide a refund or place you in an alternative course the Tuition Protection Scheme (TPS) will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the TPS Director. For more information visit the official TPS website <https://tps.gov.au> or call 02 1300 980 434.

To apply for a refund – a **Refund Application Form** or **Agent Refund Application Form** (if applying through an agent) – must be completed and submitted to the Student Services Officer. The Australian Academy of Commerce will issue refunds in advance payment of tuition fees within 28 days when:

- ◆ Tuition fees are refunded in full; less 5% of the total amount of pre-paid tuition fees (up to a maximum amount of \$500) if your application for a student visa is rejected by DIBP (the official visa refusal letter from DIBP must be provided as evidence);
- ◆ If you withdraw from your course 28 days or more prior to the commencement of your course (*commencement of course* is defined in this policy and procedure as the course start date as per the original Application Form submitted by the student or an agent and not subsequent enrolment changes to the starting date), 80% of your tuition fee will be refunded;
- ◆ If you withdraw from your course less than 28 days prior to the commencement of your course, a fee equal to one term tuition will be charged;;
- ◆ If you applied for a visa extension and it was **not** granted by DIBP; the unused tuition fees are refunded in full;
- ◆ If you are a current student and withdraw in writing 28 days or more prior to the commencement of the following term the Academy shall refund the unused tuition fees;
- ◆ If a student is provisionally enrolled, on condition of achieving evidence of acceptable English Language Proficiency, and the student cannot achieve the required level, all tuition fees and charges corresponding to the course will be refunded less a charge of AU\$300.

We will not issue refunds for:

- ◆ Application fee, accommodation assistance & airport reception fees;
- ◆ If you withdraw from your course after the course has commenced;
- ◆ If you withdraw from your course not in accordance with your visa obligations and behaved not in good faith;
- ◆ Change in student's work hours;
- ◆ Inconvenience of travel to class;
- ◆ Moving interstate or overseas;
- ◆ Job change or retrenchment;
- ◆ Students who leave before completing the course &/or qualification;
- ◆ If a student becomes a permanent resident of Australia during the program. No guarantees of university or other pathway places will apply to such students;
- ◆ If DIBP has rejected your student visa application based on their finding that you have supplied fraudulent documents along with your student visa application.

Eligible refunds will be refunded within 28 days of receipt of written notification. The Australian Academy of Commerce will provide the student a statement that explains how the amount has been worked

out.

Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

“This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

Withdrawal from Commenced Course

In the event the student intend to transfer their study to another provider or terminate their study; 28 days notice (by appropriate form) is required before the commencement date of the next term. If notice is given less than 28 days of the commencement date, the student or an agent or parents, have the obligation to pay the following term’s fees according to the instalment indicated on the receipt.

To give notice the **Termination of Studies Form** or **Student Transfer Application Form** must be completed to notify the Academy of the termination of your study. The forms are available at the office in the Main Campus building.

Course Deferral, Suspension and Cancellation

Students are able to defer or temporarily suspend their studies during their course only in certain circumstances, on the grounds of compassionate or compelling circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Serious illness or death of a family member necessitating a return to the student’s home country;
- Serious injury;
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies;
- A traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists’ reports);
- Where the registered provider was unable to offer a pre-requisite unit;
- Not availability of required subjects in a particular term;
- Inability to begin studying on the course commencement date due to not achieving the required entry English language level; or
- Inability to begin studying on the course commencement date due to a delay in receiving a student visa; or
- Any behaviour identified as resulting in expelling students for serious breaches of discipline and visa obligations as well as failure to pay tuition fees on time.

Students must specify the duration and reason for the deferral and visa cancellation may be initiated by DIBP if the deferral is for more than one term. Australian Academy of Commerce will enter a Student Course Variation to PRISMS.

Students may also have their enrolment deferred or suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students must complete and submit a “Deferment & Suspension Application Form” to the Student Services Officer requesting to defer or temporarily suspend their studies, together with appropriate documentary evidence supporting their application (for example, a medical certificate).

The Student Services Officer will pass the application to the Administration Manager who will assess the application and make a decision. The Administration Manager or delegated officer will

notify the student of the decision within 10 business days of lodgement. If the application for deferral or suspension is approved, the Academy will notify the student in writing and the Academy will also notify DIBP via PRISMS of the details of student deferral or suspension of studies.

If the application is refused the student will receive written notification of the decision and the reasons for the decision and is notified of their right to appeal the decision using the Student Complaint and Appeal Procedure in the Student Handbook. The Academy will only notify DIBP of a change to the enrolment status when the complaints and appeals process has been completed. Students must be aware that deferring, suspending or cancelling the enrolment may affect their student visa.

All documents are stored in the individual student file.

Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarize or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, or the amount of original work they have done.

Student's responsibilities:

Examinations:

- a) Students must not help or receive assistance from other students
- b) Students must not request the loan of or lend materials or devices to other students
- c) Students must not bring any materials into the examination room other than those specified for that examination
- d) Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from a final examination in a unit for any of the following reasons:

- Unauthorised absence from class.
- Failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- Academic misconduct
- General misconduct (see below)

Other assessment tasks:

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment tasks intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

Australian Academy of Commerce's responsibilities:

Procedural fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the

proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. Penalties imposed will take into account the students' stage in the program
3. Penalties imposed will take into account the conventions of the field of study
4. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from the Australian Academy of Commerce.
5. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from the Australian Academy of Commerce.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of academic misconduct
2. The grounds for appeal are:
 - a) procedural irregularities, and/or
 - b) factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the PEO or Operations Manager within 20 working days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal. The student **must continue to attend classes and maintain the enrolment** while the complaints and appeals process is ongoing.

General misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Australian Academy of Commerce property or the property of others; alters/defaces documents or records; prejudices the good name of Australian Academy of Commerce, or otherwise acts in an improper manner.

Australian Academy of Commerce will report all criminal acts committed by its students to the relevant authorities. The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- (a) Contravenes any rules or regulations set by Australian Academy of Commerce;
- (b) Prejudices the good name or reputation of the Australian Academy of Commerce;
- (c) Prejudices the good order and governance, or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life within Australian Academy of Commerce;
- (d) Fails to comply with conditions agreed in the contract;
- (e) Wilfully disobeys or disregards any lawful order or direction;
- (f) Refuses to identify him/herself when lawfully asked to do so by an officer of Australian Academy of Commerce;
- (g) Fails to comply with any penalty imposed for breach of discipline;
- (h) Misbehaves in a class, meeting or other activity under the control or supervision of Australian Academy of Commerce, or on act premises or other premises to which the student has access as a student of Australian Academy of Commerce;
- (i) Obstructs any member of staff in the performance of their duties;
- (j) Acts dishonestly in relation to admission to Australian Academy of Commerce;

- (k) Knowingly makes any false or misleading representation about things that concern the student as a student of Australian Academy of Commerce or breaches any of Australian Academy of Commerce's rules;
- (l) Alters any documents or records;
- (m) Harasses or intimidates another student, a member of staff, a visitor to act, or any other person while the student is engaged in study or other activity as an act student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- (n) Breaches any trust or confidence of Australian Academy of Commerce;
- (o) Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Australian Academy of Commerce premises while acting as an Australian Academy of Commerce student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- (p) Steals, destroys or damages a facility or property of Australian Academy of Commerce or for which Australian Academy of Commerce is responsible; or
- (q) Is guilty of any improper conduct.

Penalties for general misconduct

- i. Penalties imposed will take into account the nature and the extent of the misconduct
- ii. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Australian Academy of Commerce.

If the student admits to the alleged misconduct, the PEO or Operations Manager may impose one or both of the following:

- A charge for the cost of damage to facilities and equipment
- Temporary exclusion from Australian Academy of Commerce.

The PEO or Operations Manager may impose the penalty of permanent exclusion from Australian Academy of Commerce in the case of physical or verbal abuse of students or staff of Australian Academy of Commerce, repeated or severe misconduct, or in the case of criminal acts.

Notification and appeal

- i. Students must be notified in writing of penalties as a consequence of general misconduct
- ii. The grounds for appeal are:
 - Procedural irregularities, and/or
 - Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
 - Appeals must be lodged in writing with the PEO or Operations Manager within 20 working days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal. The student **must continue to attend classes and maintain the enrolment** while the complaints and appeals process is ongoing.

Re-commencement of studies after holiday break

A student who does not return after holiday break and is not contactable has 'inactively' advised the Academy of his/her intention not to continue studying. Under Section 19(1) of the ESOS Act, the registered provider must notify DET via PRISMS of termination of accepted student's studies within 14 days of the event occurring.

There is no requirement to send a Written Notice of Intention to report letter and observe the associated appeals requirements, OR to notify the student of the intention to cancel their studies as this

action is not against the student's will.

Notices of withdrawal are not official until received by the Australian Academy of Commerce in writing.

Transferring to another Registered Training Organisation

From July 2007 providers are restricted from enrolling transferring students prior to the student completing six months of their 'principal course of study'. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letter of release need to be sighted or produced.

The principal course of study in the package of courses is the highest course enrolled. If a student has not completed six months at the highest course enrolled, the student will not be granted a letter of release, except under compassionate or exceptional circumstances as determined by the Principal or Operations Manager. Also the Academy will not provide a release letter when there is an outstanding amount still owed in course fees or that it is suspected that they are seeking transfer only to avoid being reported to DET for failure to meet academic progress.

The Principal or Operations Manager will make the final decision as to whether to **refuse** a letter of release for any student. The Academy will provide the reasons in writing for refusing the request and must be informed of his/her right to appeal (National Code Standard 8).

However if the request for transfer in the restricted period is detrimental to the student, the Academy may make an exemption and provide a letter of release. Any letter of release granted is issued at no cost to the student and we shall advise the student of the need to contact DIBP to seek advice on whether a new student visa is required.

Students must apply for a letter of release using the **Student Transfer Application Form**. The PEO or Operations Manager will consider and respond to applications for a letter of release within 14 days of their lodgement.

A letter of release will normally be granted in the following situations:

1. The Australian Academy of Commerce is unable to continue to provide the course; or
2. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the college; or
3. The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the College and can demonstrate clearly how this will be alleviated through a transfer; or
4. It has been agreed by the Academy the student would be better placed in a course that is not available at the Australian Academy of Commerce; or
5. The current course of study is clearly not consistent with documented course requested for on their application.

A letter of release will normally not be granted in the following situations:

- Student fees are in arrears;
- The proposed transfer will jeopardise the student's progression through a package of courses;
- The student has unsatisfactory academic progress;
- The student's progress is likely to be academically disadvantaged;
- The Academy is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the Academy's Complaints and Appeals Procedure.

A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter outlining the decision made in relation to the request for release that was sent to the student by the Academy is placed into the student's file.

Australian Health Information for International Students

The Australian government requires all overseas students to pay for Overseas Student Health Cover (OSHC) during their stay in Australia. Australian Academy of Commerce preferred OSHC provider is Australian Health Management (AHM). Please read (or have explained) your insurance policy carefully so as to avoid any confusion &/or difficulty. Please click on the link below to find out your entitlements with AHM <http://www.ahmoshc.com/english.aspx>

Those students who are on a student visa and have paid OSHC will get some money back for health services. Let the Academy know if you need any assistance regarding your OSHC. You must notify your OSHC provider of any changes of address or if husband, wife or children are joining you in Australia for the duration of your stay. You will need to change to family cover. You must show your OSHC membership card every time you use one of the medical services provided.

Your OSHC helps you pay for the doctors, hospitals, emergency ambulance transport and prescribed medicines. You can choose any registered doctor, usually located in a medical centre, which is separate to the hospital. If you need to see a doctor, remember to get a medical certificate.

After-hours medical care: Doctors are usually open during business hours in Australia. If you become ill outside business hours, some Medical centres are open 24 hours per day doctors are on duty at all times in these centres. Only in serious and urgent cases should you go straight to an emergency department in a public hospital.

Specialists: You must see a doctor first to get a referral to a specialist. Check with your OSHC provider to see which specialist services you are covered for. You will pay the doctor at the time of the visit and take your receipt and your membership card to the insurer's office nearby to be refunded part of your receipt.

Public Hospitals (operated by the government): check your insurance policy on how much you are covered.

Private Hospitals (operated on a commercial basis): You may choose to be treated in a private hospital. Check your insurance policy on how much you are covered. Most private hospitals charge more than the public hospitals.

Emergency and Health Services (Very Important Information!)

In Case of Emergency

At any time, should you find yourself in a dangerous or critical situation please call **000** for police, fire brigade or ambulance.

Please note this number, as it may be different from the emergency number in your home country.

Here are other important phone numbers:

- **Police Assistance:** 131 444
- **Domestic Violence Hotline:** 1800 656 463
- **Kids Helpline:** 1800 551 800
- **Homelessness Outreach and Support:** 1800 505 501
- **ADIS (Alcohol and Drug Information Service):** is a 24-hour service providing information and counselling: (02) 9361 8000; Toll free outside Sydney 1800 422 5999
- **Lifeline:** if you are feeling depressed or suicidal call 131 114

In Case of Health Problems

Here are important numbers:

- **Abortion Hotline:** (02) 9233 3780
- **Cancer Council:** (02) 9334 1900

- **HIV/AIDS:** (02) 9332 4000; Toll free outside Sydney 1800 451 600
- **Centre care Pregnancy Support:** (02) 9283 3099
- **Emergency Dental Info (after hours):** (02) 9369 1111
- **Emergency Prescription Service:** (02) 9235 0333
- **Poisons Information Hotline:** 131 126
- **NSW Hepatitis C:** (02) 9332 1599; Toll free outside Sydney 1800 803 990
- **NUAA (NSW Users and AIDS Association):** (02) 9557 1476; Toll free outside Sydney 1800 644 413
- **Rape Crisis Centre:** 9819 6565
- **Smoking Quit-line Telephone Counselling:** State-wide number 131 848
- **Sydney Sexual Health Centre:** (02) 9382 7440; Toll free outside Sydney 1800 451 624; for further information click on the link below:
<http://www.cyh.com/HealthTopics/HealthTopicDetails.aspx?p=240&np=299&id=2062>

Legal Services

- Should you have a legal difficulty you may be able to get assistance from the Legal Aid Services for NSW. Please click on the link to find out more: <http://www.legalaid.nsw.gov.au>
- You may also contact the Law Society of New South Wales to find a lawyer, if you need one. Please click on the link to find out more: <http://www.lawsociety.com.au/page.asp?partID=6602>
- For basic consumer complaints you should contact the NSW Government Office of Fair Trading. Please click on the link to find out more:
http://www.fairtrading.nsw.gov.au/Consumers/Rights_and_responsibilities.html
- To find out your rights as a tenant. Please click on the link to find out more: <http://www.tenants.org.au>

Useful Information about Australia

Australia is known as a relatively safe and friendly country; however you should still use common sense during your stay.

- Lock your house or car when you leave
- Keep your valuables safe
- Stay in a group when out after dark
- Use a hat and sunscreen when outdoors, especially in summer
- Swim between the red and yellow flags on patrolled beaches
- Check with local people and use caution when swimming in unpatrolled water

Size:	4025km east to west 3220km north to south	Approximate Driving Times:	
Area:	7,686,884 square km	Sydney	→ Brisbane 11 hours
Population:	over 23 million	Sydney	→ Melbourne 11 hours
Language:	English	Sydney	→ Cairns 30 hours
		Sydney	→ Adelaide 18 hours
		Sydney	→ Perth 35 hours
		Melbourne	→ Adelaide 9 hours

Public Transport and Taxis

There is an extensive system of public transport in Australian capital cities. Public transport is not free in Australia and fares must be paid before your journey for bus, train, tram and ferry travel. For more information about the transport system in Sydney, visit <http://www.statetransit.info/>

There are various points around the city to purchase a transport ticket, such as train stations, 7-Eleven stores and newsagents.

Taxis: There are usually taxi stands near main streets, railway stations and international hotels. A taxi is available for hire when the 'TAXI' sign on top of the taxi is lit.

Shopping

The main retail and department stores are open from 9.00am to 5.30pm Monday to Friday. There is late night shopping on Thursday nights to about 9pm depending on the location. On Saturday, stores are open from 9.00am to 5.00pm. On Sunday, the main department stores and some smaller retail outlets are open until about 4.00pm. Check with the stores for other special opening times.

Food

Australia is a multicultural society and most food from around the world is readily available. You will find that there are many speciality stores where specific ingredients can be purchased.

Business Hours

Most business hours in Australia are 9.00am till 5.00pm from Monday to Friday only.

Telephone: For information about the Australian phone system check the phone book. The front of the phone book is a useful reference including emergency services, public transport and government departments.

Local calls in Australia: Local calls from a public, business or private phone to another private or business phone are un-timed. Calls made from a standard fixed phone service to a mobile are charged at varying rates.

Long distance calls in Australia: You pay per minute according to distance of call. You may need to dial an area code then the local number.

Overseas calls: You pay per minute and the amount varies according to the country you are calling. To make an overseas call, follow these steps: **dial 0011**. Followed by

- dial the country code you want to call
- dial the area code of the city/town
- dial the number

For example: To call a number in Tokyo, you would dial 0011-81-3-1234 5678. To find the country code, look in the back of the phone book.

Driving: An international driver's licence is valid in Australia. Students can convert their current Driver's Licence by taking a test. It is important to understand the Australian road rules and traffic signs before you begin to drive. For more information about driving in Australia visit <http://www.rms.nsw.gov.au/>

Key Road Guidelines:

- Vehicles are driven on the left-hand side of the road.
- Seat belts must be worn at all times by all people in the vehicle.
- Speed limits are enforced.
- Driving with blood alcohol content of 0.05% or above is against the law.
- Provisional drivers ("P" plates must displayed at all times on the front of the car & the rear when driving) hold a probationary licence. They must not drive unless they have 0.0% blood alcohol level.

If you have a driver's licence and plan to use a car, motorbike or scooter, you may wish to join the roadside assistance group NRMA in New South Wales. They provide free 24-hour emergency service for members, car insurance and for a fee they will inspect and report on a second-hand vehicle before you purchase.

Working while studying:

On a student visa, you are able to work 40 hours per fortnight once the course has commenced and during any period in which the course is in session. You will be able to work unrestricted hours during any scheduled course break. Students like to work as an opportunity to practise their English, gain workplace experience and make friends.

Banking and Currency

Banking Hours: Most banks are open during the week from 9:00am to 4:00pm. ATMs are available 24 hours per day at most branches. We recommend opening a bank account in Australia. To do this people must have a Tax File Number (TFN). You can apply for a TFN by visiting the Australian Tax

Office. When you open a bank account, make sure you also have the following with you:

- Passport
- Money for deposit
- The Australian Academy of Commerce student card.
- A letter from the Academy confirming your study dates (this is not always required)

You can arrange with your home bank to transfer money to your Australian account by telegraphic transfer.

Credit Cards and ATM: If you have a credit card or ATM card, never keep your personal identification number (PIN) with your card.

Money Exchange: To exchange money you must have your passport. You can change money at banks, major hotels, airports, and the offices of American Express or Thomas Cook.

Useful websites

Apprenticeships and Traineeships <http://education.gov.au/> & <http://www.asqa.gov.au>
Australian Chamber of Commerce and Industry www.acci.asn.au
Australian Council for Private Education & Training www.acpet.edu.au
Australian Institute of Management www.aimnet.com.au
Legislation & Case Law www.austlii.edu.au & www.lawlink.nsw.gov.au
Australian Skills Quality Authority www.asqa.gov.au
Occupational Health and Safety <http://australia.gov.au/topics/health-and-safety/occupational-health-and-safety> & www.workcover.nsw.gov.au
Workplace Harassment, Victimisation and Bullying www.airc.gov.au & www.jobwatch.org.au & www.bulliesdownunder.com
Overseas Students Ombudsman www.ombudsman.gov.au

Glossary of Terms

ACPET	Australian Council for Private Education & Training
NVR	National Vocational Education and Training Regulator
DET	Department of Education and Training
DIBP	Department of Immigration and Border Protection
ELICOS	English Language Intensive Courses for Overseas Students
IELTS	International English Language Testing System
NEAS	National ELT Accreditation Scheme
OSHC	Overseas Student Health Cover
VET	Vocational Education and Training
ASQA	Australian Skills Quality Authority