



# INTERNATIONAL STUDENT HANDBOOK

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# OUR OBLIGATION TO YOU

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the Complaints and Appeals section of this handbook for information on how to do so.

## Our Contact details

-  Phone: 02 91362446
-  Email: [info@apic.edu.au](mailto:info@apic.edu.au), [admissions@apic.edu.au](mailto:admissions@apic.edu.au)
-  Website: [www.apic.edu.au](http://www.apic.edu.au)

## Student Support contact details

**CEO:** Ganesh KC

Mobile Number : 0402921687

*Available 24/7 for emergency situations*

**RTO Manager:** Sid Bastola

Mobile Number : 0406570307

*Available via the main contact telephone number.*

**Student Support Officer:** Dipak Poudel

Mobile Number : 0449152304

*Available via the main contact telephone number.*



### We are located at:

Level 6, 579 Harris Street, Ultimo NSW 2007

<https://goo.gl/maps/NAKvSvRc4aAsT8458>



## About our area

The following information is taken from the "Study in Australia" website. For more information visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au). This website provides you up to date information on most topics listed below



# TRANSPORT

Australia has great public transport options including trains, buses, taxis and other ride share options like Uber and Didi. Australia also has many cycling and walking paths and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights. The three main public transport options of Sydney, (buses, trains and ferries) are linked by a common ticketing system, known as Opal. This coordination arrangement allows free transfers to be made between the three different transport modes, providing relevant time and zone restrictions are met. The Transport website (131 500) is handy for researching public transport options between destinations, and is essential for Sydney visitors planning their commute. Visit the website at: <http://www.transportnsw.info/> for more information.

### *Where you can get an Opal card?*

Adult and Child/Youth Opal cards are available at over 2000 retailers across the Opal network, including at Sydney Domestic and International airports. [www.retailers.opal.com.au](http://www.retailers.opal.com.au) to find an authorised retailer.

You can also order a card by calling 13 67 25 (13 OPAL) or at [www.opal.com.au](http://www.opal.com.au)



**By Ferry/ Boat:** A highlight of any visit to Sydney is a trip across beautiful Sydney Harbour on a Sydney Ferry. It carries more than 14 million people every year, the ferry system is quite comprehensive and covers a 37km stretch of water from Manly to Parramatta. They only operate inside the Harbour (so they do not go to Bondi Beach, for example).

The ferries also service a lot of the popular harbour-side attractions including Taronga Zoo, Darling Harbour, Luna Park, Watsons Bay and Manly Beach. All Sydney Ferries operate from Circular Quay.

Most ferries to the West of Circular Quay are also accessible from Darling Harbour - though check the timetable because there are two wharves (Aquarium and King St Wharf 3) located about 50m from each other.

**By Bus:** Catching a bus in Sydney can be easy - if you know where you are about where you wish to go. It is important to remember that in the CBD, all bus services are PrePay Monday to Friday 07:00 am - 07:00 pm. Tickets can be paid for using prepaid Opal card, it may be a better option, especially if you intend to take more than one journey.

In the city, there are essentially two main terminals from where buses depart. Most buses to the North Shore and Northern Beaches leave from bus terminus above and behind Wynyard station.

Most buses to the southern, eastern and inner western suburbs depart from Alfred Street (Circular Quay) bus terminus, which is outside and below Circular Quay elevated rail station





**By Train:** Sydney has an extensive rail network that extends to Penrith & Richmond in the west, Bondi Junction in the east, the Royal National Park (Waterfall) & Campbelltown in the south and Berowra in the north. Intercity services extend to Lithgow & Blue Mountains to the west, Wollongong and Nowra to the south, and the Central Coast, Newcastle and the Hunter Valley to the north.

The City Circle provides access to all the main city stations. This service starts at Central Station (platform 17 clockwise, platforms 20 or 21 anti-clockwise) and loops through Town Hall, Wynyard, Circular Quay, St James, Museum and back to Central. Also, Martin Place station is on the Eastern Suburbs Line and is in the middle of the City Circle.

## Buses in Sydney

In the city, there are essentially two main terminals from where buses depart.

Most buses to the North Shore and Northern Beaches (most buses which cross the Harbour Bridge) leave from the York or Carrington, Clarence Street (Wynyard) bus terminus above and behind Wynyard station. The best way to walk to Carrington St is from George St through the railway station entrance and onto the escalators. Go up the two escalators past the 'Coles supermarket' then turn hard left and walk past the 'Transit shop'. The stop is directly in front of the 'Transit shop' window. If you come from the station, just find the escalators that take you to the top level outside the station. Buses to Palm Beach (possibly one of Sydney's best beaches and also where the TV program "Home & Away" is shot) (L90) depart from here (Stand B). Lower North Shore services depart from Stand A.

To get to Clarence St (Stands Q, R & S) from the railway station, exit from the right hand side gates, then go up the historic escalator (the oldest in Sydney) to York St. On York St turn left and walk up to 'Starbucks' turn left into Margaret St. Walk down Margaret St to Clarence St. Cross through the traffic signals then turn right to Stand Q where the majority of North West buses (Castle Hill & Baulkham Hills) depart from. Turn left and Stand R is from where Lower North Shore, Lane Cove & Macquarie Park services depart. Stand S is from where some PM peak North West and Upper North Shore buses (Forest) depart.

Most buses to the southern, eastern and inner western suburbs depart from Alfred Street (Circular Quay) bus terminus, which is outside and below Circular Quay elevated rail station:

If travelling to suburbs along Victoria Rd then go to Stand D.

If travelling to the eastern suburbs such as Bondi Beach catch the bus from Stand E. This is between Young and Phillip Streets on the northern or Quay side. The fastest service is the Route 333 PrePay service. Route 333 services are PrePay 24/7. The alternate but slower service is the Route 380 to North Bondi.

If travelling to Coogee Beach, take Route 373 from Stand D.

If going to the Sydney Cricket Ground (SCG) take the 373 from Stand D or L94 from Stand E.

If you are not at Circular Quay, most buses to and from the eastern suburbs travel along Elizabeth Street in the City. Most buses that go down City Road and to the inner south-western suburbs use Castlereagh Street in the City. Most buses to the Inner West along Parramatta Road use George Street in the City. Most buses to the north-western suburbs (that do not use the Harbour Bridge) use George Street in the City between Circular Quay and the Sydney Town Hall.

You should check the timetable before boarding any bus at the Sydney Buses website.

The whole of the CBD area, between 7 am and 7 pm, is a "PrePay" zone. This means that you will need to have a ticket or Opal card before boarding any bus along these corridors. These include the single ride, MyBus 10, MyMulti, Pension Excursion Ticket (PET), etc. and can be bought from the many convenience stores or ticketing agents throughout the CBD and suburbs. Tickets can be purchased at most convenience stores 7/11 and City Convenience Stores, Post Shops (post office) in the CBD and at Transit Shops within the city.

For more information including route maps visit the Sydney Buses website.

## Working on a student visa



From July 2023, student visa holders can work up to 48 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

## Overseas Student Health Cover (OSHC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC.

For further information about OSHC and other optional insurances visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Insurance>



# LIVING AND STUDYING IN AUSTRALIA



Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.

*This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: <https://www.studyinaustralia.gov.au/>*

## Advancing your skills in English Language

If you are interested in furthering your English language skills whilst you are in Australia you can obtain more information from the following websites:

- [www.nceltr.mq.edu.au](http://www.nceltr.mq.edu.au)
- [www.englishaustralia.com.au](http://www.englishaustralia.com.au)

Please see below for sample information on the courses conducted at the above institutions.

### NCELTR and IELTS

NCELTR is the National Centre for English Language Teaching and Research at Macquarie University and is a leading research and development centre in the field of TESOL. In addition, the Centre is an IELTS (International English Language Testing System) centre and administers IELTS tests each month.

### Quality English Language Programs

NCELTR is a leading Applied Linguistics centre, staffed with highly qualified and experienced teachers. It is unique in its close collaboration with academics and, is the longest running National Key Centre in Australia.

Teachers and Administrative staff at NCELTR are trained in intercultural awareness and communication and work hard to ensure that students are able to develop friendships with each other across many cultures.

Studying English at NCELTR does not simply improve your English language knowledge: it also helps prepare you with the intercultural communications, understanding and skills you will require for success in a competitive international environment

For more information please visit the NCELTR website [www.nceltr.mq.edu.au/elp](http://www.nceltr.mq.edu.au/elp) or contact us via phone + 61 2 9850 7667 or email.

## English Australia

English Australia is the representative body for quality public and private English language Institutes in Australia.

- Over 80% of students learning English in Australia study at an English Australia Institute
- English Australia guarantees and protects students' fees
- English Australia Institutes are located in capital and regional cities throughout Australia

For More Information go to [www.englishaustralia.com.au](http://www.englishaustralia.com.au)

## Migration Agents

A migration agent is a person or an organisation which uses their knowledge of migration procedures to offer advice or assistance to a person wishing to obtain a visa to enter or remain in Australia, or to a person nominating or sponsoring a visa applicant. All migration agents who receive a fee or reward for their services must be registered with the Migration Agents Registration Authority (the MARA).

Migration agents must hold a current legal practising certificate issued in Australia. They are also required to follow a Code of Conduct (which is contained in the Migration Agents Regulations 1998). This code is legally binding on all registered migration agents.

Further information can be obtained by visiting the following website [www.mara.gov.au](http://www.mara.gov.au)

# ABOUT AUSTRALIA



Australia is known globally as being one of the world's most diverse and welcoming countries, and it is something for which we take great pride. In fact, of Australia's 25.7 million population, almost half (47%) of all Australians were either born overseas or have one parent born overseas. We also know a thing or two about languages, with more than 260 languages spoken in Australian homes: in addition to English, the most common are Mandarin, Italian, Arabic, Cantonese and Greek.

Australia's diversity and friendly attitude is matched by its economic stability. To date, Australia has experienced more than 20 years of continued economic growth, weathering the 2008 global financial crisis better than most advanced economies. And we are as competitive on the global economic stage as we are in the world's sporting arenas! Not surprising, with more than 120 certified sports organisations around the country, covering popular activities such as AFL, cricket, football (soccer), rugby league, golf, tennis, netball and hockey to name just a few.

You may not know but Australia is the biggest island in the world, the sixth-biggest country in the world in land area, and the only nation to govern an entire continent. Within our expansive country, there are more than 500 national parks and more than 2,700 conservation areas, ranging from wildlife sanctuaries to Aboriginal reserves. There are also seventeen UNESCO World Heritage sites – more than any other country – including the Great Barrier Reef, Kakadu National Park, Lord Howe Island Group, Tasmanian Wilderness, Fraser Island and the Sydney Opera House.

But many people around the world know Australia for being a beautiful country. We also have world-class infrastructure, with five of the top 40 cities with the best infrastructure in the world. We also have a reputation for building 'big' things – over 150 in fact from the Big Banana in New South Wales to the Big Koala in Victoria, the Big Mango in Queensland, and the Big Ram in Western Australia. It's worth a trip to see them all!

## Cost of Living

As of Apr 2023 the estimated 12-month living costs in Sydney are;

- For students or guardians - AUD\$26,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

For a specific breakdown of accommodation and other living costs, please refer to <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs> and make use of the cost of living calculator provided by Insider Guides at <https://insiderguides.com.au/cost-of-living-calculator/>

## Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://immi.homeaffairs.gov.au/visas/bringing-someone/bringing-partner-or-family>

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in your relocation area is available at <https://www.startingblocks.gov.au/>

For school children, current costs vary depending on the school year.

## The places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop!

This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you'd rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

## Accommodation

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Accommodation>

When choosing accommodation, the most important thing is to feel secure and happy, so you can focus on your studies and enjoy life. It is a good idea to research all your options before making a decision.

A few more websites that can be explored includes.

- Visit Tenants NSW for tips and advice on renting in NSW [www.tenants.org.au](http://www.tenants.org.au)
- Visit below websites to find local share houses and apartments.

[www.realestate.com.au](http://www.realestate.com.au)

[www.domain.com.au](http://www.domain.com.au)

[www.flatmates.com.au](http://www.flatmates.com.au)

## The people

Australia's population density is among the lowest in the world, with an average of 2.5 people per square kilometre – no-one's within cooee (shouting distance) in the outback. Currently Australia's population is just over 25 million people.

Most people live along the eastern seaboard of Australia, with a smaller concentration on the southwestern coast. Living in one of the world's most culturally diverse countries, Australians incorporate a wide variety of influences into the way they live and play.

## The potential

Australia offers a unique experience for students. Apart from a world-class education system, the opportunities to get involved in daily life are endless: whether you're into the arts or sport, partying or book clubs, the great outdoors or cosy cafés, you'll find many ways to join in and have fun. So if you want to get an education and have a life, it really is the place to be.

# STUDY IN SYDNEY, NSW

Sydney is the capital of New South Wales (NSW) and is the largest and oldest city in Australia. You can even visit Captain Cook's landing place at Botany Bay, where the first European settlers arrived.

Sydney is also Australia's most iconic city, spread around the famous Sydney Harbour. It is known around the world for the Sydney Opera House and Sydney Harbour Bridge. The Bridge links the two sides of the city. You can walk across it, or, if you're really brave, you can climb it and enjoy the amazing views. You can catch one of the ferries that cross the Harbour to enjoy the spectacular views and explore the many interesting places on the water's edge, such as Luna Park, the Rocks, Circular Quay and Taronga Zoo.

As you would expect from Australia's largest city, Sydney offers plenty of entertainment, shopping and dining options. You will find markets to explore, along with museums, shopping centres, galleries, bars, clubs, restaurants, karaoke bars and many other exciting places. Be sure to check out the famous Bondi and Manly beaches, with their many beachside shops and cafés. Sydney also hosts numerous festivals and events, including the world-famous Mardi Gras each year – this is a city that knows how to party!

Once you leave Sydney, country NSW also has plenty to offer. The Blue Mountains is a popular day trip, offering spectacular mountain views, bushland and native wildlife. You will also find cafés, restaurants, art galleries, craft shops and many other stores, along with a wide range of outdoor activities such as horse riding, golf and bushwalking.

The Hunter Valley – one of Australia's major wine producing regions – offers wonderful scenery, gourmet foods and distinctive wines. Close by is Newcastle, which is the state's second largest city, and, like Sydney, is built around a large harbour. Newcastle is a popular destination for both visitors and students. It is close to Sydney and offers an attractive lifestyle with its large port, beautiful beaches, surfing, fishing and entertainment venues.

A short drive south of Sydney is the thriving regional city of Wollongong, surrounded by lush green valleys and beautiful ocean beaches. Further south is the picturesque Eurobodalla Coast and prime dairy country such as the Bega Valley, with plenty of opportunities for cheese tasting.

North of Sydney is Coffs Harbour, a sub-tropical beachside paradise and popular holiday spot. Further inland is Armidale, in the New England Tablelands, famous for its cathedrals, homesteads and country landscape. Other inland regional centres include Albury, Bathurst, Dubbo, Lismore, Orange and Wagga Wagga.

## Cultural Overview

The Art Gallery of New South Wales, located in The Domain, is the fourth largest public gallery in Australia. The Australian Museum is the oldest museum in Australia.

Ku-ring-gai Chase National Park is rich in Indigenous Australian heritage, containing around 1,500 pieces of Aboriginal rock art – the largest cluster of Indigenous sites in Australia, surpassing Kakadu, which has around 5,000 sites but over a much greater landmass.

The park's indigenous sites include petroglyphs, art sites, burial sites, caves, marriage areas, birthing areas, midden sites, and tool manufacturing locations, among others, which are dated to be around 5,000 years old. The inhabitants of the area were the Garigal people.

Other rock art sites exist in the Sydney region, such as in Terrey Hills and Bondi, although the locations of most are not publicised to prevent damage by vandalism, and to retain their quality, as they are still regarded as sacred sites by Indigenous Australians.



The Australian Museum opened in Sydney in 1827 with the purpose of collecting and displaying the natural wealth of the colony. It remains Australia's oldest natural history museum. In 1995 the Museum of Sydney opened on the site of the first Government House. It recounts the story of the city's development. Other museums based in Sydney include the Powerhouse Museum and the Australian National Maritime Museum.

The State Library of New South Wales holds the oldest library collections in Australia, being first established as the Australian Subscription Library in 1826. In 1866 then Queen Victoria gave her assent to the formation of the Royal Society of New South Wales. The Society exists "for the encouragement of studies and investigations in science, art, literature, and philosophy". It is based in a terrace house in Darlington owned by the University of Sydney. The Sydney Observatory building was constructed in 1859 and used for astronomy and meteorology research until 1982 before being converted into a museum.

The Museum of Contemporary Art was opened in 1991 and occupies an Art Deco building in Circular Quay. Its collection was founded in the 1940s by artist and art collector John Power and has been maintained by the University of Sydney. Sydney's other significant art institution is the Art Gallery of New South Wales which coordinates the coveted Archibald Prize for portraiture. Contemporary art galleries are found in Waterloo, Surry Hills, Darlinghurst, Paddington, Chippendale, Newtown, and Woollahra.

## Sydney's Weather

Under the classic system, Sydney has a temperate climate but under the Köppen–Geiger classification, Sydney has a humid subtropical climate with "warm & sometimes hot" summers and "cool" winters, as described by the Australian Bureau of Statistics. Historically, rainfall has been fairly uniform throughout the year, although in recent years it has been more summer-dominant.

At Sydney's primary weather station at Observatory Hill, extreme temperatures have ranged from 45.8 °C (114.4 °F) on 18 January 2013 to 2.1 °C (35.8 °F) on 22 June 1932.

An average of 14.9 days a year have temperatures at or above 30 °C (86 °F) in the central business district (CBD). In contrast, the metropolitan area averages between 35 and 65 days, depending on the suburb.

The highest minimum temperature recorded at Observatory Hill is 27.6 °C, on 6 February 2011, while the lowest maximum temperature is 7.7 °C (46 °F), recorded on 19 July 1868.

The hottest day in the Sydney metropolitan area occurred in Penrith on 4 January 2020, where a high of 48.9 °C (120.0 °F) was recorded. The average annual temperature of the sea ranges from 18.5 °C (65.3 °F) in September to 23.7 °C (74.7 °F) in February. Sydney has an average of 7.2 hours of sunshine per day and 109.5 clear days annually.

The weather is moderated by proximity to the ocean, and more extreme temperatures are recorded in the inland western suburbs.

Sydney experiences an urban heat island effect. This makes certain parts of the city more vulnerable to extreme heat, including coastal suburbs. In late spring and summer, temperatures over 35 °C (95 °F) are not uncommon, though hot, dry conditions are usually ended by a southerly buster, a powerful southerly that brings gale winds and a rapid fall in temperature.

Since Sydney borders the Great Dividing Range, it can occasionally experience dry winds usually between winter and spring, as it lies on the leeward side of the ranges, thereby elevating fire danger in the region and as well as providing a wind chill factor that usually make the temperatures feel cooler than what they are.

Due to the inland location, frost is recorded early in the morning in Western Sydney a few times in winter. Autumn and spring are the transitional seasons, with spring showing a larger temperature variation than autumn. Seasons in Australia

Summer	December – February;	Autumn	March – May
Winter	June – August;	Spring	September – November



## Time Zone

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you.

Australian eastern standard time (AEST)      Greenwich time minus 10 hours  
**Australian Capital Territory, Queensland, New South Wales, Tasmania, Victoria**

Central standard time (CST)      AEST minus 30 mins  
**South Australia, Northern Territory**

Western standard time (WST)      AEST minus 2 hours  
**Western Australia**

Australian daylight saving time (ADST)      AEST plus 1 hour  
 end of October – end of May

Daylight Savings is only applicable to the following states:

**Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria**



## Events

There's usually something happening somewhere in Sydney whatever the time of year.

Information on festivals and events in the city can be found at the visitor information centres or check out <https://whatson.cityofsydney.nsw.gov.au/>

## Money Matters

It's easy for visitors to Australia to access money. Automated teller machines (ATMs) are located in most Australian towns and all cities, as well as banks that will cash travellers cheques. The Australian dollar has become increasingly competitive against major international currencies like the US dollar and the euro, so the country is a less economical destination than it used to be. That said, daily living costs such as food and accommodation are still fairly inexpensive. The biggest cost in any trip to Australia if you want to see a lot of the country will be transport, simply because it's such a huge place.

## ATMs, EFTPOS, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. EFTPOS (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving licence with photo.

## Currency & Exchanging Money

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or travellers cheques (see following) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

## Taxes & Refunds

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or you can visit the website at: <https://www.abf.gov.au/entering-and-leaving-australia/tourist-refund-scheme>

## Travellers Cheques

The convenience of internationally linked credit and debit card facilities in Australia means that travellers cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known international brands of travellers cheques are easily exchanged. You need to present your passport for identification when cashing travellers cheques.

## Shopping Etiquette

Bargaining is not practiced at all in Australia, unless you're at a second-hand market or buy a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

It is also worthy to note; tipping at restaurants is not required nor expected by wait-staff in Australia. In Australia, tipping is generally practiced when there has been exemplary service by the staff at the place you are dining in and is typically placed in a jar near to where your wait-staff would process your payment. Taxi drivers are always grateful if you leave the change.

## Exploring Australia - For Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

## Food

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new a go. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it's from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in May. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

Typically, a restaurant meal in Australia is a relaxed affair. Any table that you've booked is yours for the night, unless you're told otherwise. A competitively priced place to eat is a club or pub that offers a 'counter meal'. Here you order at the kitchen, take a number and wait until it's called. You then pick up the meal yourself, saving the restaurant money on staff and you on your total bill.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the BYO is usually limited to bottled wine only (no beer, no casks) and a corkage charge is often added to your bill.

## Shopping

Australians like to shop, as evidenced by the huge variety of local- and international-brand shops, and the crowds that gather at every clearance sale. Big cities can satisfy most consumer appetites with everything from high-fashion boutiques to second-hand emporiums, while many smaller places tend towards speciality retail, be it home-grown produce, antiques or arts and crafts. Many Australian cities have really interesting shopping (and eating) strips in different neighbourhoods, especially in the inner suburbs. Be sure to check the Queen Victoria Building and any Westfield building.



# Working while you study

People granted student visas on or after 26 April 2008 will receive permission to work with their visa grant. If your student visa was granted before 26 April 2008 however, you can still apply separately to the Department of Home Affairs (DHA) for permission to work once you have started your course in Australia.

From July 2023, permission to work allows you to work up to 48 hours a fortnight on a casual basis during course time and full-time during vacation periods. Family members can also work up to 48 hours per fortnight throughout the year.

Students and their family members must not undertake work until the student has commenced their course of study in Australia.

To work while you are studying in Australia you need to apply for a tax file number <https://www.ato.gov.au/> which will also have other useful information to get ready before applying to work. It is important also that you get familiar with your work rights and obligations to prevent anyone of misleading you or missing out on any entitlements. You can find essential information at <https://www.fairwork.gov.au/>

To find out more, you can contact the Department of Home Affairs. Visit the following website to find out more about working in Australia, including how to find a job.

- <https://www.studyaustralia.gov.au/english/employability>
- <http://www.seek.com.au>
- <http://www.indeed.com.au>

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying. On orientation day of your course, you will be provided with an induction to your course. The induction will provide you with specific details about your course study requirements, important dates and will be an opportunity to meet your trainer and the other students in your course. The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student. The induction also provides an opportunity for you to ask questions.



# Courses we offer

Australian Pacific International College offers the following courses to international students:

## SIT40521 Certificate IV in Kitchen Management

CRICOS Course Code 109615H



## SIT50422 Diploma of Hospitality Management

CRICOS Course Code 111008B



## BSB40520 Certificate IV in Leadership and Management

CRICOS Course Code 113730D

## BSB50420 Diploma of Leadership and Management

CRICOS Course Code 108375E

## BSB60420 Advanced Diploma of Leadership and Management

CRICOS Course Code 108376D

## BSB50820 Diploma of Project Management

CRICOS Course Code 113731C



## BSB80120 Graduate Diploma of Management (Learning)

CRICOS Course Code 113734M



## ICT50220 Diploma of Information Technology

CRICOS Course Code 113732B

## ICT60220 Advanced Diploma of Information Technology

CRICOS Course Code 113733A

## Visas and conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

## What is a USI and why do I need one?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI.

For information about USIs including how to create one visit <https://www.usi.gov.au/>

For information on exemptions visit: <https://www.usi.gov.au/exemptions>

**If you are having trouble creating a USI, we will assist you during the orientation session on the first day.**

## Education agents

Australian Pacific International College uses education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved education agents can be found on our website at: [www.apic.edu.au](http://www.apic.edu.au)

## RPL and credit transfer

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

**Recognition of Prior Learning (RPL)** is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the **Fees and Refunds** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

## Course orientation



On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Our Campus
- Our Location
- APIC Team
- Information on settling in your studies
- Student life and living in Australia
- APIC Website
- APIC Learning Management System
- APIC Support Services
- Student Visa work rights
- Student Visa Condition
- Academic Requirements
- Intervention and Warning Letters
- Complaints and Appeals
- Timetable and Classes
- Personal Safety and Critical Incident
- Emergency contact information
- Assistance in creating your USI if you have not done so already.

## What can I expect during training and assessment?

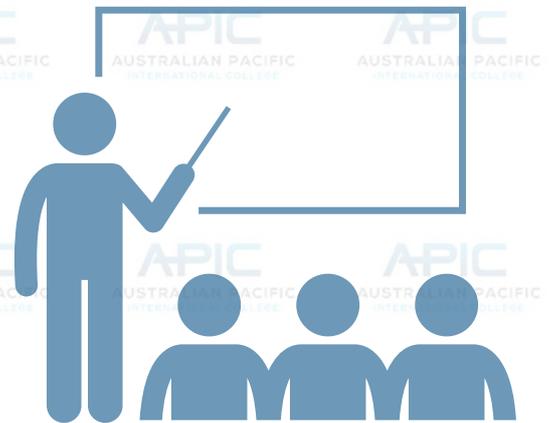
Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

## Reassessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the Fees and Refunds information and this will also be outlined in your Student Agreement signed at enrolment. Please refer to the Fees and Refunds section for more information.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.



## Support and welfare

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Buddy program.
- Information about external sources of support.

You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare an Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them. More information available in our Student support guide.

Some support services are listed in our Important information about Australia section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

## Issuing certificates

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

## Reissuing certification documents

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our Fees and Refunds section for more information



## Feedback

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

## If your details change....

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's actually a condition of your visa to notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.



## What's required of me as a student?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at:

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

**We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!**



WELCOME  
ABOARD

# How can I apply?

The application process is outlined in the diagram below:

1

Complete and send your Application for Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies or previous qualifications, your passport, previous schooling, and English testing results.



2

When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, and if required, we will arrange an interview with you. Your interview may be in person (if you are in Australia) or via phone or Skype (if you are overseas).



3

Your application will then be processed and if you are successful you will be issued with a Offer Letter and Student Agreement. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before reapplying.



4

Carefully review your Offer Letter and Student Agreement and make sure your course fees, duration and payment plan are correctly stated. Read through all of the included policies and procedures and if you are in agreement, sign and return it to us and we will then issue you with an invoice.



5

Once we have received your first payment, you will be issued with an electronic Confirmation or Enrolment (COE). Use this document to apply for your visa with the Department of Home Affairs. Once your visa is granted, make sure you arrive in Australia in time for your first class and orientation session.

# POLICIES AND PROCEDURES

## Fees and Refunds Policy and Procedures

### Purpose of the policy

This policy and associated procedures outline Australian Pacific International College approach to the effective and fair management of fees, charges and refunds. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Clauses 5.3 and 7.3 and Schedule 6 of the Standards for RTOs 2015 and Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the ESOS Act 2000 and the ESOS (Calculation of Refund) Specification 2014.

### Policy Statement

#### Information about fees and charges

Australian Pacific International College is committed to providing students with information about all fees and charges associated with a course, as well as its refund policy and processes.

Prospective students can access information about fees and charges and refunds in the International Student Handbook and Course Brochure.

Enrolling students are fully informed of all fees and charges and the refund policy in the Offer Letter and Student Agreement.

The Offer Letter and Student Agreement includes details of all applicable fees and charges, including the application fee, tuition and non-tuition fees and the payment schedule for such and payment options. It also describes the student's consumer rights, including the right to a cooling off period depending on the relevant state/territory requirements.

Students are advised of the potential for fees and charges to change over the duration of their course. Students are advised of any statutory cooling off period in their Offer Letter and Student Agreement.

All fees and charges will be reviewed annually and all marketing material and student information will be updated accordingly. New fees and charges will generally only apply to incoming students.

Additional fees that may apply in addition to tuition and non-tuition fees include:

<b>Additional fees that may apply</b>	<b>Amount</b>
Re-assessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee) - Non-Refundable	\$150
Re-assessment fee - Involving Practical in training kitchen facility - Non-Refundable	\$350
Replacement of Statement of Attainment - Non-Refundable	\$100
Replacement Certificate - Non-Refundable	\$150
Replacement of Transcript (Record of Results) - Non-Refundable	\$150
Student Record (printed) Fee - Non-Refundable	\$20
Approved Leave and Course Deferment Fee - Non-Refundable	\$200
Course Withdrawal Fee - Non-Refundable	\$300
Change of Class Fee (Subject to approval) - Non-Refundable	\$100
Change of Timetable Fee - Non-Refundable	\$120
Printing / photocopying - Non-Refundable	\$.20 per page
Tuition fee late payment penalty (each week delay attracts penalty) - Non-Refundable	\$100 per week
Credit Card surcharge	2%
RPL assessment per unit - Non-Refundable	\$200
Document urgent processing fee - Non-Refundable	\$100

## Fee protection

Fees paid by students are protected as follows:

- Domestic students: students pay up to a maximum of \$1,500 in advance for services not yet provided.
- International students: international student fees are protected through the following mechanisms:
  - Maintaining a sufficient amount in the Australian Pacific International College account so that so that it is able to repay all tuition fees already paid.
  - Through membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where the Registered Training Organisation is unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.
  - In addition, international students are not required to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, any international student may choose to pay their fees in full or a greater amount than 50%.

## Payments

Payment options are specified in the Offer Letter and Student Agreement.

All fees and charges are to be paid by the date indicated on the invoice. However, where a student is unable to make a payment by the specified date, alternative arrangements may be made by contacting the office.

All payments are to be made by bank transfer into a specified account, the details of which are provided to students. Australian Pacific International College will maintain a sufficient amount in the account so that it is able to repay all tuition fees already paid.

Where fees are overdue and the student has not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to the student as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting Australian Pacific International College to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting Australian Pacific International College to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting Australian Pacific International College to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, the debt will be referred to a debt collection agency.

All receipts of payments are kept for a minimum of 2 years following the student's completion of their course.

## Credit transfer and RPL

A reduction of fees can apply for any units granted through credit transfer and RPL. The course tuition fees should be divided by the number of units and then the reduction applied per unit for the applicable number of units. This should be shown on the invoice.

## Refunds

Refunds for international students are calculated in accordance with the ESOS framework.

All application fees are non-refundable except where Australian Pacific International College cancels a course prior to commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on the RTO.

Where the Australian Pacific International College cancels a course either before or after commencement, students will receive an automatic refund and do not need to complete the Refund Application Form. This will be provided within 10 working days of the default.

In all other circumstances, students are required to complete a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to the student in writing within 20 working days, as well as any applicable refund.

Refunds will be paid to the person or entity from whom the original payment was received and in Australian Dollars.

The refund policy does not remove the right of the student to take further action under Australian Consumer Law.

## Domestic Student Refund

In addition to the above circumstances, refunds for domestic students will be calculated as follows:

Circumstance	Refund due
Australian Pacific International College cancels course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on the Australian Pacific International College (known as provider default).	Full refund of all fees.
Australian Pacific International College cancels course due to unforeseen circumstances, including a sanction being imposed on the Australian Pacific International College (known as provider default).	Application fee not refunded. Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing Australian Pacific International College to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.

## International Student Refund

In addition to the above circumstances, refunds for international students will be calculated as follows:

Circumstance	Refund due
Australian Pacific International College cancels course before commencement	Full refund of all fees.
Australian Pacific International College cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Australian Pacific International College has not provided an Offer Letter and Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.

Circumstance	Refund due
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Student breaches a visa condition.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing Australian Pacific International College to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa because they did not pay start their course at the agreed location on the agreed starting day or they withdrew from their course with Australian Pacific International College or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The total amount of all course fees (tuition and any non-tuition fees) received or less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.
The student is refused a visa and has already commenced their course.	The total amount of all course fees (tuition and any non-tuition fees) received for less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.

## Procedures

### 1. Process invoices

- 1.1 Set up invoices in the accounting system as per the payment schedule in the signed Offer Letter and Student Agreement.
- 1.2 Send out invoices to students according to the payment schedule.
- 1.3 Once the invoice has been paid, send out a receipt of payment from the accounting system.
- 1.4 Record payment in PRISMS following recording payment instructions included in the PRISMS user guide.
- 1.5 Keep all receipts of payments for a minimum of 2 years after the student has completed their course.

## 2. Manage overdue fees

- 2.1 Check accounting system for overdue payments.
- 2.2 Send out a payment reminder through the accounting system for overdue fees. Give a further 5 days for payment.
- 2.3 Where invoices remain unpaid following the reminder, send out a First Warning Letter for non-payment of fees.
- 2.4 If fees remain unpaid after a further 5 days, follow up with a Second Warning Letter for non-payment of fees.
- 2.5 If fees remain unpaid after a further 5 days, follow up with a Notice of Intention to Report for non-payment of fees.

Where the student does not pay their fees and does not appeal the decision, report provider decision to

- 2.6 cease enrolment for non-payment of fees on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

## 3. Process refunds

- 3.1 For provider default notify students in writing using the Student Notice of Default Form within 3 working days of the default occurring.
- 3.2 Transfer the refund to the person who made the payment.
- 3.3 Process all other refunds according to the refund table and on receipt of a request for refund from a student on Application for Refund form.
- 3.4 Update the accounting system with details of payments made.

## 4. Notify of provider default

- 4.1 In relation to provider default, notify in writing ASQA and the TPS of the default within 3 working days of it occurring using the Notice of Provider default form.
- 4.2 Submit a Notice of Discharge of Obligations to ASQA and the TPS advising of the actions taking and within 7 days of completing all required actions.
- 4.3 In relation to provider default, notify in writing to ASQA and the TPS of the default within 3 working days of it occurring using the Notice of Provider default form.

## Responsibilities

The Administration and Student Support Officer is responsible for issuing invoices, following up on overdue fees and issuing warning letters and a cancellation notice for non-payment of fees and issuing refunds.

The CEO/RTO Manager is responsible for discussing and adjusting student financial arrangements if required, assessing refund applications and approving refund payments and is responsible for provider default notification.

# Complaints and Appeals Policy and Procedures

## Purpose of the policy

This policy and associated procedures outline Australian Pacific International College approach to managing complaints and appeals. This is to ensure that complaints are handled in a transparent way, as well as fairly, efficiently and effectively.

This policy and associated procedures meet the requirements of Standard 6 of the Standards for RTOs 2015, as well as Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## Policy Statement

### Approach

Complaints may be made against the RTO, its trainers and assessors and other staff, a learner of the RTO, as well as any third party providing services on behalf of the Australian Pacific International College including education agents.

Complaints can be in relation to any aspect of the RTO's services provided.

Appeals can be made in respect of any decision made by RTO. An appeal is a request for the RTO's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, Australian Pacific International College will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means reviewing each complaint or appeal in an objective and consistent manner.

Australian Pacific International College will appoint relevant person/s to manage complaints and appeals. The internal complaints and appeals process will be conducted at no cost to students.

Potential causes of complaints and appeals will be investigated and corrective and preventative action will be taken in relation to complaint and appeals. Complaints and appeals will also be seen as an opportunity for improvement.

All individuals, including third parties will be informed of allegations made and will have the opportunity to present their case.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Australian Pacific International College encourages complainants to first seek to address the issue informally by discussing it with the person involved. However, if the person is not comfortable with this or has tried this unsuccessfully, they are to follow the procedures below.

All records of complaints and appeals will be kept by the Australian Pacific International College and entered into the complaints and appeals register.

## Complaints and appeals process

Complaints and appeals are to be made as follows:

- Submit complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided.
- Submit complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

## Response to complaints and appeals

Complaints and appeals will be responded to as follows:

- The complaint or appeal will be acknowledged in writing within 3 working days of receipt.
- Review of the complaint or appeal will commence within 5 working days of receiving the complaints.
- Complaints and appeals will be finalised as soon as practicable or within 30 calendar days.
- Where the complaint or appeal is complex and is expected to take more than 60 calendar days to process, Australian Pacific International College will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.
- The outcomes of the complaints and appeals process will be communicated in writing to the person making the complaint or appeals. This will also include the reasons for the outcome.

## Complaints and appeals handling

Each individual involved in the complaint may have a support person of their choice present at any meetings to resolve the complaint or appeal.

An independent assessor will be identified to conduct a review of an assessment decision that is being appealed.

## Enrolment during a complaints process

Domestic students' enrolment will be maintained throughout the complaints and appeals process unless the complaint is in relation to misconduct.

International students' enrolment will also be maintained throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status.

Additionally, for international students:

- If the appeal is against the RTO's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported the RTO's decision to report.
- If the appeal is against the RTO's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Australian Pacific International College will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

## Independent appeal process

Where the internal process has failed to resolve the complaint or appeal, the matter will be referred to an independent mediator.

For domestic students, all associated costs are to be met by the complainant/appellant unless it is Australian Pacific International College that made the decision to appoint the independent party.

The independent party recommended by Australian Pacific International College for cases involving domestic students is the Resolution Institute. However, another mediator of the student's choice can be appointed.

For international students, the external mediator is the Overseas Students Ombudsman (OSO). International students can access the OSO at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

During the mediation process, Australian Pacific International College will cooperate in full and commits to immediately implement the decision or recommendation made by the external mediator and/or take preventative or corrective action required by the decision or recommendation.

All actions taken will be communicated in writing to students.

## Information about external bodies to whom complaints can be made

Complaints can also be made to the organisations indicated below:

### National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: [ntch@education.gov.au](mailto:ntch@education.gov.au)

### Australian Skills Quality Authority (ASQA):

Complainants may also complain to the RTO's registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at: <https://www.asqa.gov.au/complaints>

### The Overseas Student Ombudsman (OSO)

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course;
- course fees and refunds;
- being refused a course transfer;
- course progress or attendance;
- cancellation of enrolment;
- accommodation or work arranged by the RTO;
- incorrect advice given by an education agent;
- taking too long in certain processes such as issuing results; and/or
- not delivering the services indicated in the Offer Letter and Student Agreement.

More information can be found at:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

## Procedures

### 1. Process complaints and appeals

- 1.1 File the complaints and appeals form received.
- 1.2 Send out an acknowledgement within 3 working days of receiving the complaint or appeal.
- 1.3 Record details of the complaint or appeal on receipt on the complaints and appeals register.
- 1.4 Determine whether the complaint or appeal can be resolved quickly and easily. If so, take immediate action to resolve the complaint or appeal and inform the student in writing of the outcome.
- 1.5 If the complaint is more complex, organise relevant staff to review the complaint and commence investigation.
- 1.6 Inform the complainant or appellant within 5 days of receiving the complaint that the investigation will commence or of the action that will occur in the case of simple complaints.  
Conduct an investigation that includes:
  - checking of all facts and accuracy of information
  - requesting further information as required
- 1.7
  - organising a meeting with the complainant/appellant
  - identifying relevant corrective/preventative action
  - confirming a solution.

Where the matter is an appeal about an assessment decision, the investigation process will include an
- 1.8 independent review of the assessment evidence and decision by another assessor. A relevant independent assessor should be organised.  
  
The investigation will be completed within 30 days, or if it is considered that it will take longer than 60 calendar days to process, Australian Pacific International College will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.
- 1.9
 

Where the process finds in favour of the student, organise a management meeting to discuss:

  - the process and its outcome; and
  - actions to be taken to implement the decision, including both corrective/preventative actions.
- 1.10
- 1.11 Following the meeting, agreed actions will be immediately implemented.
- 1.12 Update the complaints and appeals register.  
  
Once the investigation is complete, the complainant or appellant will be informed in writing of the
- 1.13 outcome using the complaints and appeals outcome letter. Where the response is in relation to a complaint, the letter will advise that the internal appeals process may also be accessed.
- 1.14 Archive the complaint or appeal documentation.

### 2. Organise external appeals

- 2.1 In cases where the student has organised the mediator, it will be responding to the mediator's requests.
- 2.2 Cooperate with all requirements of the mediator, providing all information as required.  
Where the mediator finds in favour of the student, organise a management meeting to discuss:
- 2.3
  - the external process and its outcome; and
  - actions to be taken to implement the decision, including both corrective/preventative actions.
- 2.4 Following the meeting, agreed actions will be immediately implemented.
- 2.5 Advise the student of the action that Australian Pacific International College will take in response to the external mediator's decision.

- 2.6 Where the external mediator support Australian Pacific International College decision's regarding international students, for example, in relation to cancellation, notify DET via PRISMS.

## Responsibilities

The **CEO** is responsible for:

- investigating complaints and appeals
- making decisions about complaints and appeals in conjunction with others.

The **RTO Manager** is responsible for:

- investigating complaints and appeals.
- making decisions about complaints and appeals in conjunction with others
- facilitating external decisions.

The **Administration and Student Support Officer** is responsible for:

- processing complaints and appeals forms
- filing all documentation.

## Course Progress and Attendance Policy and Procedures

### Purpose of the policy

This policy and associated procedures outline Australian Pacific International College approach to ensuring international students maintain satisfactory course progress and attendance throughout their studies to ensure they can complete their course within the required duration as specified in their confirmation of enrolment (CoE). This policy and associated procedures also outline the procedures for managing unsatisfactory progress.

This policy meets the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Under the requirements of the National Code 2018, attendance monitoring is no longer a requirement to be complied with. VET providers will only need to monitor attendance of students if this is set as a condition of registration by the national regulator.

Australian Pacific International College has selected to apply the Department of Education–Department of Home Affairs approved course progress policy and procedures.

### Policy Statement

#### Overview

Australian Pacific International College monitors international students' course progress to ensure they are able to complete their course within the required duration.

The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

Australian Pacific International College advises students before they commence their course of the requirements to achieve satisfactory course progress, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the International Student Handbook, Course Brochure and within the Orientation.

All records of course progress and monitoring will be kept.

## Monitoring Course Progress of Students

Australian Pacific International College has selected to apply the Department of Education–Department of Home Affairs approved course progress policy and procedures.

Australian Pacific International College has established arrangements to monitor the progress of each student. Monitoring course progress occurs on two levels. These are:

- Assessing satisfactory course progress. This is the process of formally assessing each student's progress at the end of each compulsory study period.
- Identifying students at risk of not meeting course progress requirements. This is the process of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

## Procedures

### 1. Assessing satisfactory course progress

Australian Pacific International College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. This involves formally assessing each student's progress at the end of each compulsory study period. The student's progress is monitored to

- 1.1 ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE. A study period is defined as a Term. The length of a Term can vary but is generally 09–10 weeks of study. The duration of the Term and course requirements will be notified to all students and staff prior to the course commencing using the training and assessment strategy

The following definitions apply:

- Satisfactory course progress is defined as a student successfully achieving competency in 50% or greater of the course requirements in a study period. So, to be clear, if there are four (4) units of competency scheduled to be delivered in a study period, the student must achieve competency in at least two (2) of those units to be achieve satisfactory course progress.
- Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. So, to be clear, if there are four (4) units of competency scheduled to be delivered in a study period, the student will be deemed to have unsatisfactory course progress unless they have achieved a minimum of two (2) units of competency in the study period.
- Scenario: There are five (5) units of competency scheduled to be delivered in a study period. At the end of the study period, the student has only achieved competency in two (2) units of competency. To achieve 50% or greater, the student would have needed to achieved competency in at least three (3) units of competency. Therefore, the student with only two (2) units is assessed to have unsatisfactory course progress.

The students course progress is monitored by reviewing the competency record of each student on the student management system. This is achieved by running a competency achieved report at the end of

- 1.3 the Term and comparing the units of competency each student has achieved with the course progress requirements specified in the training and assessment strategy. If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented

## 2. Identifying students at risk of not meeting course progress requirements.

2.1 In addition to the process of assessing satisfactory course progress, Australian Pacific International College will also monitor a student completion of assessment events during a study period. This enables the identification of students at risk of not meeting course progress requirements. Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the Term enables the course progress intervention strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve competency in at least 50% of the course requirements. This is a preventative measure that attempts to keep the student on-track.

A student is to be identified as “at risk” of not meeting the course progress requirements if the student:

- Fails to submit an assessment assignment on time on two consecutive occasions;
- 2.2 • Receives an unsatisfactory assessment result for the same assessment tasks on more than two occasions;
- Receiving repeated feedback from trainers about a lack of class participation

2.3 **Note:** If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention strategy for a student, then this request should be made to the Academic Manager who will consider such a request.

The student may also request the establishment of a course progress intervention strategy for themselves.

## 3. Course Progress Intervention Strategy

3.1 As outline above, the course progress intervention strategy will be implemented where the student is assessed to have unsatisfactory course progress as defined above within the section “Assessing satisfactory course progress” or is identified as “at risk” of not meeting the course progress requirements.

3.2 The Course Progress Intervention Strategy is simply a mechanism to put formal support and monitoring arrangements in-place for a student. Its aim is to provide the student the support and monitoring framework to ensure they are meeting the minimum course progress requirements.

The following steps are to be taken to initiate the Course Progress Intervention Strategy:

- The student is to be contacted by phone or email and requested to attend Australian Pacific International College to meet with the Academic Manager to discuss their course progress.
- The Academic Manager is to gather all of the relevant details about the student progress including any assessment results, record of course progression, notes from trainers, etc.
- The Academic Manager is to meet with the student to discuss their course progress and explain the reporting process and obligations the RTO must comply with in respect to making a report to the Secretary of the Department of Education through PRISMS
- 3.3 • The Academic Manager is to consider the need to make a referral for the student to any support service such as a Welfare Counsellor. These referrals should form part of the documented intervention strategy.
- The Academic Manager may consider the following types of interventions in order to support the student’s course progress:
  - English language support for technical assignments and comprehension;
  - Assistance with academic skills such as writing essays and report writing;
  - Student counselling advice if there are personal matters such as work, accommodation or lifestyle issues affecting study; Attending a study group; Attending a ‘make up’ session; Additional practical workshops to hone practical skills; Referral to external support agencies; Review of course selection and possible transfer if appropriate; The opportunity to repeat the unit in the next term; Teacher reporting on assessment outcomes and attendance; and Regular scheduled meetings with the student to monitor their progress.

**Note.** The Academic Manager may use a combination of strategies to meet the needs of the student. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

- The Academic Manager with the student will identify and document the planned intervention strategy. This must clearly identify the strategies to be applied, the start and end dates and the agreed milestones the student must achieve and how these will be monitored. The strategy must also communicate the opportunities and services the student has available to them, and the risk of not making satisfactory course progress.
- 3.4 • Student work is assessed by the trainer who then forwards a summary of the outcomes to the Academic Manager. The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. The Academic Manager will speak with the trainer and the student to identify if the student is in danger of not achieving satisfactory progress.
  - The Academic Manager must ensure that records of the advice and assistance provided to the student who have been assisted under the intervention strategy are kept.
  - The Academic Manager will implement and monitor the intervention and the students' progress and attend further meeting as needed.

3.5 A summary of the support/ intervention action to be implemented will be recorded on the Student Support Intervention record and placed in the student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.

3.6 A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

## 4. Unsatisfactory course progress reporting

There are several steps to follow in the process of making an unsatisfactory course progress report about a student to the Department of Education. There are

The student will be assessed as making unsatisfactory course progress (see definition above) over a 4.1 **compulsory study period** and a course progress intervention strategy is to be implemented (see above guidance).

If the student is identified as not making satisfactory course progress in a **second consecutive compulsory study period** in a course, the provider must notify the student in writing of the intention to report the student to the Department of Education and Department of Home Affairs (DHA) for 4.2 unsatisfactory progress and advise the student they have twenty (20) working days to access Australian Pacific International College appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DHA are to be issued by the CEO. During any such period the student's enrolment is kept current.

The written notice (of intention to report the student for unsatisfactory progress) must inform the student of the reasons for their intention to report and advise that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:

- 4.3 • Australian Pacific International College's failure to record or calculate a student's marks accurately,
- compassionate or compelling circumstances, or
- Australian Pacific International College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- Appeals will be handled in accordance with the Appeals Policy.

4.4 Where the student's appeal is successful, due to Australian Pacific International College not implementing its intervention strategy and other policies according to its documented policies and procedures, Australian Pacific International College does not report the student, and there is no requirement for intervention.

4.5 Where the student's appeal is successful, due to an error in the course progress calculation, and the student made satisfactory course progress, Australian Pacific International College does not report the student, and there is no requirement for intervention.

4.6 Where the student's appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Australian Pacific International College's intervention strategy and does not report the student.

4.7 Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, Australian Pacific International College must report the student to the Department of Education and DHA for unsatisfactory progress. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful, or the student does not access the appeals process during the twenty (20) day period.

4.8 Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy Australian Pacific International College will report the student to the Secretary of the Department of Education and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa. The Office Manager is responsible for all transactions on PRISMS as directed by the CEO.

## 5. Extending course duration

Australian Pacific International College can only extend the overseas student's enrolment if:

- 5.1
- it has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
  - it has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
  - an approved deferral or suspension of the overseas student's enrolment has occurred.
- If Australian Pacific International College extends the duration of an overseas student's enrolment, Australian Pacific International College must also advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa. The student can refer to the DHA website at: <https://www.homeaffairs.gov.au/>

5.2 When considering compassionate or compelling' circumstances, these are circumstances which are generally beyond the control of the overseas student, and which have an impact upon the overseas student's course progress or wellbeing.

The Department of Education and Training propose these to include when considering compassionate or compelling' circumstances, but are not limited to:

- 5.3
- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
  - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
  - a traumatic experience, which could include:
    - involvement in, or witnessing of a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

5.4 Australian Pacific International College will consider the above circumstances when deciding to extend a course and the CEO will use professional judgement to assess each case on its individual merits

## 6. Once a course extension decision has been made

6.1 The Chief Executive Officer will decide whether to refuse or grant the course extension and inform the student accordingly in writing providing the reasons for the decision

6.2 If the Chief Executive Officer decides to refuse a course extension, the student may access the student complaints and appeals process for review of the decision within twenty (20) working days.

6.3 Australian Pacific International College must not finalise the student's course extension status in PRISMS until the appeal finds in favour of Australian Pacific International College, or the overseas student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, or the overseas student withdraws from the process.

6.4 All requests, considerations, decisions and copies of notifications are placed on student's file and are to be retained and stored securely by Australian Pacific International College for a period of no less than two years from the date the student's enrolment with Australian Pacific International College is terminated.

6.5 Australian Pacific International College must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the DHA website at: <https://www.homeaffairs.gov.au/>

## Responsibilities

The CEO/RTO Manager is responsible for:

- reviewing data to check course progress
- conducting meetings with students and developing and monitoring intervention strategies
- reviewing student appeals in relation to course progress
- reporting students through PRISMS.

The Administration and Student Support Officer is responsible for:

- issuing warning letters and notices of intention to report.

Trainers and assessors are responsible for notifying the CEO/RTO Manager of students they consider to be having difficulties with course progress..

# Monitoring Attendance Policy and Procedures

## Purpose of the policy

Under the requirements of the National Code 2018, attendance monitoring is no longer a requirement to be complied with. VET providers will only need to monitor attendance of students if this is set as a condition of registration by the national regulator.

Australian Pacific International College has selected to apply the Department of Education–Department of Home Affairs approved course progress policy and procedures.

If required Australian Pacific International College can use the following policy to monitor attendance

## Policy Statement

### Overview

Australian Pacific International College monitors the attendance of all students in all courses. Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll.

Trainers will enter the attendance data into the student management system. This will allow the Office Manager to contact absent students to confirm their welfare

## Procedures

### 1. Identifying students at risk of unsatisfactory attendance

At the end of every third week and seventh week of the term, attendance reports will be run through the student management system by the Office Manager to identify any student who fails to attend for five

- 1.1 consecutive days without approval or more of the scheduled contact hours for the course. Student who exceed these benchmarks are contacted to arrange a time to attend counselling. These students are identified at risk of not meeting satisfactory attendance requirements.

- 1.2 The student will be contacted in writing via a formal letter (Unsatisfactory Attendance Warning) asking the student to contact the Academic Manager and to attend a counselling session aimed at improving the student's attendance. This session is to discuss the possible reasons for non-attendance and to work out what support is required to assist the students to improve their attendance pattern.

During the counselling session, the Academic Manager is to:

- Enquire about the cause of the low attendance
- Enquire about the student's general welfare arrangements
- Enquire about the student's current work commitments, if any
- Establish strategies to improve the student's attendance. These may include:
  - 1.3 • Addressing individual student needs that emerge during counselling
  - Seeking the student to engage in employment on alternate days, if applicable
  - Establishing a "buddy" arrangement for the student
  - Establishing carpooling or shared travel arrangements
  - Providing the student with counselling about establishing good sleep / Work / Rest pattern
  - Enrolling the student in a study support skills program

Strategies to improve the student's attendance are to be recorded within the Student Intervention

- 1.4 Strategy Agreement. This is to be signed by the student and the Academic Manager and retained on the students file

## 2. Identifying unsatisfactory attendance

- 2.1 Students are identified as having unsatisfactory attendance where the student's attendance falls below 80% attendance of the scheduled course contact hours.

A student identified as having unsatisfactory attendance will be issued an Intention to Report for Unsatisfactory Attendance Letter advising them that they have missed more than 20% of the scheduled course contact hours and notifying them of Australian Pacific International College's intention to report them to the Department of Education for unsatisfactory attendance. This letter will also inform them they have twenty (20) working days in which to access Australian Pacific International College's appeals process should they wish to appeal any decision to be made.

- 2.2
- 2.3 A student will not be reported until the outcome of any appeal has been finalised and the appeal judged unsuccessful. The student will maintain their enrolment throughout the appeals process.

Australian Pacific International College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and the student is maintaining satisfactory course progress.

## 3. Reporting unsatisfactory attendance

There are a number of steps to follow in the process of making an unsatisfactory attendance report about a student to the Department of Education. There are:

- The student will be assessed as making unsatisfactory attendance as outlined above.
- Australian Pacific International College must notify the student in writing of the intention to report the student to the Department of Education and DHA for Unsatisfactory Attendance and advise the student they have twenty (20) working days to access Australian Pacific International College appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DHA are to be issued by the CEO. During any such period the student's enrolment is kept current.
- The written notice (of Intention to Report for Unsatisfactory Attendance) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:
  - Australian Pacific International College's failure to record or calculate a student's attendance accurately; compassionate or compelling circumstances.
- Appeals will be handled in accordance with the Appeals Policy.

3.1 Where the student's appeal is successful, due to an error in the attendance calculation, and the student actually made satisfactory course attendance, Australian Pacific International College does not report the student.

3.2 Where the student's appeals process shows that the student has not made satisfactory course attendance, but there are compassionate or compelling reasons for the lack of attendance, ongoing support must be provided to the student through Australian Pacific International College's intervention strategy and does not report the student.

3.3 Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, Australian Pacific International College must report the student to the Department of Education and DHA for unsatisfactory attendance. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful, or the student does not access the appeals process during the 20-day period.

3.4 Where a student is assessed as having made unsatisfactory course attendance, Australian Pacific International College will report the student to the Department of Education via PRISMS within five (5) days of the twenty (20) day period for appeals being lodged or lapsing. The Office Manager is responsible for all transactions on PRISMS as directed by the CEO. Reporting in PRISMS must be completed as soon as practicable.

## Student Holidays

Students are expected to take breaks only during the designated term breaks. These dates are provided on the student timetable, website and student handbook. Any other breaks are to be negotiated with the Academic Manager

## Completion within Expected Duration

Australian Pacific International College monitors, records and assesses the progress of each student for each unit of competency and cumulatively at the end of each Term. At Australian Pacific International College, a Term is ten (10) weeks. The expected duration of study as specified on the CoE must not exceed the CRICOS registered duration for the course except in cases where the expected duration has been extended with the Australian Pacific International College approved criteria as listed below.

Where a student at Australian Pacific International College will not complete the course within expected duration as specified on the CoE, Australian Pacific International College will only extend the duration of the study for the reasons listed below:

- Compassionate or compelling circumstances
- Australian Pacific International College being unable to offer a pre-requisite unit
- The implementation of the Australian Pacific International College support/intervention scheme
- An approved deferment or suspension of study

If there is a variation to the student's timetable and workload which may affect the completion date, it will be recorded on the students file and in the student management system. If this change to a student's work load means that the student's period of study must be extended, Australian Pacific International College will report the change via PRISMS and issue a new CoE.

## Responsibilities

The CEO/RTO Manager is responsible for:

- reviewing data to check attendance records
- conducting meetings with students and developing and monitoring intervention strategies
- reviewing student appeals in relation to attendance
- reporting students through PRISMS.

The Administration and Student Support Officer is responsible for:

- issuing warning letters and notices of intention to report.

Trainers and assessors are responsible for notifying the CEO/RTO Manager of students they consider to be having difficulties with attendance.

# Deferral, Suspension and Cancellation Policy and Procedures

## Purpose of the policy

This policy and associated procedures outline Australian Pacific International College approach to managing the enrolment of international students, specifically deferrals, suspensions and cancellations, and ensuring all required information about enrolments is entered into PRISMS.

This policy and associated procedures meet the requirements of Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## Policy statements

### Student-initiated deferral or suspension or cancellation

International students can defer or suspend their studies. Australian Pacific International College allows the deferral or suspension of studies where evidence of compassionate or compelling circumstances can be provided by students.

Evidence of compassionate or compelling circumstances will be considered as part of the decision about suspension or cancellation.

Deferrals and leave of absences will be approved for up to 12 months. However, following this the student's enrolment will be cancelled.

International students may withdraw from their course at any time. Where an international student has not already completed six months of their principal course of study, their application will be assessed as per Australian Pacific International College Course Transfer Policy and Associated Procedures. International students are entitled to a refund as per Australian Pacific International College Fees and Refunds Policy and Associated Procedures.

### Provider-initiated suspension or cancellation

A student's enrolment may be cancelled or suspended by Australian Pacific International College in a range of circumstances:

- misbehaviour (ie not abiding by the Student Code of Conduct as outlined in this Handbook)
- not paying course fees
- not meeting course progress and attendance requirements.

Not paying course fees and not meeting course progress and attendance requirements will be managed as documented in the Fees and Refunds and Course Progress and Attendance Policy and Associated Procedures.

Any student who breaches the Code of Conduct as applicable to expected behaviour will be immediately suspended. Their case will be considered during the period of suspension and the student may then be reinstated or have their enrolment cancelled.

Where any of the above circumstances apply, the student will be contacted in writing with regard to the intended suspension or cancellation and the reasons for this.

Students will be able to access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Students will not be reported until the internal appeal process is complete, unless their health and wellbeing or that of others could be at risk.

Students are advised to contact the DHA to seek advice on their student visa.

## Procedures

### 1. Process deferrals

- 1.1 Provide Deferral Form to students who request deferral.
- 1.2 Assess Deferral Form and supporting evidence to confirm that compassionate or compelling circumstances exist.
- 1.3 Complete assessment and advise student of outcome within 5 working days of receipt.
- 1.4 Where the application for deferral is approved, advise the student in writing of such.
- 1.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.
- 1.6 For approved deferrals, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.
- 1.7 Issue the updated CoE to the student.

### 2. Process student-initiated suspension of enrolment

- 2.1 Provide Request for Suspension Form to students who request suspension.
- 2.2 Assess Request for Suspension Form and supporting evidence to confirm that compassionate or compelling circumstances exist.
- 2.3 Complete assessment and advise student of outcome within 5 working days of receipt.
- 2.4 Where the application for suspension is approved, advise the student in writing of such.
- 2.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.
- 2.6 For approved suspensions, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.
- 2.7 Issue the updated CoE to the student.

### 3. Process student-initiated cancellation of enrolment

- Provide Withdrawal Form to students who request to withdraw. Ensure that this is only provided to
- 3.1 students who have completed more than six months of their principal course of study. Otherwise the student will need to complete a Release Letter Application Form.
  - 3.2 Review Withdrawal Form to ensure all details have been provided.

- Notify the student in writing within 5 working days of receipt of application of confirmation of their
- 3.3 withdrawal and any refund as application as per Australian Pacific International College Fees and Refunds Policy and Associated Procedures.

3.4 Record the student's withdrawal on the SMS.

3.5 Report Student Notified Cessation of Studies on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

## 4. Manage provider-initiated cancellation of enrolment

4.1 Where a student misbehaves (i.e., they contravene the Student Code of Conduct), immediately investigate the incident.

4.2 Where the incident is considered serious to warrant further investigation, inform the student in writing of the suspension including the reasons why and the dates from which the suspension applies, as well as their right to appeal the decision within 20 working days of receiving the notice.

4.3 Further investigate the student's misbehaviour.

4.4 Inform any other relevant agencies of the issue concerning the student such as in the case of fraud or violence.

4.5 Where the investigation deems the student can be reinstated, advise the student in writing that their suspension is lifted.

4.6 Where the investigation deems the student's behaviour as so serious that they cannot be reinstated, advise the student in writing of the cancellation of their enrolment, including the reasons for the decision.

4.7 Record the student's withdrawal on the SMS.

4.8 Report provider decision to cease enrolment for disciplinary reasons on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

## Responsibilities

The CEO/RTO Manager is responsible for:

- investigating student misbehaviour
- making decisions regarding student misbehaviour and cancellation
- reporting decisions on PRISMS regarding provider-initiated suspension and cancellation.

The Administration and Student Support Officer is responsible for:

- assessing deferral requests and reporting deferrals on PRISMS
- assessing suspension requests and reporting suspensions on PRISMS
- processing withdrawals.

# Course Transfer Policy and Procedures

## Purpose of the policy

This policy and associated procedures ensure that Australian Pacific International College does not knowingly enrol an international student who wishes to transfer from another registered provider prior to the international student completing six months of their principle course.

This policy and associated procedures meet the requirements of Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## Policy statements

### Overview

Australian Pacific International College will not knowingly enrol an international student who wishes to transfer from another registered provider's course prior to the student completing six months of his or her principal course except in the case of any of the following circumstances:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing their principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

## Assessing course transfer requests to other registered providers and circumstances where the transfer request will be granted

International students who wish to transfer to another registered provider prior to completing six months of their principle course must complete a Withdrawal Form and attach a valid offer from another registered provider.

The outcome of the assessment will be provided within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided. The Letter of Release will advise students to contact the DHA to seek advice on whether a new student visa is required. Refunds will be in accordance with Australian Pacific International College Fees and Refunds Policy and Procedure.

The transfer request will be granted where any of the following circumstances apply:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Australian Pacific International College intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- There is evidence of compassionate or compelling circumstances.
- Australian Pacific International College fails to deliver the course as outlined in the Offer Letter and Student Agreement.
- There is evidence that the student's reasonable expectations about their current course are not being met.

- There is evidence that the student was misled by Australian Pacific International College or an education or migration agent regarding Australian Pacific International College or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

## Circumstances where the transfer request will not be granted

A transfer request will not be granted where any of the following circumstances apply:

- There are no legitimate compassionate or compelling circumstances.
- The student has not paid their fees.
- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

Where the request is not granted, the reasons for non-grant of the request will be communicated in writing using the Refusal of Request for Course Transfer Template. The letter will advise the student that they may access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Australian Pacific International College will not finalise the student's refusal status in PRISMS until the appeal process is complete and either finds in favour of Australian Pacific International College or until the 20-working day period in which the student can access the complaints and appeals process has passed.

## Internal transfer

Australian Pacific International College allows students to transfer to other courses offered by Australian Pacific International College in any of the following circumstances:

- the course better meets the study capabilities of the student; and/or
- the course better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- the student provides evidence that their reasonable expectations about the current course are not being met.

A transfer to another course within Australian Pacific International College will not be granted in any of the following circumstances:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

International students who wish to transfer to another course must complete an Internal Course Transfer Application Form.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of the form. Where the application is not granted, reasons for such will be provided.

## Record Keeping

Australian Pacific International College will maintain all records of requests for course transfer and documentation associated with the assessment and decision regarding the request. Records will be maintained for a minimum of 2 years following the student's completion or withdrawal from their course.

## Procedures

### 1. Manage transfers in

- On receipt of an application from a student that has not completed six months of their principal course
  - 1.1 of study, check the student on PRISMS following the information about Standard 7 in the PRISMS user guide and to ensure they have been released from the previous provider.
  - 1.2 If the check confirms that the student has been released follow the usual procedures for enrolling a student.
  - 1.3 If the check confirms that the student has not been released, advise the student in writing and within 3 working days of receipt of their application that it has not been approved.
  - 1.4 File all documentation.

### 2. Manage transfers out

- 2.1 Where a student wishes to transfer to another provider before having completed six months of their principal course of study with APIC, provide students with Application for Release form
- 2.2 Acknowledge receipt of completed forms within 3 working days of receipt.
 

Review and assess the application provided within 10 working days of receipt. For an application to be
- 2.3 approved, supporting documentation must demonstrate that compassionate and compelling circumstances exist.
 

Advise the student in writing of the outcome of their application, including a Letter of Release where the
- 2.4 application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.
- 2.5 Record approved releases on PRISMS following the information about Standard 7 in the PRISMS user guide.
- 2.6 Record refusals of release on PRISMS following the information about Standard 7 in the PRISMS user guide.
- 2.7 File all documentation and keep for a minimum of 2 years.

### 3. Manage internal course transfers

- 3.1 Where a student wishes to transfer to another course within RTO, provide students with Internal Course Transfer Application Form.
- 3.2 Acknowledge receipt of completed forms within 3 working days of receipt.
 

Review and assess the application provided within 10 working days of receipt. For an application to be
- 3.3 approved, supporting documentation must demonstrate that there are appropriate reasons for transferring.
 

Advise the student in writing of the outcome of their application, including a new Offer Letter and Student
- 3.4 Agreement where the application is approved. If it is not approved, provide the reasons and advise the student of their right to access the complaints and appeals process.

- 3.5 Advise the student in writing of any refunds due relevant to their existing course.
- 3.6 Record student course variation on PRISMS following the information on student course variation in the PRISMS user guide.
- 3.7 Record refusals of release on PRISMS following the information about Standard 7 in the PRISMS user guide.

## Responsibilities

The RTO Manager is responsible for:

- managing transfers in and out
- managing internal course transfers.

The Administration and Student Support Officer is responsible for:

- filing course transfer documentation.

## Privacy Policy Policy and Procedures

### Purpose of the policy

This policy and associated outline Australian Pacific International College's approach to ensuring the privacy and confidentiality of all of its staff, students and relevant others.

This policy and associated procedures meet the requirements Clauses 3.6 and 8.5 of the Standards for Registered Training Organisations 2015, Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the Data Provision Requirements 2012 and National VET Provider Collection Data Requirements Policy.

### Policy statements

#### Privacy legislation and principles

Australian Pacific International College has adopted the Australian Privacy Principles contained in the Privacy Act 1988.

#### Collection of personal information

APIC collects personal information only for the purposes of its business operations.

APIC also collects personal information about students undertaking nationally recognised training and discloses this information to the National Centre for Vocational Education Research Ltd (NCVER).

APIC provides information to staff and students about why their information is being collected and how it will be used, as well as their ability to access information held about them.

Both staff and students have the right to request that their personal information be changed.

A Privacy Notice is included in the Application for Enrolment Form and Offer Letter and Student Agreement. Staff contracts refer to privacy rights and obligations.

All personal information is kept secure and confidential at all times.

All persons have the right to make a complaint or appeal in relation to privacy matters as per APIC Complaints and Appeals Policy and Procedures.

## Sensitive information

APIC also collects sensitive information. Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will only be used by APIC:

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with an individual's consent; or where required or authorised by law.

## Procedures

### 1. Manage personal information

- 1.1 Process all personal information according to the relevant procedures.
- 1.2 Archive personal information according to the relevant procedures.

### 2. Provide access to records

- 2.1 Review written requests for access to records.
- 2.2 Arrange for the individual to view their personal information as requested.
- 2.3 Update personal information according to any requests made.
- 2.4 Keep all documentation relating to access to records.

## Responsibilities

The RTO Manager is responsible for ensuring privacy at all times and consulting staff on WHS.

The Administration and Student Support Officer is responsible for processing all personal information and providing access to records as required.

# IMPORTANT INFORMATION RELEVANT TO YOUR STUDIES

## *Complaints and appeals*

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner of Australian Pacific International College, as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by RTO. An appeal is a request for Australian Pacific International College's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved. However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from reception.
- Submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints. Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Australian Pacific International College will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, if the appeal is against our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

## Independent parties

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the Overseas Students Ombudsman (OSO).

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by the Australian Pacific International College
- incorrect advice given by an education agent.
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement.

More information can be found at:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

You can access this services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full with the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

Complaints can also be made to the organisations indicated below:

## National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally; Email: [ntch@education.gov.au](mailto:ntch@education.gov.au)

## Australian Skills Quality Authority (ASQA)

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

## Compassionate or compelling circumstances

You will find that many of our policies refer to compassionate and compelling circumstances so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

## Course progress and monitoring

In order to maintain satisfactory course progress and attendance you must:

- attend all of your classes, with a minimum attendance of 80% expected
- satisfactorily complete all of your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you are completing all of your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent we will contact you via SMS, phone calls and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

An exception may be made where you are attending at least 70% of the course contact hours and is maintaining satisfactory progress.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs with the risk of your visa being cancelled. You may appeal this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- the internal and external complaints processes have been completed and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or
- you do not access an external complaints and appeals process; or
- you withdraw from the internal or external appeals processes by notifying us in writing.

Please note that extensions to your course duration specified on the CoE will be allowed if: you

- Can provide evidence of compassionate or compelling circumstances.
- Where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

## Deferring your course

Australian Pacific International College allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

## Suspending your course

Australian Pacific International College allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

## Transferring courses

If you wish to transfer to another RTO or university within the first six months of your main course of study, you will need to apply for release from RTO. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form - see the section on deferral, suspension and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the CRICOS course and institution search.

Australian Pacific International College will approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy.
- you can prove that you need the transfer because of compassionate or compelling circumstances.
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by Australian Pacific International College, or by an education or migration agent, regarding the Australian Pacific International College or the course, and the course is therefore unsuitable.

Australian Pacific International College will not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances.
- You cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress.
- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.

### How to apply

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

### Appealing the decision

If your application is unsuccessful you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

## Transferring courses with APIC

Australian Pacific International College offers students the options to transfer to other courses within Australian Pacific International College.

Australian Pacific International College will approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met.

Australian Pacific International College will not approve your request if:

- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- you have unpaid course fees for the current study period.

### How to apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether us whether any additional fees will be required to be paid.

### Appealing the decision

If your application for internal transfer is unsuccessful you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

## Discontinuing your studies

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

## Suspending or cancelling your enrolment

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e. not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk. It is important for you to contact the DHA to seek advice on your student visa.

# Privacy and access to records

## Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

## How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

### Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact Australian Pacific International College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

# STUDENT CODE OF CONDUCT

APIC is committed to creating and maintaining an environment for all employees and students that is safe and free from violence and harassment. Courtesy, understanding and mutual respect towards all persons is necessary for excellence in what we do, for safety in the workplace and in creating an environment that serves all our needs.

The College will not tolerate actions of a violent nature or threats of any kind. Violence includes but is not limited to:

- any act that is an assault
- any threat or behaviour or action that is interpreted by a reasonable person as having the potential to:
  - harm or endanger the safety of others
  - result in an act of aggression or
  - destroy or damage property

Disciplinary action will be taken in the event of a violent act or threat of a violent act towards another person or property at work or a work related event. Any threat or violent act should be reported to the RTO Manager or the CEO.

## Code of Conduct for Students

The following information outlines what's expected of you.

### Your responsibilities

#### Policies and procedures

You are expected to:

- read and follow our policies as documented in this handbook.
- respond to our communications promptly.
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

#### Learning and assessment

You are expected to:

- attend scheduled classes.
- actively participate in learning
- complete all homework given to you.
- complete and submit all assessments on time.
- refrain from plagiarism, cheating and collusion.
- pay all fees due.
- ask for support if needed.

#### Classroom conduct

You are expected to:

- arrive on time for your class.
- be prepared for class.
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.



## Respect and ethics

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner.
- use our resources for the purpose for which they are intended.
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly.
- respect ours and other people's property.



## Your Rights

### Policies and procedures

You can expect to:

- be informed of our policies and associated procedures.
- receive regular and relevant communications.
- learn in a safe environment.
- have your personal details kept confidential and secure?
- access the information that we hold about you.
- have the opportunity to provide feedback on services received.



### Learning and assessment

You can expect to:

- be provided with high quality training, assessment and support services.
- receive the support you need.
- have your assessments marked and returned within 10 working days of submission.
- receive feedback on assessments where the result is not satisfactory.



### Classroom conduct

You can expect your trainer and assessor to:

- be on time for classes.
- be prepared for class.
- be knowledgeable and engaging.
- dress appropriately
- only use handheld devices in class when they are relevant to the activity.
- communicate in English.



### Respect and ethics

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- interact with others in a collaborative, professional manner.
- respect for yourself and your property.



# HEALTH AND SAFETY

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water.

## Beach Safety

If you're visiting the beach, you really need to understand beach safety in Australia so you don't get caught out in an emergency.

### In an emergency

If you suddenly find yourself in an emergency at the beach, there are a couple of things you can do:

- Raise your hand – If you're stuck in the water and something has happened or you can't safely swim back to shore, raising your hand signals to lifeguards that you or a friend need immediate help.
- Immediately alert a lifeguard or call Triple Zero (000) – If you're onshore and see someone in distress, call for help immediately.

### How can I swim safely?

#### Check the weather

Before heading out, it's always a good idea to check the weather forecast. The official Australian Bureau of Meteorology website should give you a clear idea of the weather and surf conditions to expect on the day. Weather conditions have a huge impact on things like wave size, water currents, and the presence of bluebottles (which can sting) – so stay informed.

#### Choose the right beach for you

Some beaches are great for surfing, while others are calmer and more protected. Each beach has its own unique landscape and suitability for different swimmers. Make sure you check signs and do your research to find the best spot for you.

Never dive into the water without checking the depth. Some bodies of water can be deceptively shallow or deep – and beach landscapes are ever-changing. Never assume you know the beach well enough to dive in blindly. Also, keep an eye out for submerged objects or sand shelves.





**Extra tips to stay safe**

- Always swim at a patrolled beach. Seek a safe spot between the red and yellow flags.
- Swim with others. To stay safe, never swim at a beach when you're completely alone.
- Swim during the daytime. Swimming at night or dusk may be risky.

**BE SUN SAFE – SLIP, SLOP, SLAP!**

SLIP on a shirt, SLOP on some sunscreen and SLAP on a hat.

To be sun-smart during an Australian Summer, remember to:

- Apply sunscreen
- Bring along a hat, shirt, and sunnies (an Australian way of saying 'sunglasses')
- Take a bottle of water to sip from
- Find a shady spot on the beach

**CHECK THE SIGNS AND ALWAYS SWIM BETWEEN THE FLAGS**

When you get to the beach, always look out for flags and signs – they'll warn you about any potential hazards or dangerous conditions on the day (for example, common warnings will alert you to the presence of bluebottles or dangerous shore breaks).

**Critical Incidents**

In the event of a critical incident, Australian Pacific International College recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

**On-campus Incidents**

If the incident is on campus, the first action will be to contact the emergency services – fire, ambulance or police – as would be the case with other WH&S matters. The CEO, or their delegate must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

**Off-campus Incidents**

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the CEO, or their delegate who will communicate other staff as appropriate.

**Key Details to be reported**

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).

The staff member receiving the news contacts the CEO, or their delegate / Head of the Critical Incident Team. The CEO, or their delegate urgently deals with an emergency situation then calls a meeting with the staff involved to make decisions as to how to proceed.



# Emergency contacts and other useful numbers and information

## Emergency services:

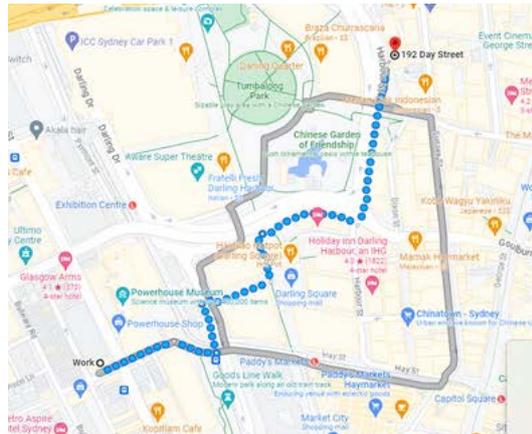


Dial 000 and advise whether you require:

- police
- fire
- ambulance.

## Police station

The nearest police station is:  
Day Street Police Station  
192 Day St, Sydney NSW 2000



## Department of Home Affairs (DHA):

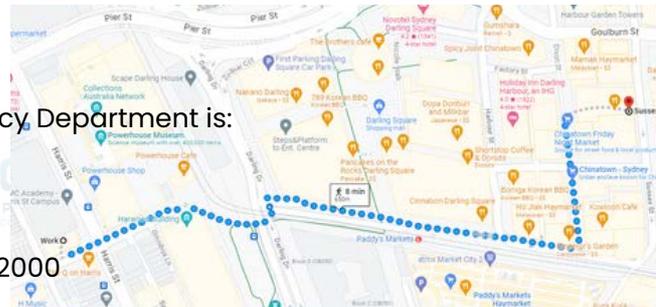
[www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)  
13 13 94 [fairwork.gov.au](http://fairwork.gov.au)



Fair Trading

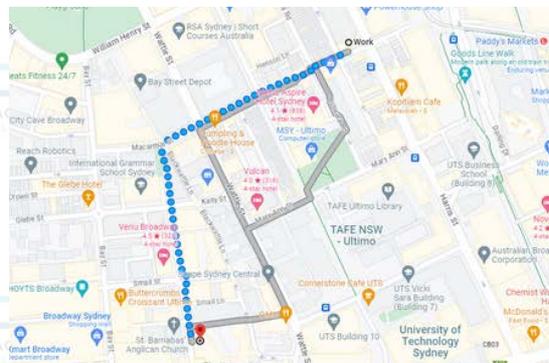
## Medical facilities near campus:

The closest hospital to campus with an Accident and Emergency Department is:  
Surgical center in Haymarket, New South Wales  
Located in: Sussex Centre  
Address: Level 5, Sussex Centre, 401 Sussex St, Haymarket NSW 2000



## The closest medical centre is:

Medical center in Ultimo, New South Wales  
Located in: The Quadrant  
Address: 82 Mountain St, Ultimo NSW 2007



## Transport services

<https://transportnsw.info/apps/tripview>

## Taxi company

Black and white cabs 133222  
<https://www.blackandwhitecabs.com.au>



## Crisis Support

### Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.

### Beyond Blue

1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: [www.beyondblue.com.au](http://www.beyondblue.com.au)

### New South Wales Domestic Violence Line:

[www.justice.nsw.gov.au](http://www.justice.nsw.gov.au) Phone: 1800 656 463

### NSW Rape Crisis Centre:

[www.nswrapecrisis.com.au](http://www.nswrapecrisis.com.au)

Phone: 1800 424 017

### Sexual Assault Crisis Line:

Phone: 9819 6565

See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.



## Useful Links

### Department of Immigration

This government department handles visa enquiries and issues.

<https://immi.homeaffairs.gov.au/>

### Australian Diplomatic Missions Overseas:

Website: [www.dfat.gov.au/missions](http://www.dfat.gov.au/missions)

### Tourism - Australian Tourist Commission

Website: [www.australia.com](http://www.australia.com)

### Tourism NSW

Website: [www.tourism.nsw.gov.au](http://www.tourism.nsw.gov.au)

### City of Sydney

Website: [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)

### Sydney Transport Info

Website: <https://transportnsw.info/>

### Newspapers:

Sydney:

Website: [www.newspapers.com.au/sydney.html](http://www.newspapers.com.au/sydney.html)

### Health Insurers

A list of health providers of OSHC can be found at: [www.studyinaustralia.gov.au/en/StudyCosts/OSHC](http://www.studyinaustralia.gov.au/en/StudyCosts/OSHC)

### English Language Websites

International English Language Testing System (IELTS): [www.ielts.org](http://www.ielts.org)

Test of English as a Foreign Language (TOEFL): [www.toefl.org](http://www.toefl.org)

### CRICOS

Website: <http://cricos.education.gov.au/>

### ASQA

Website: <http://asqa.gov.au/>

### English Language Websites

- International English Language Testing System (IELTS): [www.ielts.org](http://www.ielts.org)

- Test of English as a Foreign Language (TOEFL): [www.toefl.org](http://www.toefl.org)

## Key Contacts

CONTACT NAME	WHEN TO USE THIS SERVICE	CONTACT DETAILS
AUSTRALIAN CONSUMER LAW	Understand your legal rights in regards to shopping or purchasing goods and services.	<a href="http://www.consumer.gov.au">www.consumer.gov.au</a>
AUSTRALIAN HUMAN RIGHTS COMMISSION	If you feel you are being treated unfairly because of your race, descent, colour or ethnic/national origin then make a complaint to the Australian Human Rights Commission.	<a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a>
AUSTRALIAN TAXATION OFFICE	Contact them to arrange a Tax File Number or learn more about payments made to you while you're here.	<a href="http://www.ato.gov.au">www.ato.gov.au</a>
BEYOND BLUE	A free counselling service that you can contact if you are feeling depressed or anxious.	1300 224 636 <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
CITY OF SYDNEY	See the website for information on all the services, facilities and events happening in the city centre and surrounding suburbs.	<a href="http://www.cityofsydney.nsw.gov.au">www.cityofsydney.nsw.gov.au</a>
CITY OF SYDNEY COMMUNITY CENTRES	Community facilities that assist with the learning and recreation needs of the local communities in which they're based	<a href="http://www.cityofsydney.nsw.gov.au/community">www.cityofsydney.nsw.gov.au/community</a>
CITY OF SYDNEY YOUTH SERVICES	The City delivers six youth programs within the City of Sydney local government area which offer recreational, education and vocational programs.	<a href="https://www.facebook.com/cityofsydneyyouth">www.facebook.com/cityofsydneyyouth</a>
OVERSEAS STUDENT OMBUDSMAN	This resource investigates complaints about problems that overseas students have with private education in Australia.	1300 362 072 <a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>
CONSUMER AND BUSINESS SERVICES (AND TENANCY ADVICE)	If you require detailed information about obligations and entitlements when buying products and services.	13 32 20 <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>
COUNCIL OF INTERNATIONAL STUDENTS AUSTRALIA	The peak body for the interests and needs of international students, they always require volunteers.	<a href="http://www.cisa.edu.au">www.cisa.edu.au</a>
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (FOR EMBASSIES)	If you require help from your country's embassy within Australia.	<a href="http://www.dfat.gov.au">www.dfat.gov.au</a>
DEPARTMENT OF HOME AFFAIRS	This government department handles visa enquiries and issues.	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>
FAIR WORK OMBUDSMAN	If you require assistance understanding your workplace rights and responsibilities.	13 13 94 <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>
HEALTHDIRECT AUSTRALIA	Outside of GP consultation hours their trained staff can help you treat non-urgent illnesses.	1800 022 222 <a href="http://www.healthdirect.gov.au">www.healthdirect.gov.au</a>
LEGAL AID	If you need to know what your legal rights are then contact this free legal service.	1300 888 529 <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>
LIFELINE	If you need someone to talk to about your state of mind, this resource is a crisis support hotline.	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
NSW OMBUDSMAN	An independent agency to watch over the NSW Government and improve their delivery of services to the public.	9286 1000 <a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>
SERVICE NSW	NSW Government services including driving and transport.	13 77 88 <a href="http://www.service.nsw.gov.au">www.service.nsw.gov.au</a>
TRANSPORT INFOLINE (PUBLIC TRANSPORT SERVICES)	To find out about trains, buses and ferries, including ticketing information, timetables and more.	131 500
ICLC inner city legal centre	Advice on same sex parenting, surrogacy, de facto relationships, discrimination, homophobic violence and vilification, neighbourhood disputes, domestic violence and employment.	0466724979
Alcohol and Other Drugs Information Service (ADIS) telephone services	Alcohol and other drug information, support and treatment is available through publicly funded and private services across New South Wales. <b>These services are not emergency services. If you require urgent medical attention, contact or attend your local hospital or general practitioner, or call 000 for ambulance.</b>	1800 793 466 <a href="https://www.health.nsw.gov.au/aod/Pages/contact-service.aspx">https://www.health.nsw.gov.au/aod/Pages/contact-service.aspx</a>



# APIC

## AUSTRALIAN PACIFIC INTERNATIONAL COLLEGE

APIC INTERNATIONAL STUDENT HANDBOOK - VERSION 2.1 NOV 2023

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