



ACCIT

AUSTRALIAN COLLEGE OF COMMERCE
AND INFORMATION TECHNOLOGY

STUDENT HANDBOOK

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Studying at the Australian College of Commerce and Information Technology (ACCIT)

Introduction

ACCIT is established and owned by a team of highly dedicated, educated, and experienced academics and administrators who have experience working in Australian higher education industry and vocational sector. ACCIT endeavours to provide high quality and relevant tertiary and vocational education to the Australian and Overseas students at Sydney and ensure highest level of satisfaction to all its stakeholders while maintaining professional, personal and academic integrity in all its activities. Our aim is to provide the highest quality educational opportunities for local and international students to ensure they develop the necessary academic skills to excel in their future University studies.

The decision to study is perhaps one of the most life-changing decisions you can ever make. It requires you to express your sense of independence and to make a commitment to your own success. Australian College of Commerce and Information Technology is your partner in achieving this. At ACCIT you can depend upon us for high quality assistance in achieving your goals. When you make your decision to study with us at ACCIT, we offer you our own commitment to excellence through our shareholders' finest quality standards. At ACCIT you can rely on us to set you on your chosen pathway to future academic and professional success. Offering a student-centred learning environment, ACCIT aims to develop confident and competent individuals who are ready to take on the challenges of the 21st century.

ACCIT offers a wide range of ASQA accredited and nationally recognized qualifications in International Business and Information Technology. Our teachers are all highly experienced, dedicated professionals committed to providing personal attention to each student in small classes, and to developing high order writing and analytical skills in preparation for University. Smaller classes and personal attention are the things we value. Our courses are designed to encourage students to develop a sound mix of theoretical and practical knowledge and to extend their capacity to learn. This means they can confidently progress to more advanced learning levels. Small group tutorials with some exposure to large group lectures, prepare students for the learning environment of university study. Class exercises, mini research surveys, group work, fieldwork, exams, seminar presentations and practical sessions are all aimed at providing the best educational experience possible. ACCIT provides the state-of-art teaching facilities and is enriched with high academic and training environment.

Our international students have superb opportunities to enjoy a distinctively Australian cultural experience while also studying in a locality offering multicultural benefits that only an international city such as Sydney can offer.

Before the beginning of each term/intake, ACCIT holds an orientation program for new students. This program is designed to help them to understand the different teaching and learning styles at ACCIT, to meet staff and students and to adjust to their new life in Australia. In Accordance with the Education Services for Overseas Students (ESOS) Act 2000, ACCIT is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Term Dates

Academic Year (For exact dates please refer to the website at <http://www.accit.nsw.edu.au/>)

Semester	Term	Commence	Complete
1	1	January	April
	2	April	July
2	3	July	September
	4	October	December

ACCIT will close on public holidays.

Class Timetables

- Class timetables will be available to be distributed to students two weeks before the beginning of each term.
- Sample Timetable.

Day	Time	
Monday	8:00am to 13:00pm	13:30pm to 21:00pm
Tuesday	8:00am to 13:00pm	13:30pm to 21:00pm
Wednesday	8:00am to 13:00pm	13:30pm to 21:00pm
Thursday	8:00am to 13:00pm	13:30pm to 21:00pm
Friday	8:00am to 13:00pm	13:30pm to 21:00pm

This is a sample timetable only. Please check with the admin office for the latest timetable.

Courses Offered

Business Courses	Code
Certificate III in Entrepreneurship and New Business	BSB40120
Certificate IV in Business	BSB50120
Diploma of Business (Business Development)	BSB30220
Advanced Diploma of Business	BSB60120
Information Technology Courses	
Certificate II in Information, Digital Media and Technology	ICT20115
Diploma of Information Technology Networking	ICT50418

These courses cover a combination of competency units relevant to the current and future employment requirements of the Information technology disciplines.

Distinguishing Features of Learning Outcomes

Diploma Qualifications

The competencies or learning outcomes enable an individual with this qualification to:

- Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts, with substantial depth in some areas
- Analyse and plan approaches to technical problems or management requirements
- Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations
- Evaluate information using it to forecast for planning or research purposes
- Take responsibility for own outputs in relation to broad quantity and quality parameters
- Take limited responsibility for the achievement of group outcomes

Suggested Course Entry Requirements

Certificate II: Is an entry level qualification.

Diploma level: Approximately 12 years of secondary education, Certificate IV level competencies, or equivalent

If a student is unsure whether they have some of these competencies or not, they should talk to the Registrar. Extra tuition may be provided if it is considered necessary.

Recognition of Prior Learning

Students who have completed certain subject(s) or unit(s) of competency in an educational institution or RTO may apply for an exemption in that subject(s) or unit(s) of competency. For exemption to be given complete proof must be provided that the content, competencies achieved, and duration of the prior subject is reasonably similar to a corresponding subject at ACCIT. The request should be made by the Student Information/Application Kit for the Recognition of Prior Learning and Exemptions to the Director of Studies.

Students initially self-assess against learning outcomes and assessment criteria of relevant modules. The RPL officer and DoS will advise and assist them to prepare application and documentation to support their self-assessment.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be discussed with the student and may consist of interview, written assignment, workplace assessment, exam, or other method. A fee may be charged for the RPL service.

Evidence considered for assessment is the Student Information/Application form for the Recognition of Prior Learning and Exemptions plus a wide range of supporting documents. If further evidence is required, then this is negotiated with the candidate. The Process may include a further interview, written assignment, workplace assessment, and collection of other material.

Successful candidates are notified promptly of the RPL outcome. The RPL officer advises unsuccessful candidates of reasons for non-recognition and steps they can take including remedial training and appeal mechanisms.

Overseas students should note that if RPL is granted, then the duration of the student visa issued will indicate the reduced length of the course. This will result in students paying the appropriate tuition fees for their course.

Notes: All applications for RPL should be submitted prior to the completion of enrolment. RPL evidence must be submitted back to ACCIT within two weeks of starting course.

Assessments

Competency-based assessment will be used and is designed to determine whether the student can demonstrate the target competencies. For a student to obtain a Diploma, he/she must master the scope of competencies covered by the relevant training packages. For a student to obtain an Advanced Diploma, he/she must master the scope of competencies covered by the relevant training packages and achieve competency in all the courses leading up to the Advanced Diploma

At the commencement of each unit the academic/admin team will inform the students in the form of monthly NEWSLETTERS -: the dates of assessment; the method of assessment for that unit; and how much time the students are expected to take doing their project.

If a student is unable to attend an assessment session due to illness or other special circumstances, then they must notify the Director of Studies at the earliest opportunity. Appropriate documentation must be provided to verify their claim. An alternative assessment (Challenge test) date will be set.

The trainer and/or assessor will devise an Assessment Contract that will include such points as -

- Specific tasks to be carried out
- Equipment and software to be supplied to the student
- Specific assessment evidence to be collected
- Stages and dates for the student to meet with the trainer and assessor for monitoring and the provision of feedback.

Some competencies will require other assessment procedures or instruments, for example: portfolio; observation checklist; interview or written test; oral presentation; or third-party report.

Assessors are required to update Moodle whenever an assignment is successfully completed. Assessors must also sign and add relevant comments which in turn will be updated in the student records database.

Qualifications and Statements of Attainment

The successful attainment of competence in each of the core and elective units of a course, will be indicated in a student's course progress record in the database. All completed students' record will be fed into an electronic records management system (star) by the student services.

A student who demonstrates mastery of every unit of competence within a course will be awarded a Diploma or Certificate. The qualifications issued by ACCIT are nationally recognized. A student attaining competence in only some of the units of the course will be eligible for a Statement of Attainment. Students can request for any records by filling out the student request form. Assessment results will not be supplied to any student with outstanding fees.

Issuing of Certificate(s)

In the event of any student requesting for their Certificate(s), if it is found out that any of his/her fees is not paid, then the Certificate will be withheld and only released after settling of all the payment(s).

Student Assessment

Assessment is competency based and is designed to determine whether a student can demonstrate the target competencies. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date.

If a student is determined "Not Yet Competent" after assessment, then he/she may be given the opportunity to either re-do the unit or apply for reassessment. In the situation of reassessment, the student should demonstrate, and provide evidence of, their competency to their assessor.

Plagiarism Policy

Australian College of Commerce and Information Technology is committed to upholding standards of academic integrity and honesty. Plagiarism in any form is unacceptable and will be treated seriously by the College.

1. Students will be advised at the beginning of their course about the plagiarism policy and procedures;
2. All departments must adhere to the approved definitions of plagiarism, collusion and cheating.
3. Students and staff of the College have a duty to ensure they gain the necessary academic understanding to minimise incidents of plagiarism and cheating. In this regard, Director of Studies must take all reasonable steps to ensure all course-work students, but particularly commencing students, are: aware of the provisions in the College Discipline Policy about cheating and the procedures covering plagiarism; and educated as necessary in the appropriate skills and knowledge to avoid plagiarism.
4. A student found to have plagiarised will be provided with the opportunity to respond.

5. A staff member who suspects that plagiarism has occurred must produce evidence (through identifying the source) to support their allegation. The Director of Studies (or nominee) must decide whether or not they believe that plagiarism was likely to have been intentional or unintentional. If the student is unable to provide a satisfactory explanation of the correspondence between the student's work and the sources identified by the staff member, the Director of Studies may infer that plagiarism was done with intention to cheat.
6. If the failure to acknowledge the ideas of others was not intentional, the only offence the student has committed is the academic misdemeanour of failing to reference a source correctly. Academic penalties may be applied.
7. If a Director of Studies is reasonably satisfied that the plagiarism was, more likely than not, done with the intention to obtain an unfair advantage in assessment, the matter must be reported as suspected cheating pursuant to the College's Discipline policy.
8. Collusion (unauthorised collaboration) and the resubmission of work that has already been assessed in another unit, without disclosing that fact, also constitute cheating and will be dealt with under the College's Discipline policy.
9. Departments will take steps to detect plagiarism, which may include the use of electronic plagiarism detection software and other methods to compare work submitted for assessment against various databases, which may include the World Wide Web, electronic reference materials and other students' work submitted for assessment.
10. An electronic plagiarism register will be maintained, which will record warnings and the outcomes (if any) of an accusation of plagiarism.
11. A student's involvement in alleged plagiarism will be retained on the plagiarism register while still enrolled or intermitted in any course and academic staff will have access to this information when considering any subsequent allegations of plagiarism.

Feedback

Where students are assessed as not competent, they will be provided with additional feedback on their assessment outcome to assist them in achieving the required performance standard on reassessment for one (1) additional reassessment process. This reassessment process is available only to students who have maintained or after achievement of an attendance pattern that equates to 80% or greater or in the case of previous 100% academic success, and 60% attendance.

Reassessment

Students who are dissatisfied with their reassessment outcome may apply for an additional reassessment by contacting their trainer or assessor or submitting a Complaints/Grievance form. All assessments after one (1) initial reassessment will be conducted at a fee of \$100.00 each unit. No reassessment is available to any student with attendance below the required level.

Course Completion

In circumstances where one student must complete two courses simultaneously, the student will have to fill up a special internal appeal form (Additional Information for Reassessment Approval) which will be provided to them under special discretion from the Academic Department. Under the form the student will have to accept the terms and conditions presented to it by the management and only then will the extension be granted to them.

It is not mandatory that all students will be given a chance to interact with this form. Selection of candidates is a matter of internal decision.

Complaints Method

Responsibility

- The PEO/DoS/Registrar is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

Requirements

- You will be provided with details of external appeals, students who are concerned about the conduct of ACCIT are encouraged to attempt to resolve their concerns using this procedure;
- You will be provided with information about the complaints and appeals procedure before making an agreement to enrol;
- All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution;
- You will be provided with details of external authorities you may approach, if required;
- At any stage in the internal complaint or appeal process you are entitled to have your own nominee included to accompany and support you;
- All complaints and appeals will be managed fairly and equitably and as efficiently as possible;
- You may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise;
- For internal complaints and appeals:
 - You will have an opportunity to formally present your case, in writing or in person; and

- You may be accompanied and assisted by a support person at any relevant meetings.
- Your enrolment will be maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined;
- The ACCIT will encourage all parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the ACCIT;
- If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to the RTO management meeting as part of the continuous improvement process; and
- Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to Contact a solicitor; or **Email:** overseas.students@ombudsman.gov.au

Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm Monday to Friday (AEDT)

Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123

Postal: GPO Box 442 Canberra ACT 2601.

Informal Complaint Process

- Any student with a question or complaint may raise the matter with staff of the Registered Training Organisation and attempt an informal resolution of the question or complaint;
- Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the ACCIT staff member involved determines that the issue question or complaint was relevant to the wider operation of the ACCIT; and
- Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Formal Complaint Process

- Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaint form and contact the ACCIT Registrar to arrange a meeting. At this meeting the complaint can be raised and a resolution attempted;
- The following matters must be lodged as a formal complaint within 20 days of notification of an intention to report the student to DHA to be considered by the ACCIT;
 - Deferral of commencement, suspension or cancelling a student enrolment;
 - Non-achievement of satisfactory course progress.
- At the stage of the complaint meeting the complaint must be recorded in writing and signed and dated by the complainant and the Registrar. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting;
- The Registrar will then attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing;
- A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase;
- Following the resolution phase, the ACCIT must implement the decision as conveyed to the student; and
- If a student is dissatisfied with the outcome of the formal complaint process, then they may institute an internal appeal process by completing the appeals form.

Internal Appeal Process

- Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the ACCIT;
- A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined;
- The appeals process is initiated by a student completing the student appeals form;

- The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing;
- A maximum time of 30 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time;
- After a student makes an internal appeal, the PEO will appoint a person or body to hear the appeal and propose a final resolution. This person or body must not be the same as any person or body that heard the original complaint.
- Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the ACCIT. Costs of reassessment will be met by the ACCIT. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment;
- The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the ACCIT and placed in the student file;
- A written statement will be sent to the appellant or complainant informing the outcome of the internal appeal process which will also include the details of the reasons for the outcome;
- There are no further avenues within the ACCIT for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available; and
- All internal appeals are done at no cost to the student.

External Appeal Process

- The purpose of the external appeals process is to consider whether the ACCIT has followed its student complaint and appeals procedure, not to make a decision in place of the ACCIT. For example, if a student appeals against his or her subject results and goes through the ACCIT internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.
- If the student is not satisfied with the outcome or conduct of the internal complaint handling and appeals process, the student may pursue the appeal through the external appeals process. There is no charge for informing and referring the students of their rights to access an external appeals process. The overseas student's ombudsman handles all external appeals and complains. (<http://www.oso.gov.au/>)
- Following the receipt of the outcome of the external appeal the ACCIT must immediately implement the decision and convey the outcome to the student.

- If an appeal is against a ACCIT decision to report the student for unsatisfactory course progress the ACCIT must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external appeals process is complete and has supported the provider's decision to report.
- If an appeal is against an ACCIT decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment the ACCIT only needs to await the outcome of the internal appeals process (supporting the provider) before notifying Department of Education and Training through PRISMS of the change to the student's enrolment.
- While the parties attempt to resolve the matter, the ACCIT will not notify Department of Education and Training (DET) of any change to the student's enrolment status through PRISMS until the external process is complete and has supported the ACCIT decision to report it.
- If the internal or any external complaint handling or appeal process results in a decision that supports the student, the ACCIT will immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.
- At the end of the resolution phase the DoS/ Registrar will report the ACCIT decision to the student. All requests from student, ACCIT decision and reasons for the decision will be documented by the DoS/Registrar and placed in the students file.
- Overseas Students Ombudsman (OSO) – If you wish to lodge an external appeal of complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Outcome of Appeal

The ACCIT considers it mandatory that every appeal should be followed by an outcome of the appeal which is necessary for the effective completion of any appeals procedure.

The successful completion of any appeal is the responsibility of the appellant and the management both, and the ACCIT considers it mandatory to monitor every student that has got into an appeals process.

For students who have extended their CoE, they will be observed on ACCIT's Attendance and Academic interaction for each unit until the successful completion of the course, failure to adhere to which will lead to the cancellation/retraction/nullification of their appeal.

Attendance Monitoring Policy will be used to monitor the students but reporting of students will be executed based on their appeal. The monitoring of their academic completion will be based on the decision made by

the students during the appeals process. The students are not liable to get any warning e-mails/calls during their extended stay with ACCIT. Students will only be given a notification when they fail to meet the academic requirements in the pre-decided time and the management will take action when the agreed condition of the appeal is not met by the student.

It is the sole responsibility of the student to make sure all policies of the ACCIT are followed during their extended period of stay with the institution.

Student Support Services/Counselling/Welfare Services

The staffs at ACCIT are committed to providing local and international students with excellent education and training and also in creating a friendly environment in which they study. The staffs are sensitive to the needs and difficulties facing international students.

A range of support and welfare services is provided to help students' deal with the practicalities of living in Australia and completing their studies in a foreign country. Student support services include, for example: student guidance and assistance with arranging extra support, access to online resources and software, and access to the computer laboratories during the normal hours of work from Monday to Friday. The staff at ACCIT would assist students in other matters of general welfare including accommodation assistance, job placement assistance, counselling services, homesickness, and health issues.

A student facing difficulties with academic or welfare issues should approach the Student Service officer of ACCIT for assistance. Students can contact the Student Service Officer on 02 92613009 or email studentservices@accit.nsw.edu.au to access any of the services provided by the ACCIT. Students can also see the ACCIT reception to get access.

All welfare and basic counselling services are given to ACCIT students for free of cost.

The following services will be made available to the students:

- Student mentors are available to help you through enrolment, orientation and your first semester at ACCIT. Your mentor will be current student of ACCIT who can assist you with all your questions about life at ACCIT;
- Individual academic counselling by appointment;
- Individual welfare counselling by appointment;
- Study Skills Workshops to learn how to succeed in your studies;
- ACCIT computer laboratory with access to printing facilities for course related materials;

- Computer lab demonstrators to provide technical support for your PC inquiries;
- Accommodation through Homestay Network; and
- Membership with appropriate non-profit organisations that provide catering, social and recreational activities on campus.

Students are strongly advised to seek support or assistance from Student Service Officer for any of the services above.

Course Exit Policy

If the student decides to leave the course for any reason, unfinished at any stage during their study, then they will be issued with a Statement of Attainment for the units they have been assessed as being competent in.

Critical Incident Policy

The PEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

ACCIT has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. In case of an emergency please contact the Registrar on 0423077455.

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the ACCIT to notify DET and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's course progress, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the ACCIT may be required to assist the student's family. This may include:

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

Any ACCIT staff member receiving news or information regarding a critical incident must contact the PEO as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.

On receipt of news or information regarding a critical incident the PEO or senior person must:

- Create for themselves a clear understanding of the known facts;
- If an emergency exists, contact the relevant emergency services by phoning 000;
- If translators are required contact Translating and Interpreting Service by phoning 131 450;
- If counselling services are required contact Life Line on 131 114;
- Plan an immediate response;
- Plan ongoing strategies;
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the PEO or most senior person must, where appropriate, make implement the following actions:

- Contact with next of kin/significant others;
- Informing ACCIT staff and students;
- Prepare a guideline to staff about what information to give students;
- Prepare a written bulletin to staff and students if the matter is complex;

- Briefing staff and delegating a staff member to deal with telephone/counter inquiries;

Managing media/publicity;

- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling;
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s; and
- Arrange access to emergency funds if necessary.

Record the incident and the following key details to report include

- The time of the incident;
- The location and nature of the incident;
- The names and roles of persons directly involved in the critical incident;
- The action taken by the ACCIT including any opportunities for improvement; and
- The organisations and people contacted by the ACCIT

Students will be provided online resources but may need to purchase text books and other study materials that are recommended for students to study each competency unit. Other reference material will be kept in close reserve in the ACCIT library for student work. Arrangements can be made for students to purchase text books and other essential study material on campus or with the nearest bookshop.

Attendance Monitoring

1. The attendance of international students enrolled at ACCIT (the College) is monitored closely to ensure students progression well. As per ACCIT policy, students are required to attend a minimum of 60% of classes at all times but are encouraged to attend 100% of classes to ensure successful academic outcomes in their studies. Any class session missed regardless of cause reduces the opportunity for learning and can adversely affect a student's achievement in their enrolled course.
2. Vocational Education and Training (VET) students are required to maintain fulltime enrolment in their chosen course with a minimum of 20 contact hours/week (15 hours face to face and 5 hours online). Students who undertake additional subjects may attend classes for more than 20 contact hours/week, however for attendance monitoring purposes only 20 hours/week will be recorded in

any given weeks of the session. Students should maintain an overall minimum attendance of 60% at any time.

3. Students may apply for deferral from studies under exceptional circumstances, e.g. for health/medical reasons or based on compassionate grounds (bereavement). The application for deferral must be accompanied by documentary evidence (e.g. medical certificates from a registered medical practitioner) in order to use this deferral. The “Student Deferral, Suspension and Cancellation provides for further clarification regarding student deferral.
4. ACCIT contacts and counsel students who have been absent in class for five consecutive days without approval; or are at risk of not attending for at least 60 per cent of the scheduled course contact hours. If it is found that the student is absent for more than 5 consecutive days, they will be sent a warning e-mail from ACCIT. Students must attend a counselling meeting with the Student service officer or a designated person at the college within 10 working days from the date of issuance of such email.
5. In order to alert the student about their attendance, a series of warning letters will be sent. Students with attendance approaching 80% (85% - 80%) will be sent an “Attendance First Warning” and then when it goes below 70%, an “Attendance Second Warning.” And if the attendance goes below 60% the students will be sent an “Attendance Final Warning”. These disciplinary notification letters outline the student’s unsatisfactory attendance and give instructions on when and where to meet with the Director of Studies or PEO to discuss their situation.
6. Monitoring of attendance is covered by marking roll call register every day by trainers in Moodle. Trainers/Assessor must use the student daily attendance record to record student attendance at each scheduled class and note early departures and late arrivals reviewing of attendance by Director of Studies every fortnight. Online attendance also needs to be collected by the online attendance register within Moodle and both the results have to be updated in STARS.
7. The results reflected in STARS will be used to monitor student attendance and will be used to start the process of student enrolment cancellations in case there is a breach in the Attendance Policy

Academic Progress

Academic progress must be maintained to ensure satisfactory competency levels in all course units. Students must maintain their enrolment status as being ‘active’ until they have successfully completed all the required units of competency for the relevant award. Students will not be able to attend classes and/or participate in the assessment tasks if they have ‘non-active’ enrolment status due to whatever reasons, except with the written permission of the PEO of the ACCIT.

Satisfactory progress as ACCIT is defined as successful completion of at least 50% of the units studied in each study period. Each term of study period are 10 weeks at ACCIT.

Completion within the expected duration of study

- Students are expected to complete their course within the expected duration of study as recorded on the CRICOS register.
- Full-time student load is 20 contact hours per week.
- At the commencement of each study period the DoS will review student programs to ensure each student maintains a full-time load and will complete their course within the expected duration of study. This will be done when the DoS creates the teaching calendar for each term.
- A student is issued a CoE based on the registered duration of a course (or a shorter duration if the student has already completed part of the course).
- A student should complete the course within the length of the CoE unless the circumstances specified below. The ACCIT may extend the duration of the student's course only in the following circumstances:
 - On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class); or
 - In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required); or
 - Where the ACCIT is unable to offer a prerequisite unit at the time it is required; or
 - Where the ACCIT is implementing an intervention strategy for students at risk of not meeting academic progress requirements; or
 - Where the ACCIT has approved the deferral of commencement of studies or the suspension of study.
- Any extension to the duration of a student's course must be notified by the ACCIT on PRISMS and if necessary a new CoE issued.

- Any extension to the duration of a student's course, and the reasons for the extension must be recorded by the ACCIT on the student's file

Access and Equity

All applications for the ACCIT courses will be processed adhering to the relevant Anti-Discrimination Act. Entry into the program will only be denied if the applicant does not meet the admission requirements of the ACCIT, or if a course is fully enrolled, or if he/she fails to demonstrate his/her capacity to pursue and complete the course, or if he/she has been subjected to some disciplinary action against him that may inhibit his ability to successfully complete the course. The outcome of the application will be notified to all applicants with relevant reasons.

Disabilities Policy and Procedure

ACCIT's compliance to the Anti-Discrimination Act implies that discrimination based upon disability of student would be avoided. Special needs of the students with disabilities will be discussed at the time of admission and mutually agreed approach within the constraints of ACCIT will be used to assist such students while enrolled in the ACCIT programs. It may not be possible for ACCIT to meet all the needs of every student and in such circumstances, students would be advised to seek more appropriate institutions for their study.

Discrimination and Harassment

ACCIT strictly adheres to the Anti-Discrimination Act, 1977 and Equal Employment Opportunity, as set out in the Legislation. Copies of the Legislation are available on the Internet and the reference library.

ACCIT has a legal obligation to ensure that no member of its staff or students is discriminated upon on the grounds of race (colour, ethnic origin or nationality), gender, age, disability, marital status or sexual orientation. Harassment on the grounds of race or sex will not be tolerated and may lead to disciplinary action.

We trust that all employees and students will act responsibly to maintain a pleasant working environment free of actions that may be defined as sexual or racial harassment. Please refer to the student's complaints, grievances and appeals policy.

Smoking, Alcohol and Prescribed Drugs

Smoking is prohibited within the campus of ACCIT. ACCIT believes that smoking is injurious to the health of both the smoker and the passive smoker. Smoking is also considered a fire hazard.

No alcoholic beverage or prohibited drugs of any kind may be brought into or consumed in the ACCIT premises.

No prescribed drug shall be brought onto ACCIT's premises by any person other than the person for whom the drug is prescribed for by a Register Medical Practitioner or other authorized person and it is required to be consumed during the College hours.

Dress Standards

ACCIT expects that all students be neatly presented at all times whilst on the premises.

Computing Code of Practice

Computers must always be used in a responsible manner. Many of the software programmes used are subject to license or copyright agreements that must be observed. Interference with legitimate activities of other users is forbidden.

Reasonable security measures must be taken. You must not reveal passwords to other users; your terminal must not be unattended while you are logged in; and you must not import material that may contain viruses.

Users who do not behave responsibly will be prevented from using the computer systems.

Faulty equipment and other problems should be reported to the Administrative Manager or PEO. The Computer Technician will then be notified.

Work Health and Safety Issues

All students should familiarize themselves with the Work Health and Safety (WHS) procedures whilst at ACCIT. Copies of the WHS guide are available at ACCIT for reference. The safety measures should be adhered to. The First Aid Box will be kept in the student services area.

Work Health and Safety Policy

The object of the Work Health and Safety Act and Regulation is to ensure freedom from disease or injury to persons caused, and risk of disease or injury to persons created, by workplaces or workplace activities.

This legislation places an obligation on ACCIT to ensure the work health and safety of each of its employees at work, and that the workplace health and safety of others is not affected by the way ACCIT conducts its business

Under the legislation the obligations of ACCIT employees, students and others are:

- To comply with instructions given for workplace health and safety by ACCIT;
- Not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at ACCIT;
- Not to wilfully place at risk the workplace health and safety of any person at ACCIT;
- Not to wilfully injure himself or herself.

Relevant Legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

- EEO <http://www.lawlink.nsw.gov.au>
- WHS <https://business.gov.au/risk-management/health-and-safety/work-health-and-safety#:~:text=Under%20Australian%20WHS%20laws%20your,To%20do%20this%20you%20must%3A&text=provide%20any%20information%2C%20training%2C%20instruction,and%20conditions%20at%20the%20workplace>
- ASQA <http://www.asqa.gov.au>
- ESOS <https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>
- DHA <http://www.homeaffairs.gov.au/>
- Privacy <http://www.privacy.gov.au/>

ACCIT identifies and complies with relevant State or Territory laws including Commonwealth or State legislation. Staff and Student must be aware of the following legislation and regulations, which affects course content and your working conditions.

Commonwealth of Australia Acts

- Copyright Act 1968
- Disability Services Act 1993
- Education Services for Overseas Students Act 2000

- Equal Employment for Women in the Workplace Act 1999
- Human Rights and Equal Opportunity Commission Act 1986
- Migration Act 1958
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996

New South Wales Acts

- Anti-Discrimination Act 1977
- Industrial Relations Act 1996
- Work Health and Safety Act 2011
- Privacy Act and Personal Information Act 1998
- NVR Act 2005
- Workplace Injury Management and Workers' Compensation Act (1998)

Regulations and Codes

- Work Health & Safety Regulation 2011
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

ACCIT operates in a highly regulated environment with numerous legislative requirements and obligations relating to vocational training program. These obligations are collectively referred to as issues of compliance. It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times.

Overseas Students' Health Cover (OSHC)

All international students are required to take out Health Insurance (OSHC). Students must purchase any health insurance that they deem fit. ACCIT can organise this for the student. The student will then be issued with a membership card. OSHC fees are payable one year in advance. The fees are determined by the respective provider and may be subject to change.

Tuition Fees

Tuition fees for a course are payable to the ACCIT for two terms (one semester) in advance, or in full at the time of Confirmation of Enrolment. Please refer to the fee schedule for the relevant courses.

It is the responsibility of the students to ensure that all the fees payable for the course is paid on time to the ACCIT via a bank demand draft payable to ACCIT in Australian Dollars at Sydney or paid into the ACCIT nominated bank account and obtain a valid receipt for payment for their records. **Students must re-enrol in the beginning of every Term.** Penalties may be applied for late payments.

If you repeat a unit and this falls into another term after the course completion date, you will be charged the tuition fees for that unit.

If you have any outstanding fees at the completion of your course, your results and qualification will be withheld until all fees have been paid

Refund Policy

- If an applicant accepts a place offered by ACCIT and pays the fees, it means a binding contract is created between the student and ACCIT.
- Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to ACCIT.
- In the case of cancellation/withdrawal, the cancellation fee will be calculated as shown below.
- Students whose enrolment is terminated by ACCIT will not be entitled to any refund of fees. Any fee refund is wholly at the discretion of ACCIT.
- Where a student is unable to enrol in a similar course at ACCIT and the enrolment is cancelled then all fees paid will be refunded with the exception of any administration fee charged.
- In the event of default by the provider, the ESOS Act 2000 and the ESOS Regulations 2001 will apply.
- All refunds under this policy will be paid within four (4) weeks after receiving a written claim from the student.
- This agreement does not remove the right to take further action under Australia's consumer protection laws.

Refund Applications

All applications for refund of fees and Overseas Student Health Cover (OSHC) must be made in writing and sent to: The PEO of the ACCIT.

Applications for refunds should include all relevant information to enable payment, such as bank name, bank account details, and address of bank and name of account holder.

Refund Payment

Payment of refunds will be made in Australian dollars.

Refund Circumstances

If a student's visa application is rejected and the official rejection advice is provided to ACCIT, all tuition fees paid will be refunded.

If a student's visa application is rejected before commencement, and the DHA official rejection advice is provided to ACCIT.	A refund equal to 100% of the tuition fees less enrolment fee of \$200
If written notice of cancellation of enrolment is received by ACCIT at least 4 weeks (28 days) prior to Course commencement date	A refund equal to 80% of the tuition fees less enrolment fee of \$200
If written notice of cancellation of enrolment is received by ACCIT with less 4 weeks (28 days) prior to Course commencement date	A refund equal to 50% of the tuition fees less enrolment fee of \$200
If written notice of cancellation of enrolment is received by ACCIT on or after the Course commencement date	No refund of the tuition fees and enrolment fee of \$ 200

ACCIT default

For international students, if ACCIT is in default as set out in section 27(1) of the Education Services for Overseas Students Act 2000 (ESOS Act), ACCIT will provide a refund to the student in accordance with the ESOS Act and the regulations made under that Act.

For domestic students, if an offer of admission is withdrawn or ACCIT fails to provide a course of study, all fees paid will be fully refunded unless the offer was made on the basis of incomplete or incorrect information supplied by the applicant (in which case ACCIT may retain an administration fee of 10% of the fees paid or payable).

Important Note: In the event of cancellation of a course by ACCIT student will be eligible for a full refund.

Overpayment of fees

A student who has overpaid fees may, by written notice to ACCIT, request a refund. If no request is made, the overpayment may be credited by ACCIT towards the student's next course of study with ACCIT.

Subject withdrawal

A student in an academic program who has obtained ACCIT's approval to withdraw from a subject will have the fees for that subject credited towards their fees for their final term at ACCIT.

International Students: Permanent Residence Status

A change in status from temporary resident to permanent resident is recognised from the date the permanent resident visa is stamped in the student's passport, not the date on which the application for permanent residency was lodged.

If an international student obtains permanent residence status prior to the teaching period commencement date, they will be classified as a permanent resident and required to pay the domestic student fee. Where the student has already paid international student fees to ACCIT, the student must apply in writing for a refund of the difference between the domestic and international student fees. A refund, less any administration fee, will be made to the student.

If an international student commences a course of study and obtains permanent residence status during the teaching period, the student will be classified as an international student for the remainder of the current period. From the following teaching period the student will be entitled to enrol as a domestic student and will pay domestic student fees as applicable.

International Students: Payment

Refunds cannot be paid directly to international students. Such refunds will only be made to an overseas account and where the student provides evidence satisfactory to ACCIT that arrangements have been made to leave Australia (unless the student provides evidence satisfactory to ACCIT as to a change of visa status).

Student Transfer Policy

No fees are charged to the student by the ACCIT for issuing a letter of release

- ACCIT is restricted from transferring students in the first six months of their principal course of study or enrolling students from another registered provider; and
- If a letter of release is refused by ACCIT a student may appeal on its decision.
- Students must apply for a letter of release using the Student Request for Release form;
- Applications for a letter of release will be considered by the PEO or Student Services Officer and responded to within 14 days of being received by the ACCIT.

- A letter of release may be granted in accordance with this procedure.
- ACCIT releases student on PRISMS on the following situations:
 - The ACCIT is unable to continue to provide the course; or
 - The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the ACCIT and can demonstrate clearly how this will be alleviated through a transfer; or
 - The current course of study is clearly not consistent with documented course requested for on their application.
- Release will not be granted on the following situations:
 - Student fees are in arrears; or
 - The student does not satisfy any of the situations which normally lead to a letter of release being granted.
 - The proposed transfer will jeopardise the student's progression through a package of courses; or
 - The student has unsatisfactory academic progress and has been or is about to be reported to DHA; or
 - The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made
- If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the ACCIT complaints and appeals procedure.
- A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter sent to the student by the ACCIT must be placed in the student's file
- Unsuccessful applicant can appeal against the outcome by providing any further evidence that might influence the outcome. If the outcome is still unsuccessful the applicant will be referred to OSO for external appeal.
- If a release is granted a new visa may be required if the new course is in a different sector to the original course or if there is an extension required to the student's visa. To find out more about visa requirements, go to <http://www.homeaffairs.gov.au>.

Enrolling a transferring student

- ACCIT will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
 - the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - the original registered provider has released the student on PRISMS;
 - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
 - 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.
- In the event that ACCIT knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.
- ACCIT will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.
- Applicants for Credit Transfer must complete the RPL Application form, attach a copy of a verified Award or Statement of Attainment and submit the application to the Registrar.
- The Registrar must check the Award or Statement of Attainment and grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.
- Verified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer must be kept on the student files
- Granting of Credit Transfer must be recorded as a module outcome in the students file
- After Credit Transfer is granted a student's course schedule must be reviewed and modified to ensure a full-time load and details of this placed on the student's file.

- Any course duration reduction as a result of Credit Transfer granted to students must be indicated on the electronic Confirmation of Enrolment if granted prior to the issue of a visa **or** on PRISMS if granted after the issue of a visa.

Credit Transfer

Credit Transfer is another term that is sometimes confused with RPL. However, there is an essential difference. RPL is an assessment of individual competencies, while credit transfer assesses course/units/modules against one another to determine the extent to which there is a match.

Credit transfer, as defined in the STANDARDS FOR RTOS 2015

.....assesses the requirements of an initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course. The assessment is used to determine the extent to which the achievement of the previous qualification is equivalent to the required learning outcomes, competency outcomes, or standards in another qualification.

- Applicants for Credit Transfer must complete the RPL Information Kit, attach a copy of a verified Award or Statement of Attainment and submit the application to the DoS;
- The DoS must check the Award or Statement of Attainment and grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation;
- Verified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer must be placed in the student files;
- The completed Credit Transfer record must be signed by the student and the DoS;
- Granting of Credit Transfer must be recorded as a unit outcome in the students file;
- After Credit Transfer is granted a student's course schedule must be reviewed and any reductions in the scheduled attendance and the reasons for the reduction recorded and placed in the student's file; and
- Any course duration reduction as a result of Credit Transfer granted to students will be indicated on the Confirmation of Enrolment if granted prior to the issue of a visa **or** on PRISMS if granted after the issue of a visa.

Deferral of commencement, suspension of studies, cancellation of enrolment

- Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the ACCIT;
- The ACCIT may decide to accept an application for deferral of commencement or suspension of study on the following grounds:
 - On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class); or
 - In exceptional compassionate or compelling circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required).
 - Misbehaviour by student

Definition

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. In these situations, the student is generally allowed to remain on a Student visa, provided they are still enrolled in their course of study and intend to resume their studies

- The ACCIT may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student;
- Students will be informed in writing of any deferral of commencement, suspension of enrolment and cancellation of enrolment and also will be reported to DHA and this may affect the status of the student's visa;
- Student visa cancellation provisions allow DHA officers to consider cancellation of a Student visa if a student's education provider defers or suspends their studies for other than compelling or compassionate reasons.
- If the ACCIT intends on suspending or cancelling the student's enrolment where it is not at the student's request, the student will be informed they have 20 days to appeal to the ACCIT. If the appeal is not upheld or the student withdraws from the appeal process then the ACCIT will report the student to Department of Education and Training via PRISMS as required by the ESOS act. The suspension or cancelling of the student's enrolment will not take effect until the

appeal process is completed unless there are extenuating circumstances relating the student's welfare;

- Students can access the internal or external appeal process as per ACCIT's policy;
- ACCIT does not have to wait for the outcome of an external appeal before notifying Department of Education and Training through PRISMS of the change to the student's enrolment status.
- If the student accesses the ACCIT's complaints and appeal process the suspension or cancellation of the enrolment will not take place until the process is completed unless there are extenuating circumstances relating the student's welfare.
- Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation.
- If students have taken unauthorised leave then they will be recorded as absent and reported to DHA if their attendance falls below the ACCIT requirements.

Expenses

Enrolment, accommodation placement and airport pick up expenses are not refundable.

If you withdraw from the course you must make an application for a refund of tuition fees in writing. Your application must include copies of:

- Confirmation of Enrolment for Overseas Students;
- Receipt of tuition fees;
- Certified copies of any other supporting documents; and
- Reason for withdrawal from the course.

Enrolment Procedure

You may apply to ACCIT directly or through an ACCIT representative in your home country. Early application and payment will secure a place in your course and allow sufficient time to obtain a student visa. There is a nominal application fee and ACCIT will aim to respond to your application soon.

If your application is successful we will send you a Letter of Offer which will provide the offer number, explain the course you have been accepted into, the fees that are payable including Overseas Student Health Cover (OSHC), your student ID (student identification number), refund policy and course start date.

Enrolment Form

It is compulsory for students to fill up the Enrolment Form to maintain their enrollment with ACCIT at the start of each term.

Application Procedure

- Complete ACCIT application form. Student must sign the application form – unsigned applications will not be processed.
- Send the application form to ACCIT along with certified copies of academic transcripts (original language version and English translation if applicable) from Senior High School and any subsequent study. Additional proof of English proficiency (IELTS, TOEFL) may also be required. Documents may be certified by:
 - Authorised ACCIT agent (each page marked with the agent's company stamp, name and signature);
 - Justice of the Peace or Public Notary;
 - Institution issuing the academic transcript; or
 - Australian High Commission.
- Applications may be sent by Post to ACCIT address at Sydney directly or via ACCIT Agents.

Original copies of the faxed/mailed applications along with all of the certified documents must also be posted to ACCIT for the records of ACCIT.

- Offer letter from ACCIT will be sent by post and/or fax. Any conditions of the offer will be clearly shown. An acceptance form will also be sent. The student ID shown on the offer letter should be quoted on all future correspondence with ACCIT.
- Return the following:
 - ACCIT acceptance form
 - A bank demand draft payable at Sydney or valid proof of payment if funds are sent by telegraphic transfer towards tuition fees and other charges as indicated on the ACCIT offer letter
 - any additional documents as required by the conditions of the offer

Please send a copy of the bank receipt for any Telegraphic transfer payments made to the ACCIT account as proof of payment.

ACCIT requires the original bank deposit slip for any direct deposit payments made into the ACCIT account

- For International Students, COEs issued by ACCIT and sent to the student/agent. You will receive a Confirmation of Enrolment (COE) for each course that you select at the top of the acceptance form. No COEs will be issued if there are conditions on the offer letter that have not been met.
- Any Change of Course, Change of course commencement date and Deferral of the course incurs a \$150 administration charge subject to approval (for student applying from overseas the first request for course commencement date change is free) and RPL incurs a \$50 compulsory administration charge (in addition to \$125/unit, if approved)
- Receipt for tuition payment and orientation information sent. Each student has a specific orientation date and time.
- Attend Orientation Day for information sessions and enrolment
- You are now an ACCIT student!

If possible, you should arrive at least a week prior to the course commencement date in order to adequately settle into your accommodation, and to familiarise yourself with the local surroundings.

Applying for a Student Visa

Prospective international students intending to study in Australia must obtain a student visa from an Australian Diplomatic Mission in their home country before embarking for Australia. There are regulations that must be met before a student visa is issued and these vary from country to country. Information about visa regulations is available on the DHA website www.homeaffairs.gov.au.

The main requirements for a visa application are:

- A Letter of Offer from ACCIT;
- An Electronic Confirmation of Enrolment (eCoE) form from ACCIT after the respective fees and charges has been paid;
- A medical check-up as required by regulation;
- Proof of financial support as required by regulation;

- Citizens of certain countries may need to obtain a Pre-Visa Assessment from the Australian Diplomatic Mission before making any payment to ACCIT; and
- Visa Duration - Course Duration.

Your student visa will be issued for the duration of the ACCIT course as stated in the eCoE form that you will receive from ACCIT.

Keeping your Visa

All international students must comply with current visa conditions and regulations determined by the Department of Home Affairs (DHA).\

Conditions Include:

- Study full-time while in Australia;
- Satisfy course requirements – must achieve a minimum of 65% competency in any compulsory study period of a course;
- Maintain a valid enrolment at ACCIT;
- Students are required to advise ACCIT of any changes to their Australian address within seven days;
- Have sufficient funds to cover course fees and living expenses while in Australia;
- Not work for more than 20 hours a week during semester;
- Maintain Overseas Student Health Cover;
- Students cannot change education provider for the duration of their course or for the first 6 months (of the principal course) without submitting an application to DHA and obtaining a release from their current institution;
- Students must inform DHA if they change their student status;
- Students must inform DHA if they withdraw from the course that they are enrolled in; and
- Students must extend their student visa before it expires.

Visa Renewals

To renew a student visa, students must present specific documents to DHA. A checklist and the required forms are available through the DHA website.

Dependants

It is important for all prospective international students to understand that any school age dependants who come to Australia with them will be required to pay full fees if enrolled in a government or non-government school.

Work Opportunities

International students who are currently enrolled and attending classes may apply for a work visa and if granted can work up to 20 hours per week while studying and full-time during the semester breaks. It is not possible for the income from your part-time work to cover your study and living costs.

Before lodging your enrolment application you should consider whether you would have enough money to cover:

- Living expenses;
- Air fares;
- Course tuition fees;
- Overseas student health cover (OSHC)
- And all general expenses including for books and others during your stay in Australia.

The expected living costs is approximately AUD \$20,290 per annum if you are single; an additional 35% per annum if you have a spouse; and a further 20% per annum for each child (plus AUD 8,000 per annum per child for the cost of schooling).

Cost of Living in Sydney

Living Costs

An international single student living in Sydney requires approximately AU\$20,290 for living expenses each year (Australian Education International) Note: This figure does not include tuition fees.

Remember that your cost of living in Sydney will vary according to your lifestyle. For example, eating out at restaurants all the time will increase your living costs a lot, as will driving a car (you will have to pay for petrol, registration, maintenance and insurance, as well as the car itself). However, there are many ways to save money in Sydney, and still be able to make the most of your time living there.

Housing

One of the most important decisions to make is where to live. The cost of housing varies according to the type of accommodation and location you want. We suggest you visit our accommodation section to learn more about the options we offer.

It is also important to consider the cost of electricity, gas and water. Some accommodation options include these expenses in the monthly rent. Generally, when you live in an apartment, you only pay for gas and electricity. In a house, you will pay for water as well.

Internet

There are several options for internet users living in Sydney. You can choose between dial-up or broadband service, and high or low usage. It is important to check if your broadband service is on a fix plan or not.

You can also use the computer labs or wireless internet areas on campus for free.

Health Cover

Overseas Student Health Cover (OSHC) is a requirement of entry into Australia for all international students and accompanying dependants. This means that you **MUST** have your OSHC for the full duration of your stay in Australia.

Students are free to choose their own health cover provider.

Public Transport

The cost of public transport depends on how far away you live from ACCIT and how often you use it. The average cost per week on public transport is \$25 - \$50. We recommend considering this cost when you decided where to live.

Course Related Expenses

You need to consider that during the duration of your program you will need additional expenses like stationary, photocopies purchase a computer, textbooks, newspapers and paying library fines

Other Expenses

Every now and then you will incur other expenses like haircuts, postal charges and gifts.

Shopping

There is a wide range of shopping facilities in Sydney that offer a large variety of goods at a range of prices. Prices are often competitive, and it can pay you to shop around to find the 'best buys'. Senior students often have the best advice on where to find the best bargains!

Supermarkets stock a good variety of variety of foods and other items at competitive prices, but not necessarily the cheapest. Fruit and vegetables are a lot cheaper when in season and it is often cheaper to purchase goods in larger quantities. Most supermarkets carry their own 'home brands' which are always cheaper.

Activities in Sydney Sporting activities

Volleyball at Manly Beach, skiing at Thredbo and baseball at Centennial Park will keep you fit as well as show off some of the beautiful destinations in and around Sydney.

You'll also have the opportunity to compete in a variety of sporting events.

Social and Cultural Activities

There is a full activities and events calendar organized so you'll always have something to do. You could be camping one day or skiing the next!

Special celebratory and cultural days are also celebrated such as End of Year Formals, Music concerts, Chinese New Year celebrations, fundraising events and Harmony Day.

Getting out and about Public Transport

You can get around Sydney by bus, train or ferry. Overall, these services are regular and very reliable.

All information relating to transport around Sydney can be found through the Transport Infoline website.

Use the handy Trip planner to plan your trip using any mode of transportation. The website also contains links to attractions with relating transport information, and useful information around major events.

You can also call the Transport Infoline for help and information on 131 500, they will also take any feedback or comments relating to the transport system in Sydney.

Public Transport in Other States

Public transport is slightly different in every city as each State Government operates the system. Buses, trains and ferries operate in most Australian cities and run on a strict timetable.

Taxis

Taxis are relatively expensive in Australia. Higher rates apply in the evenings, weekend and public holidays. All taxis in Australia must use the fare meter by law. The flag fall (starting charge) is approximately A\$3.40.

Cars

Australians drive on the left-hand side of the road. The maximum speed limit is between 100 and 110 km/h (62 - 68 mph) outside cities, and 60 km/h (35 mph) in urban areas.

Australia is notorious for its speeding fines, so make sure you keep to the speed limit - although if you really want to let rip you should visit the Northern Territory, where some highways have no speed limit at all!

Seat belts must be worn by drivers and all passengers at all times. The minimum age for driving varies from state to state - make sure you check - but is generally 16 or 17. Car rental companies may require you to be older (21).

Australian driver licenses are administered at state/territory level, and regulations vary as a result.

If you hold a license to drive a car in your home country and would like to drive in Australia, you will need to get a state license.

You may need to do a practical test unless:

- you have a New Zealand license; or
- you hold a current overseas license and have previously held an Australian license - the exact regulations in this area can be complex and vary from state to state

- you hold a current license issued by an overseas country - including most of the European Union nations, Canada, the USA and Japan - whose licensing system is recognized as similar to Australia's.

ACCIT acknowledges and respects the privacy of individuals. We are required under the Privacy Act 1988 (Commonwealth) to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals. This document provides general information about our information handling practices.

Collection of Personal Information

ACCIT only collects personal information for the purposes of processing applications to enrol in our courses, and providing other services necessary to our business, or if there is a legal requirement to do so.

ACCIT only collects personal information by lawful and fair means not in an unreasonably intrusive way. ACCIT only collects sensitive information (such as ethnicity, health) in order to provide services necessary to our business. ACCIT will only collect sensitive information if it is necessary for us to be able to provide our services to you, and only then with your express consent.

Use of Personal Information

ACCIT only use personal information for the primary purpose for which it is collected which is to provide education services. Internally, ACCIT have controls and procedures in place to ensure that the personal information that is collected remains confidential to those staff who may need to access the information for business purposes. All of ACCIT staff are trained in privacy and are bound by duties of confidentiality.

Disclosure of Personal Information

ACCIT will not sell or trade in personal information or allow third parties to use that personal information for their own purposes.

The information that is collected may be disclosed to your agent where applicable to enable us to provide our services to you.

An exception to this is where we may be required by law to disclose certain information.

Security of Personal Information

ACCIT will take reasonable steps to ensure that all information that are collected, used or disclosed is accurate, complete, up-to-date and stored in a secure environment accessed only by authorised persons. ACCIT aims to achieve best industry practice in the security of personal information which we hold.

It is ACCIT policy to destroy personal information once there is no longer a legal or business need for us to retain it.

The Privacy Amendment (Private Sector) Act 2000 regulates the way that private sector organisations can collect, use, keep and disclose personal information. It gives individuals the right to know what information an organisation holds about them and a right to correct that information if it is wrong.

Following is the information that the Privacy Act requires us to communicate to all of our clients.

Your Personal Information

ACCIT keeps personal information on each student including:

- Name, address, date of birth, country of residence, agents details, allergies and illnesses;
- Application form and letter of offer;
- Passport, Visa and Medibank numbers;
- Employment history (if provided by the student);
- Academic qualifications and details of Recognition of Prior Learning (RPL);
- IELTS and TOEFL scores;
- Course and unit enrolments and marks and grades achieved;
- Financial details;
- Attendance records including medical certificates supplied to support absences; and
- Any other correspondence between ACCIT and the student.

How ACCIT collects personal information

- Directly from the student or from their agent;
- The student accessing a secure site on the ACCIT portal to update personal information;
- From Australian Government Departments; and

- Directly from staff members.

How ACCIT uses your personal information

Students:

- Correspondence;
- Assessing applications to study at ACCIT;
- To assist students in emergency situations;
- Conferring Awards for study;
- Meeting Australian Government legislative requirements eg. Reporting on student attendance and academic progress; and
- Releasing academic records to other academic institutions to which students may choose to apply.

Help ACCIT to ensure we hold accurate information

ACCIT takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However the accuracy of the information depends on you advising us if there are any errors in your personal information and keeping us up-to-date with any changes such as address and telephone numbers. Student visa condition 8533 requires student visa holders to notify their education providers of any change to their residential address within seven (7) days.

You can access your personal information

All students can access their personal and academic information held by ACCIT. Most of your personal and academic information can be accessed via the Student Services Officer. After an Administration/Appointment Request form is completed an appointment will be arranged for you to meet with the Student Services Officer or PEO to view your records. During this meeting you will be shown your total student file and all notes ACCIT has on file about you. We will also answer any questions you may have.

Access, correction and concerns

ACCIT will provide access to personal information upon request by an individual, unless a request is unreasonable and the National Privacy Principles would permit ACCIT to decline that access (for instance, where granting access would infringe another person's privacy, or where the request for access is frivolous or vexatious).

If you believe that the information ACCIT holds about you is incorrect, or if you have concerns about how ACCIT is handling your personal information, or you want to organise access to the information ACCIT holds about you, please contact the Registrar.

ACCIT Code of Practice aims to clarify for all staff the conduct expected in the performance of their duties and to provide a guide for solving ethical issues. Any doubts regarding the application of the code or the appropriate course of action to be adopted, should be discussed with an appropriate senior staff member.

Provision of Education and Training Services

- ACCIT will adopt policies and management practices which maintain high professional standards in the delivery of education and training services, and which safeguard the educational interests and welfare of all students.
- ACCIT will maintain a learning environment that is conducive to the success of international and local students. ACCIT will have the capacity to deliver the nominated course(s), provide adequate facilities and use methods and materials appropriate to the learning needs of the students.
- ACCIT as a provider of courses to international students in Australia will obtain registration of its courses on State and National registers and will monitor and assess the performance, course attendance and progress of students.
- ACCIT will ensure that staff involved with international students are not only suitably qualified but also sensitive to the culture(s) of the students being taught and will provide for training of such staff as appropriate.
- ACCIT abides by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students – The National Code.

Marketing of Education and Training Services

- ACCIT will market its educational product with integrity and accuracy, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian international education and training. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

- ACCIT will market its services consistently with the educational, cultural and regulatory systems of countries in which it seeks to market and will not detract from the reputation of other Australian institutions.
- ACCIT will be responsible under this code for the authorised actions of its appointed agents in relation to the marketing of services to, and the application processes for, international students and will make every reasonable effort to ensure that at all times these agents act in the best interests of the applicant and the provider.

Providers' Financial Standards

- ACCIT will safeguard funds paid by local and international students.
- If ACCIT is unable to deliver agreed services it will make a refund to the student in accordance with relevant Commonwealth and/or State and Territory legislation.
- ACCIT will properly document the contractual and financial relationship between the student and ACCIT and will make available to the student copies of this documentation.

Student Information

- ACCIT will supply accurate and current information to enable a person unfamiliar with Australia's education and training system and living conditions to make an informed decision about the appropriateness of the provider and its courses to the student's educational needs.
- ACCIT will supply accurate and current information to students and prospective students on all relevant matters. This will include but not be limited to detailed and realistic estimates of costs for students and for accompanying dependants of tuition, accommodation and living expenses; admission procedures and criteria; conditions of acceptance; English language proficiency requirements; academic program, recognition given to qualification(s) offered; withdrawal arrangements; termination of tuition; refund entitlements; including instances where the provider defaults; details of facilities and equipment, living conditions and staffing; accommodation availability on and off campus; internal and external grievance procedures; and non-academic student support services of special relevance to international students.
- ACCIT will regularly review all information provided to students to ensure its accuracy and relevance.

Student Recruitment and Placement

- Recruitment of international and local students will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualifications, proficiencies and aspirations of the applicant are matched by the educational opportunity offered. Proficiency in English will be specifically assessed. ACCIT will ensure that the assessment of the educational background of intending students is undertaken by suitably qualified staff and agents and provide for the additional training of such staff and agents, as appropriate.
- Offers of course placements will include requirements for English language. Upon commencement of the course if the trainer finds that a student has difficulty understanding English, he/she must agree to undertake a four (4) week (or as determined by the Academic Manager) ELICOS course at an additional cost to be paid by he/she. This requirement must be undertaken prior to continuation of your selected course.
- ACCIT will inform prospective students of the relevant Acts and regulations governing international student entry to and stay in Australia. ACCIT will also inform prospective and enrolled student of any changes to student visa conditions, as advised by the Department of Home Affairs (DHA) or its equivalent. This information shall include visa conditions, work rights, course requirements (including enrolment in a full time course of study, attendance and academic progression matters), the requirements to maintain current international student health cover, and DHA's requirements for certain course changes.
- ACCIT will notify the relevant Commonwealth authority if an international student is no longer participating in the course for which they were enrolled.
- ACCIT will ensure that the practices employed in the recruitment and placement of international students complies with all relevant legislation.

Student Support Services

- ACCIT will be sensitive to cross-cultural issues and will facilitate the provision of support services to international students. These services will include adequate orientation, information and advice on accommodation prior to course commencement, and concurrent assistance such as counselling, bridging courses and welfare facilities. Some of the support services are
 - a. Personal Counselling and general counselling;
 - b. Learning and academic support service;
 - c. Emergency contact details;
 - i. Police, Fire and Medical 000;

- ii. ACCIT number 02 92613009;
 - iii. Registrar Timothy 0423077455.
- d. The facilities and resources available for students are
- i. Wireless internet;
 - ii. Computer Lab;
 - iii. Printing facilities;
 - iv. Common Room;
 - v. Town Hall Library and State Library (About 5 minutes walking distance);
 - vi. Reference Books for subjects taught can be borrowed from resource centre. Textbooks can be purchased or leased from ACCIT.
- e. A student's appeal and grievances process is in place. If a student needs legal service, the Registrar will direct you to one.

All student information will be kept confidential according to Australian Privacy Act. All welfare related student services will be provided at no cost.

Note: ACCIT will ensure that students have access to a fair and equitable process for dealing with grievances.

Staff

- ACCIT staff is expected to perform their duties with efficiency, fairness, impartiality, integrity, honesty and compassion.
- ACCIT staff is expected to exercise a duty of care to observe standards of equity and justice in dealing with members of the ACCIT community and to protect the reputation of the ACCIT in the wider community. Staff should:
 - Treat students and other staff with respect;
 - Not allow personal relationships to affect professional relationships;
 - Respect individuals' rights to privacy and undertake to keep personal information in confidence;
 - Refrain from all forms of harassment;
 - Refrain from acting in any way that would harm the reputation or career of other staff or students;

- Report to a senior staff member any behaviour by another staff member who is in breach of this code or involved in suspected fraud, corrupt, criminal or unethical conduct;
- Give due credit to the contributions of other members of staff or students;
- Refrain from representing themselves as spoke-persons of the institute unless authorised to do so;
- Avoid improper use of resources of the institute for private gain or the gain of a third party; and
- When faced with a difficulty in having to implement a policy that is in conflict or at variance with the staff member's own view, staff should discuss the matter with an appropriate member of staff to resolve the issue.

Sanctions

- ACCIT is aware that if it does not meet the obligations of this Code or relevant regulatory requirements it may have its approval to offer courses to international students and its registration as an approved provider withdrawn.
- ACCIT staff should be familiar with the responsibilities that are part of their employment and be aware that sanctions will be applied if these provisions are breached. These sanctions vary from counselling, to suspension, laying criminal charges or taking civil action.

The Code of Practice

The Code of Practice detailed below is included in the Assessment Guidelines of the Training and Assessment TAE training package to support professionally responsible and ethical assessment practice and to guide assessors in the responsibilities of their work.

The code reinforces the performance outcomes of the Training and Assessment Training Package (TAE 10) assessment units.

The differing needs and requirements of the candidates, the local enterprise/s and/or industry are identified and handled with sensitivity;

- Potential forms of conflict of interest in the assessment process and/or outcomes are identified, and appropriate referrals are made, if necessary;
- All forms of harassment are avoided throughout the assessment process and in the review and reporting of assessment outcomes;
- The rights of candidates are protected during and after the assessment process;
- Candidates are made aware of their rights and processes of appeal;

- Personal or interpersonal factors that are irrelevant to the assessment of competence must not influence the assessment outcomes;
- Evidence is verified against the rules of evidence;
- Assessment decisions are based on available evidence that can be produced and verified by another assessor;
- Assessments are conducted within the boundaries of the assessment system policies and procedures;
- Formal agreement is obtained from candidates and the assessor that the assessment was carried out in accordance with agreed procedures;
- Assessment systems and tools are consistent with equal opportunity legislation;
- Candidates are informed of all assessment reporting processes prior to the assessment;
- Candidates are informed of all known potential consequences of assessment decisions, prior to the assessment;
- Confidentiality is maintained regarding assessment decisions/outcomes and records of individual assessment outcomes which identify personal details are only released with the written permission of the candidate/s;
- Assessment outcomes are used consistently with the purposes explained to candidates;
- Self-assessments are periodically conducted to ensure current competence against the Training and Assessment Training Package (TAE) competency standards;
- Professional development opportunities are identified and sought;
- Opportunities for networking amongst assessors are created and maintained; and
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment practice and participating in validation.

Recruitment of New Employees

ACCIT's mission is to provide high quality professional education and training services that satisfy the needs and expectations of students for further education and employment. ACCIT's principal purpose is to provide an alternative pathway to enter university studies through a personalised and supportive teaching environment.

ACCIT and its courses are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and on the Provider Registration and International Students Management System (PRISMS) administered by the Commonwealth Department of Education and Training. ACCIT is a Registered Training Organisation (RTO) under the Standards for RTOs 2015 and is registered to deliver training, conduct assessment and issue qualifications.

ACCIT assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS) and TPS (Tuition protection service).

Under special circumstances, students may be granted leave of absence from a course for a maximum duration of six months. The fees paid in advance will be adjusted towards their remainder of the course upon return. If students do not return and enrol by the due date, their enrolment will be cancelled and no refund of tuition fees will be made.

ACCIT will honour the fee stated in a letter of offer provided that the student enrolls by the date specified in the letter of offer. Once a student has commenced a teaching period (being either a course or term), the fee will remain the same for the minimum teaching period specified in the letter of offer. Students on leave approved by ACCIT will continue to be charged the fee stated in the original letter of offer on return to study. Students who return to ACCIT after withdrawing from or completing study must pay fees at the then applicable rate. A student who arrives after the commencement of a teaching period or does not complete the period must pay the total fee for the teaching period.

Payment Terms and Debt Collection

Students must pay fees by the date and in the manner specified in the letter of offer or invoice. Students will be referred to the nominated Debt Collection Agency for further action if they failed to pay the ACCIT fees and charges as and when they fall due.

Method of Payment

Instructions on payment of fees are provided in the student's letter of offer or invoice. Students can pay the fees either by cash, by cheque in Australian Dollars (made payable to 'ACCIT'), debit/credit card (additional surcharge of \$ 0.50 for debit card, 2.5% for Master Card and Visa card and 3% for American Express card applicable) or by electronic transfer to the ACCIT College bank account which is provided in the offer letter.

Bank Fees & Dishonoured Cheques

Bank fees are the responsibility of, and must be paid by, the student. A student who pays with a cheque that is subsequently dishonoured must pay ACCIT an administration fee of \$45 in addition to all bank fees.

Late Payment

A student who has not paid the teaching period fee by the commencement of the period or the date specified in the letter of offer or invoice (whichever is the later) will be charged a late fee of up to \$600.

Other Potential Fees			
Administration Fees		Administration Fees	
Ombudsman External Complaint Resolution Fee	No Charge	Repeating entire module	\$200/UOC
Administration fee for reassessment (per unit)	\$200	Replacement Certificate	\$100
Airport Transfer Fee (One Way)	\$120	Replacement Student ID Card	\$15
IELTS Refresher test (Provided by ELC)	\$40	RPL Application Fee	\$50
Overdue Fees 14 days overdue	\$200	RPL Assessment Fee per UOC	\$120
Overdue Fees 28 days overdue	\$600	Textbooks – Borrow	Free
Re issue of documents	\$50	Use of Photocopier or Printer	Buy credits
Re-enrolment Fee	\$500	Variation to Fee Payment Contract	\$25
Course holding Fee	\$500	Welfare Service - ACCIT Referral Service	No Charge
CoE Changes***	\$150	Welfare Service - ACCIT Representative	No Charge
		Welfare Service - External Professional Fees	\$40 +

** For the latest price please refer to their respective website. (Link Below)

<http://www.overseasstudenthealth.com/>

*** Change of Course, Change of Commencement date and Deferral of the Course