



AUSTRALIAN
PACIFIC COLLEGE

VOCATIONAL SCHOOL STUDENT ORIENTATION HANDBOOK

Welcome to Australian Pacific College

This orientation handbook should be your guide as a vocational student at APC. You should be aware of what is expected of you and what your options are. We hope the handbook will be useful to you. If you have any queries please don't hesitate to check our policies on our website, email us, or call us. Information about how to contact us is provided to you in the handbook. Please take the time to read this copy of our current student handbook and familiarise yourself with the student rules

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TABLE OF CONTENTS

Table of Contents	1
Welcome to all students	2
Campus locations and contact details	3
What policies should I be aware of?	4
Student code of conduct	4
Course Progress and Attendance	11
Intervention strategy Policy	12
Student Transfer request	13
Deferment, Suspension and Cancellation of Study	14
Complaints & Appeals	15
Recognition of Prior Learning (RPL)/Credit Transfer	16
Student Assessment Policy	16
Academic Support Material Portal (ASM): Google Classroom	19
Holiday Intervention Program (HIP)	20
Achievement of a Qualification	20
Class Times/Timetable	21
Records management	22
Student Administration information	22
Student support care	23
Facilities	26
Health and safety	28
Overseas Student Health Care Cover (OSHC)	29
24 Hour Assistance Line	30
Legal Services	29
Living in Australia and studying as an International Student	30
Legislation	33
Important information and emergency contacts	34

WELCOME TO ALL STUDENTS

Welcome to Australian Pacific College. We're glad to have you with us, and hope your time here is rewarding and enjoyable. I hope your studies prove to be interesting and varied and that we can provide you with both the knowledge and skills you require for your future.

Though all our courses of study are conducted in English, we very much appreciate the international composition of our student body and the individual countries from which our students come.

If we can be of help to you in any way, please speak to us between your class times, or make an appointment to see us in your free time. We'll be glad to assist you in whatever way we can.

Please take a few minutes to read through this material carefully, especially the information regarding course progress and attendance.

We would like to wish you well during your time at Australian Pacific College.

Regards,

Sharon Luhr
Principal Academic Director (National)

and

Youngeun Song
Student Experience Director (National)
QLD Campus Director

and

Carolin Long
NSW Campus Director

and

Robbie Keswick
Sydney Campus Manager

and

Livia Cruz
Brisbane Campus Manager

and

Marta Setkowicz
Melbourne Campus Manager

and

Rachel Hawkins
Gold Coast Campus Coordinator and Assistant Academic Manager

CAMPUS LOCATIONS AND CONTACT DETAILS

APC has several campuses in and around the Sydney metropolitan area, one in the Brisbane CBD, one on the Gold Coast CBD and two in the Melbourne CBD. There are student common areas on each of our campuses for you to use. Please ask Reception or Student Care where these are. The address and contact details for our campuses are as follows:

NSW campuses			
Campus	Location and contact details	Campus Operating hours	Administration Office Hours
Kent St (Head office) Sydney	Lower Ground & Ground Floor, 189 Kent St, Sydney NSW 2000 Telephone: (61 2) 9251 7000 Email: info@apc.edu.au	7:30am – 10pm (Monday-Friday) 7:30am – 5pm (Saturday-Sunday during term)	Student Care 8:30am – 6pm (Monday-Friday) 9am - 1pm (Saturdays during term) Reception: 8:30am-5pm (Monday-Friday)
Clarence St, Sydney	Level 3, 123 Clarence St, Sydney NSW 2000 Telephone: (61 2) 9262 3222 Email: receptionclarence@apc.edu.au	7:30am – 10pm (Monday-Friday)	Reception: 9am-5:30pm* *8:30am - 5pm during term break
York St, Sydney	Level 5, 37 York St, Sydney NSW 2000 Telephone: (61 2) 9279 2122 Email: receptionyork@apc.edu.au	7:30am – 10pm (Monday-Friday) 7:30am – 5pm (Saturday-Sunday)	Reception: 8:30am-6:30pm^ ^5pm during term break
Pitt St, Sydney	Level 1 and 2, 363 Pitt St, Sydney NSW 2000 Telephone: (61 2) 9003 0520 Email: receptionpitt@apc.edu.au	7:30am – 10pm (Monday-Friday)	Reception: 8:30am-6:30pm^ ^5pm during term break
Hickson Rd Sydney	5/18 Hickson Rd, Dawes Point NSW 2000 Telephone: (61 2) 9003 0520 Email: receptionhickson@apc.edu.au	8.30am - 5:30pm (Monday-Friday)	Reception: 8:30am-5:30pm^ ^5pm during term break
Manly Beach	Lot 98, 48-52 Sydney Rd, Manly NSW 2095 Telephone: (61 2) 9976 2122 Email: receptionmanly@apc.edu.au	7:30am - 9:30pm (Monday-Friday)	Reception: 8:30am-6pm^ ^5pm during term break
Bondi Junction	Ground Floor 100 Ebley St, Bondi Junction NSW 2022 Telephone: (61 2) 9389 9755 Email: receptionbondi@apc.edu.au	7:30am – 10pm (Monday-Friday)	Reception: 8:30am-6pm^ ^5pm during term break
QLD Campuses			

Campus	Location and contact details	Campus Operating hours	Administration Office Hours
Brisbane	Level 13, 138 Albert St, Brisbane QLD 4000 Telephone: (61 7) 3003 0088 Email: brisbane@apc.edu.au	8am – 10pm (Monday-Friday)	Student Care: 8.00am - 6pm
Gold Coast	Level 3, 9 Beach Road, Surfers Paradise QLD 4217 Telephone: (61 7) 3003 0088 Email: goldcoast@apc.edu.au	8am - 5pm (Monday - Friday)	Student Care: 8.00pm^ - 5pm ^8.30am during term break
VIC Campuses			
Campus	Location and contact details	Campus Operating hours	Administration Office Hours
Lonsdale St, Melbourne	Level 4, 398 Lonsdale St, Melbourne VIC 3000 Telephone: (61 3) 8689 5500 Email: receptionmelbourne@apc.edu.au	8:30am – 9:30pm (Monday-Friday) 8:30am – 3:30pm (Saturdays during term)	Student Care: 8.30am - 8:30pm (Monday - Friday)
Queen St, Melbourne	Level 9, 221 Queen St, Melbourne VIC 3000 Telephone: (61 3) 8689 5500 Email: receptionmelbourne@apc.edu.au	8:30 am - 8:30 pm (Monday - Thursday during term) 8:30 am - 6:00 pm (Friday during term)	Student Care: 8:30 am - 6:00 pm (Monday - Friday during term)

WHAT POLICIES SHOULD I BE AWARE OF?

If you are an International Student of Australian Pacific College you must be aware of the policies below. Extracts from the full policy are in this handbook but, you must refer to the complete policy for more information at the college website <http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies>

- Access and equity policy
- Accommodation & Welfare policy
- Assurance and payment of fees
- Deferral, suspension and cancellation policy
- Student complaints and appeals policy
- Course progress and Intervention Strategy policy
- Attendance policy
- Critical incident policy & plan
- Critical incident flowchart
- Harassment, Victimization and Bullying Policy
- Student-transfer request policy
- Privacy information
- Recognition of prior learning (RPL)/Credit transfer
- Refund policy
- Student code of conduct
- Student Assessment policy

- ESOS Framework:
<https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

STUDENT CODE OF CONDUCT

Australian Pacific College (“the College”) is committed to the pursuit of excellence in learning, teaching and research, and to community engagement. This Code sets out the College’s expectations of students with respect to their academic and personal conduct and outlines the College’s responsibilities to students.

This Code extends the **three primary obligations** which are stated in the Student Conduct Policy:

1. An obligation to act with integrity in academic work, to ensure that all academic work is conducted ethically and safely
2. An obligation to observe standards of equity and respect in dealing with every member of the College community
3. An obligation to use and care for College resources in a lawful and appropriate manner, and to not diminish the College’s reputation in the carrying out of academic and other associated College activities.

The Code applies to:

- all students. Under certain circumstances it may also apply to a previously enrolled student.
- all activities on College premises and all external activities related to study
- conduct in online examinations and online academic work
- students representing the College (such as at sporting and cultural activities)

PART A: STUDENT OBLIGATIONS

Students have an obligation to familiarise themselves with the College’s rules and policies affecting them.

Students must ensure their contact details are up-to-date and that they read all emails and SMS messages sent by the College.

Students must identify themselves truthfully when required to do so by a College staff member and produce their student card on request to a College staff member fulfilling the requirements of their duties.

Students’ Expectations and Obligations are summarised in Table 1.

Integrity in academic work

Students are expected to:

- conduct themselves honestly and in compliance with college expectations;
- not engage in plagiarism or other academic misconduct;
- conduct themselves in a manner conducive to the proper functioning of the college, which is dedicated to the pursuit of academic excellence;
- actively participate in the learning process;
- attend scheduled course teaching activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise;
- behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student;
- ensure the proper use of copyright material;
- not behave in any way which impairs the reasonable freedom of other persons to pursue their studies or to participate in the life of the College.

Equity and respect

Students are expected to:

- treat all College staff, other students, and visitors to the College with courtesy, tolerance and respect. This extends to teaching staff in venues off-campus and online, and supervisors and others involved in workplace or clinical placements, fieldwork or other practicum;

- respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment;
- respect the rights of others to express political and religious views and not engage in behaviour that is obscene, dangerous or could reasonably be considered to be offensive to others;
- not engage in behaviour that is unlawful, discriminatory, harassing, or bullying;
- not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being;
- not behave in a way that disrupts or interferes with any teaching or academic activity of the College authorised to be held on a campus of the College.

College resources and reputation

Students are expected to:

- use and care for all College resources in a lawful and ethical manner, mindful of the need for resources to be shared by all members of the College community;
- ensure their actions or inactions as a student do not harm, or bring into disrepute, the College's reputation or good standing;
- not engage in behaviour that is detrimental to College property;
- not participate in any learning activity, such as, tutorials, laboratory class, while under the influence of alcohol or other drugs;
- not use, possess or supply any prohibited drug, substance or weapon on campus;
- not misuse library, computing or communications facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others;
- not use the college's name, reputation or logo for private gain or the gain of a third party, or private business or commercial purposes, without prior permission;
- not use College resources for private gain or the gain of a third party, or private business or commercial purposes, without prior permission;
- not engage in any fraudulent or corrupt conduct (for information about what constitutes fraud and corruption).

PART B: COLLEGE RESPONSIBILITIES

Learning, teaching and research

The College has responsibilities to ensure that students:

- study in an academic environment which fosters student participation in rational debate and in which students can freely express alternative points of view;
- are considered for selection into courses or programs on the basis of criteria that are valid, explicit, fair and reliable;
- enrol in courses and programs of study that are of high standard, satisfy relevant professional requirements, are up-to-date and based on research, study and discourse in the discipline;
- have reasonable access to appropriately qualified academic staff and academic and learning support services;
- have reasonable access to materials, equipment and other resources to enable completion of academic courses;
- receive timely, complete, clear and accurate information in relation to the content, objectives, cost and assessment tasks of courses; timely and appropriate feedback on assessment tasks; timely and appropriate information in relation to administrative procedures that apply to them;
- can provide feedback on the teaching, learning and research environment;
- study and work in a safe, harmonious, tolerant and productive academic environment.

The College experience

The College has responsibilities to ensure that students:

- are treated with courtesy, tolerance and respect as valued members of the College community;
- are treated fairly, impartially and consistently in all aspects of College policy, procedures and practice;
- are treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment;
- have reasonable access to support services if experiencing personal, academic or disability related difficulties;

- have reasonable access to records held about them;
- receive respect and protection of their privacy;
- can complain about an academic or administrative decision that affects them if there are grounds for believing that the decision may have been made on inappropriate criteria;
- can lodge a complaint or appeal without fear of victimisation and with assurance that the matter will be treated seriously, expeditiously and sensitively having due regard to procedural fairness and confidentiality.

PART C: STUDENT MISCONDUCT

There may be occasions when a student's conduct is a cause of concern in relation to the safety of that student, staff or other students. Such concerns should be referred to Student Care who will arrange for assistance to be provided to the student concerned if considered warranted and in the best interests of the student.

Procedural Fairness

The College is committed to the principles of procedural fairness and natural justice. This includes:

- the presumption of innocence unless guilt is freely admitted or proved by clear and convincing evidence,
- the right to be heard,
- the right to be treated without bias,
- the right to be informed of allegations being made and to be provided with an opportunity to respond to these,
- the right to be given reasons for any decision.

A student shall be given an opportunity to correct information and explain mitigating circumstances. No member of staff can make a determination on a misconduct matter if he or she has had prior involvement in any aspect of the allegation.

Students are entitled to due notice of any allegations of student misconduct made against them. Allegations may be amended at any time before their determination, provided the student has received notice.

Knowledge that a student has been found guilty of a past misconduct offence shall not be taken into consideration when determining guilt relating to the current allegation, but may be taken into account when considering the penalty to apply.

The College takes multiple breaches of the Student Code of Conduct seriously. Knowledge that a student has been found guilty of a past misconduct offence (whether or not the same conduct or allegation) will be taken into account when determining the penalty/ies to be imposed.

If multiple allegations of a similar nature come to light at the same time, these can be considered as one allegation if the Campus Director or Manager believes that is appropriate in the circumstances.

The standard of proof used in determining misconduct matters is whether the Campus Director or Manager, after evaluating the evidence presented, believes it is more likely than not that the allegation against the student has been made.

The College is committed to investigating and determining allegations of student misconduct as expeditiously as is practical recognising that a student can be significantly affected by delay in the resolution of the matter. A specified time period may be extended at the discretion of the Campus Director or Manager.

Upon receipt of the written allegation of student misconduct the Campus Director or Manager or their delegate will, in writing, and within ten days:

- (1) notify the student of the allegation;
- (2) give the student a copy of the Student Code of Conduct;
- (3) ask the student to answer the allegations and to provide information in relation to any mitigating circumstances the student wishes to be taken into account if the allegation is admitted;
- (4) give the student a period of not less than seven days in which to respond;
- (5) advise the student that he/she may bring a support person to any interview that may be held.

Where the student admits the allegation the Campus Director or Manager or their delegate may:

- (1) impose no penalty because the Campus Director or Manager believes that no penalty is warranted; or,
- (2) impose one or more of the penalties that the Campus Director or Manager believes is appropriate considering the circumstances. Some of the penalties are set out in Table 2 below; or
- (3) advise the student within 14 days in writing of his/her determination and the reasons for it.

Notification of any adverse determination will include notice of the student's right of appeal.

Where the student denies the allegation the Campus Director or Manager or their delegate may, after investigating the matter in accordance with this policy, take action including:

- (1) determining that the student has satisfactorily addressed the allegation/s and dismiss the allegation/s; or
- (2) advising the student within 14 days in writing of his/her determination and the reasons for it.

Notification of an adverse determination must include notice of the student's right of appeal in accordance with the *Student Complaints and Appeals Policy*.

Where an adverse finding has been made against the student a student has 20 working days to appeal the determination ("Appeal Period"). The 20 working days shall start to count from the date a student is notified of the determination.

If the student does not appeal the determination then any penalty imposed will take effect upon expiry of the Appeal Period and the College shall take whatever action is necessary including reporting the student to the relevant government department via PRISMS if required.

If the student appeals the determination then any penalty will not take effect until all avenues of appeal are exhausted in accordance with the *Student Complaints and Appeals Policy*, and once exhausted the College will take the appropriate action as required by such appeal.

An appeal by the student can be based on one or more of the following:

- lack of procedural fairness in the investigation process conducted by the College;
- that the determination was manifestly unreasonable or cannot be supported having regard to the evidence.

Table 1: Student's Expectations and Responsibilities

Area	My Expectations	My Responsibilities
Environment	<ul style="list-style-type: none"> • I should feel safe • I should feel happy • I should enjoy clean surroundings 	<ul style="list-style-type: none"> • I should consider the safety of others at all times • I should consider the happiness of others at all times • I should put litter in the bin and show consideration for others
Harassment	<ul style="list-style-type: none"> • I should not be bullied at college • I should not be teased at college 	<ul style="list-style-type: none"> • I should not bully others • I should not tease others
Politeness	<ul style="list-style-type: none"> • I expect to be spoken to politely • I expect to be treated fairly • I expect consideration from others 	<ul style="list-style-type: none"> • I should speak to others politely • I should treat others fairly • I should be considerate to others
Respect	<ul style="list-style-type: none"> • I expect my property to be safe • I expect College property not to be vandalised • I expect my beliefs and ideas to be tolerated 	<ul style="list-style-type: none"> • I should not touch the property of others without permission • I should not vandalise College property • I should tolerate the beliefs and ideas of others
Co-operation / obedience	<ul style="list-style-type: none"> • I expect to be able to do my work without interruption 	<ul style="list-style-type: none"> • I should not interrupt others

	<ul style="list-style-type: none"> • I am here to learn and achieve my best • I expect everyone to act responsibly 	<ul style="list-style-type: none"> • I should be prepared for lessons and do my best at all times • I should act in a responsible manner and do as I am told
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Table 2: Penalties for Misconduct.

Possible penalties for the alleged misconduct by a student are set out in the table below. One or more of the possible penalties may be applied depending on the circumstances.

ALLEGED MISCONDUCT	POSSIBLE PENALTIES IF MISCONDUCT IS PROVEN
Misuse of the property of the College alleged failure to treat teaching or other staff and other students with courtesy, tolerance and respect within the College environment	<ul style="list-style-type: none"> • Formal reprimand or formal warning; • Withdrawal of student access to the property of the College for a period not exceeding the remainder of the current semester; • Restitution of damages; • Remedial educative action.
Misuse of College information technology, or computing resources	<ul style="list-style-type: none"> • Formal reprimand or formal warning; • Loss or restriction of access to College IT Facilities; • Remedial educative action.
Plagiarism	<ul style="list-style-type: none"> • Formal reprimand or formal warning; • Reduction in marks for the course; • Failure in the course • Remedial educative action.
Examination misconduct in a formal examination	<ul style="list-style-type: none"> • Formal reprimand or formal warning; • Reduction in marks; • Failure in the course; • Remedial educative action.
Behaviour that is unlawful, discriminatory, sexually inappropriate, bullying, harassing, invades another's privacy or causes any person to fear for their personal safety	<ul style="list-style-type: none"> • Formal reprimand or formal warning; • Suspension or exclusion • Remedial educative action.
Behaviour that is disruptive of any teaching or learning activity, including private study, or any other activity conducted by the College	<ul style="list-style-type: none"> • Formal reprimand or formal warning; • Reduction in marks for the course; • Failure in the course; • Remedial educative action.
Serious misconduct relating to entry into a course or receiving an award the student was not legitimately eligible for, or entitled to.	<ul style="list-style-type: none"> • Revoke an award • Annul grades awarded on an academic statement; • Suspension or exclusion
Any other misconduct not covered elsewhere	<ul style="list-style-type: none"> • Any one or more of the penalties listed above, as appropriate.

Good Manners

Please be polite to trainers and classmates and the other College staff. Swearing and insulting language (including threats, racist language and sexist language) are not welcome at the College. The College employs male and female trainers. Your classmates come from many different parts of the world. We ask that you show respect for all trainers and classmates and all College staff regardless of their age, gender, nationality, religion or the way they look. This helps others to respect you and brings an important dividend - a good reputation for your country!

Noise

It is courteous and considerate not to make excessive noise at the College. Please try to enter and exit the buildings in a quiet and orderly manner.

Lateness

Lateness to class is both annoying and inconvenient. Note that lateness will affect your attendance record. If you are more than fifteen minutes late to class, you will be marked absent for half of that session. Being late for class also means you miss important content for your subject. Please try to be on time for your lectures and tutorials as lateness inconveniences the whole class.

Responsibility for equipment used

Students are responsible for any equipment they use at the College. Any deliberate damage to equipment or property by students may mean they have to pay for the damage. Please notify trainers if any breakage occurs or if any equipment is not in good working order.

Cleanliness and Hygiene

Showering or bathing is expected each morning before coming to class. In Australia, both men and women usually apply a deodorant (antiperspirant) under their arms every day. Brush your teeth morning and evening after meals. Wash your hands before meals and after using the toilet. Wash your clothes regularly and wear clean fresh clothes to College.

Cleanliness and Tidiness

Make sure you don't leave your notes, learning resources, homework, assignments, notebooks or lecture pads behind in the classroom after a class has finished. If you are eating in the classroom during breaks please do not leave litter in the classroom, in or near the lifts or around the entrance to the building. Place ALL RUBBISH in the rubbish bin provided in each classroom or other area.

Speaking in English (English as a second language students)

At the College please speak English as much as possible because it will help you to learn and will also improve your English. Also, please do not speak your own language in class; it is rude to students from other countries. You will get much more English practice if you make friends with students from other countries who are also studying in Australia.

Smoking

No smoking is allowed inside any enclosed public space. This includes all APC buildings, toilets and stairwells. Those who wish to smoke in BREAK TIMES need to go OUTSIDE for this and well away from the building entrances as **some public outdoor spaces are also smoke free (no smoking) areas.**

State	Smoke-free areas	Fines
NSW	<ul style="list-style-type: none">● Within 4 metres of a pedestrian access point to a public building● Within 10 metres of children's play equipment, Swimming pool complexes, Spectator areas of sports grounds or other recreational areas while organised sporting events are being held, Railway platforms, light rail stations and ferry wharves, bus stops, light rail stops and taxi ranks● In a car with a child under 16 years in the car	The council may issue on-the-spot fines if you are caught smoking in a no-smoking area (between \$550 and \$1100)
QLD	<ul style="list-style-type: none">● Pedestrian malls including Queen St, between Edward St and George St● Public transport waiting points● within 5 metres of non-residential building entrances● within 5 metres of children's play equipment, patrolled beaches (between flags), artificial beaches (between sunrise and sunset), commercial outdoor eating and drinking areas, major sport stadiums● In a car with a child under 16 years in the car	The council may issue on-the-spot fines of \$220 to anyone found smoking in a no-smoking area.
VIC	<ul style="list-style-type: none">● Block Place, Howey Place, Equitable Place and The Causeway.● within 4 metres of an entrance to all Victorian childcare centres, kindergartens, preschools and schools, children's indoor play centres, public hospitals, registered community health centres and in all covered areas of train platforms, tram and bus shelters● within 10 metres of children's play equipment	The council may issue on-the-spot fines of more than \$300 to anyone found smoking in a no-smoking area.

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| <ul style="list-style-type: none"> ● In a car with a child under 18 years in the car |
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DISPOSE OF CIGARETTE BUTTS AND OTHER RUBBISH THOUGHTFULLY: DO NOT DROP THEM ON THE GROUND. **Warning:** Smoking is addictive and causes injury to your health.

Fines for littering (throwing rubbish on the ground)

In Australia you will be fined if you are caught throwing rubbish on the ground. Council rangers can impose on the spot fines if they catch you:

- littering of small items such as confectionary wrappers, ATM statements, cigarette packets, bus or train tickets and stubbed out cigarette butts;
- lit cigarette;
- littering any item from a vehicle and for general littering;
- aggravated littering, for example littering of a lit cigarette, a syringe or broken glass bottle that could be dangerous or harmful;
- providing misleading personal information to a Council officer.

Council fines for littering vary across states in Australia. For more information, please access:

NSW: <https://epa.nsw.gov.au/your-environment/litter-and-illegal-dumping>

QLD: <https://qld.gov.au/environment/pollution/management/waste/litter-illegal-dumping/law>

VIC: <https://www.melbourne.vic.gov.au/residents/local-laws-permits/Pages/local-laws-fines.aspx>

Class Rules

1. Students are to be seated and ready to commence classes no later than 5 minutes after scheduled times, i.e. if the class is due to commence at 5.00 pm students should be seated no later than 5.05 pm.
2. The only language to be spoken within the classroom at ANY time is English.
3. Please show respect for your trainers at all times.
4. Please show respect for your fellow students at all times.
5. Discussions between students are not to be conducted whilst the trainer is instructing the class.
6. Please do not eat or drink during lessons.
7. Students leaving class after being marked present and not returning will be marked absent for the class.
8. Please leave the premises in an orderly manner and do not loiter in corridors or at the front of the building(s)
9. ALL mobile phones must be switched off or onto silent while you are attending the vocational school. It is very rude to your fellow students and your trainer to accept calls in class. Many of your fellow students may not say anything, but will still feel that it is rude. If you need to be contacted urgently while you are attending class, you can inform potential callers, prior to class, to leave a message with Reception/Student Care.

NOTE: Student Code of Conduct can also be found on the College website <http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies>

COURSE PROGRESS AND ATTENDANCE

1) Course progress

Under the National Code 2018 standard 8 students are required to maintain a satisfactory academic progress. To maintain your progress you are required to pass at least 50% of your scheduled subjects in any study period.

Course	Study period definition
Certificate II in Business	Two consecutive subjects
All other vocational courses	One Term

If a student fails to maintain satisfactory academic progress in a study period, APC's Intervention Strategy will be initiated (refer to the Course Progress Policy and Intervention Policy on the College website). The student will be notified of the risk of not maintaining satisfactory academic progress and the continuing risk of the College needing to issue an intention to notify the relevant government department for unsatisfactory progress if there is no improvement.

If a student is identified as not making satisfactory course progress in a *second consecutive compulsory study period*, the student will be contacted by the College to notify the student of our intention to report to the relevant government department for unsatisfactory progress.

Students who fail to meet this requirement will be advised that they have 20 working days in which to access the College's internal complaints and appeals process.

Additionally all students must pass all subjects pertaining to their qualification in order to be awarded that qualification.

Students may be eligible to be reassessed and a re-assessment fee will apply in such cases. Please speak to your trainer, Student Care or the course coordinator for more information.

2) Attendance

- Attendance for each scheduled lecture and tutorial is recorded and monitored for academic progress purposes.
- APC expects all students to attend 100% of the scheduled classes for each subject in any study period.
- The College is not required to monitor attendance for visa purposes in its vocational courses

Recording attendance

- If a student is absent from the College because he/she is sick, they should see their doctor or dentist and obtain a medical or dental certificate (letter). The student may have this copied.
- It is **the student's** responsibility to come to class every day and to maintain a satisfactory attendance rate.
- Class rolls are marked using the following codes:
 - P = present for the whole lesson (attendance for the lesson is 100%)
 - P1 = arrived late (attendance for the lesson is 50%)
 - P2 = arrived more than half way through the lesson (attendance for the lesson is 0%)
 - P3 = left class early (attendance for the lesson is 50%)
 - A = absent for the whole lesson (attendance for the lesson is 0%)
 - B = removed from class for behavioural reasons (attendance for the lesson is 50%)

NOTE: Above are extracts from the full policy. You must refer to the complete policy for more information at the college website <http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies>

INTERVENTION STRATEGY POLICY





Australian Pacific College is committed to the delivery of high quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high quality support. Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education Training to Overseas Students 2018 requires providers to monitor overseas students' course progress and have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress requirements. This policy sets out the means by which the College meets that commitment, and ensures that the legislative requirements of the National Code are met.

Should the student be at risk of not maintaining satisfactory academic progress, the student will be notified and advised:

- on the suitability of the course in which the student is enrolled;
- of opportunities for the student to be reassessed for tasks in units or subjects previously failed, or demonstrate the necessary competency in areas in which the student had not been previously able to demonstrate competency; and

- that unsatisfactory course progress in two consecutive study periods for a course could lead to being reported to Department of Home Affairs, depending on the outcome of any appeals process
- that being reported to Department of Home Affairs could affect their visa

Stages of Intervention for Course Progress

Stage	Description	College Action	Student Action
Recording of student results		Results recorded on student management system after each assessment event.	Students may log in and view their results at any time during the term.
Intervention stage 	Student does not pass more than 50% of their subjects in one study period [^]	Letter to activate Intervention Strategy sent by College The letter requests student to attend an Intervention Meeting. Students are given a letter regarding the outcome of their intervention meeting and any conditions attached.	Student Care or Study progress to arrange an Intervention meeting.
Intention to Report Stage 	Students who do not pass more than 50% of subjects in two consecutive study periods [^] are issued with an "Intention to report" letter and given 20 working days to appeal.	Intention to report letter issued. Clock counts down 20 working days for student to lodge an appeal.	Student may see Student Care to lodge an appeal. If appeal is not lodged appeals process continues to reporting stage.
Appeals stage 	Internal and external appeals process	Internal and external appeals process	See: Complaints and Appeals Policy
Reporting stage 	Students who fail to lodge an appeal or whose appeal is unsuccessful are reported to the relevant government department on PRISMS	College cancels student's COE for poor course progress.	
Post reporting stage	Student is notified that their COE has been reported for course progress	College notifies student that their COE has been reported for not meeting course progress.	Student will be contacted by the Department of Home Affairs.

[^]Study period:

- 1 term (Vocational students – except Certificate II in Business students)
- 2 subjects (Certificate II in Business students)

NOTE: Above are extracts from the full policy. You must refer to the complete policy for more information at the college website <http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies>.

STUDENT TRANSFER REQUEST

A Student Transfer Request refers to international students currently enrolled at APC who wish to transfer away from the College to another institution or students who wish to enrol in to APC from another institution.

Students transferring in under the first six months of principal course of study

Overseas students are restricted under the National Code 2018 Standard 7 from transferring from their principal course of study for a period of six months and only under certain circumstances can the student transfer their course in under six months. This restriction also applies to any course(s) packaged with their principal course of study.

Applying for a release

Students can apply for a release on PRISMS to enable them to transfer to another education provider. However APC will only provide a release to students in the first six months of their principal course under certain circumstances.

Related Policies, Documents

- Complaints and Appeals policy

NOTE: Above are extracts from the policy. You must refer to the full [Student Transfer Request policy](http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies) for more information at the college website <http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies>.

Transfers between APC Sydney, Brisbane, Gold Coast or Melbourne

Please see Student Care to discuss this possibility. Transfers between APC Sydney, Brisbane, Gold Coast or Melbourne are subject to the availability of space and relevant study units in your preferred course.

Students granted a visa under Streamlined Visa Processing

If you were issued with a visa under Streamlined Visa Processing (SVP) provisions any changes to your course (or package of courses) including changing courses within APC or changing to another provider may have implications for the continuance of your visa. In some cases you may be required to apply for a new visa if you change to a provider that was not eligible for SVP. The College strongly recommends that you seek advice from the Department of Home Affairs or a registered migration agent before making a final decision.

Students granted a visa under the Simplified Student Visa Framework (SSVF)

If your student visa was granted after 1st July 2016 under Simplified Student Visa Framework (SSVF) you may need to apply for a new visa if you change your principal course of study to a lower Australian Qualification Framework (AQF) level course or a non-AQF award course. The College strongly recommends that you seek advice from the Department of Home Affairs or a registered migration agent before making a final decision.

DEFERMENT, SUSPENSION AND CANCELLATION OF STUDY

Deferment of commencement of study requested by student

APC will only grant a deferment of commencement of studies for compassionate and compelling circumstances (refer to the Deferment, Suspension and Cancellation policy for more details). The final decision for assessing and granting a deferment of commencement of studies lies with the Campus Director or Manager.

Suspension of study requested by student

Suspension means the course is halted for a limited period of time after the student has commenced studying.

Once the student has commenced the course, APC will only grant a suspension of study for compassionate and compelling circumstances.

The period of suspension will not be included in attendance calculations for APC.

Where a student is granted an extended period for suspension of study and is remaining in Australia for the duration of the suspension, the College may decide to make the suspension conditional upon regular contact with the College and/or a counsellor, if there are concerns about the student's welfare and support network.

Exclusion from class

APC may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in the college's Student Code of Conduct.

College initiated suspension of studies

APC may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the college's Student Code of Conduct.

Cancellation of enrolment

APC will cancel the enrolment of a student under certain conditions. Please refer to the Deferment, Suspension and Cancellation policy on our website for the conditions of the cancellation of enrolment).

Student Advice

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be directed to contact the Department of Home Affairs.

Related Policies, Documents

- Complaints and Appeals policy
- Code of Conduct

NOTE: Above are extracts from the policy. You must refer to the full [Deferment, Suspension and Cancellation policy](#) for more information at the college website <http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies>

COMPLAINTS & APPEALS

A grievance is any concern, difficulty or problem that a student or staff member has concerning their studies or APC.

Students are encouraged to discuss any concerns or difficulties with the staff members or students in question. Students should contact a Student Care Officer in the first instance to attempt mediation/ informal resolution of the complaint. If a student has a grievance with his /her trainer or teacher, the student may choose to refer the matter directly to the VET Academic Coordinator (NSW students)/ Campus Director or Manager or the Course coordinators.

If the difficulties cannot be resolved informally then the student should utilise the Complaints and Grievances Procedure. At this point, the student should notify APC in writing of the nature and details of the complaint. All internal appeals processes will be at no cost to the student or staff member and will commence within 10 days of lodging the complaint.

If grievances are not resolved after discussion with the College, students will have the right to lodge an external appeal through the Overseas Students Ombudsman. There is no fee to lodge an appeal to the ombudsman.

Overseas Students Ombudsman

Website: <http://www.ombudsman.gov.au/making-a-complaint/overseas-students>
Telephone: 1300 362 072 within Australia } between 9am to 5pm Monday to Friday, Australian
+61 2 6276 0111 outside Australia } Eastern Standard Time (AEST)
Fax: 02 6276 0123 within Australia
+61 2 6276 0123 outside Australia.
Postal address: GPO Box 442 Canberra ACT 2601

Non-student visa holders may contact the **Department of Fair Trading**

State	Contact details
NSW	Department of Fair Trading http://www.fairtrading.nsw.gov.au/ Tel: 13 32 20 (Monday to Friday 8:30 am to 5 pm) PO Box 972 Parramatta 2124
QLD	Department of Fair Trading http://www.fairtrading.qld.gov.au/ Tel: 13 QGOV (13 74 68) (Monday to Friday 8 am to 6 pm) International callers: +61 7 3405 0985 (+10 hours UTC) GPO Box 3111 Brisbane QLD 4001
VIC	Consumer Affairs Victoria http://www.consumer.vic.gov.au/ Tel: 1300 55 81 81 GPO Box 123 Melbourne VIC 3001

NOTE: Above are extracts from the policy. You must refer to the full [Complaints and Grievance policy](http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies) for more information at the college website <http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies>

RECOGNITION OF PRIOR LEARNING (RPL)/CREDIT TRANSFER

Recognition of prior learning (RPL) is the recognition of existing skills and knowledge, attained from previous study or from work and life experiences, against course outcomes (learning outcome). These can include skills and knowledge from previous study or from work and life experiences. APC recognises AQF qualifications and statements of attainment issued by other VET or non-VET training institutions but evidence must be provided to receive RPL.

All RPL must be claimed via the submission of the RPL forms. It is the student's responsibility to complete the RPL form completely and include all relevant evidence, certified if necessary.

A fee will apply to RPL, please see the fees section of this handbook.

Credit Transfer is the recognition of VET study which has been conducted in Australia only.

Credit transfer is for students who have previously studied and successfully completed one or more subjects containing the same competencies as those offered by APC for Credit Transfer.

Credit transfer assesses the *initial course or subject* that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF framework. APC accepts qualifications of other RTOs.

To apply for Credit Transfer students will need to submit certified copies of their transcript prior to starting with APC. Fees may apply if application is submitted after the student has commenced with the college.

NOTE: Above are extracts from the policy. You must refer to the full [RPL and Credit Transfer policy](http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies) for more information at the college website <http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies>

STUDENT ASSESSMENT POLICY

The purpose of the Student Assessment Policy is to describe the process and requirements of assessment at Australian Pacific College, including assessment design and student assessment requirements.

Standard of Work

Students will be provided with criteria for the completion of any assessment activity including assignments, project, workplace activity, examinations or group activities. Students should complete their assessment activity in-line with the set criteria. This may include such activities as word processing standards, referencing, layout and presentation methods or styles. Standards of work will be reflective of the content, performance criteria or elements required of a (or group of) module/s or competency/ies and/or in-line with relevant and current workplace practices.

Assessment Dates

Student will be required to meet dates in a range of ways such as:

- Submission dates for assignments and projects
- Pre-determined assessment activities held within class times (i.e. debates, presentations, group activities)
- Examination dates

Submission of Assessments

Your trainer will advise you at the start of the term about the method of submission for assessments in your subject. These may include but are not limited to:

- Submission of hard copy of assessment to the trainer at the beginning of the session in which they are due
- Upload of assessment files to Google for face-to-face and for online/distance subjects
- Practical in-class activities for example role plays, presentations and exams.

If you have difficulty uploading your assessment please contact the College by email info@apc.edu.au or by telephone.

Re-assessment

If students comply with the required assessment dates, but are initially assessed as not yet competent, they are entitled to a second attempt (re-submission). Re-assessment should take place

During the term:	Partial assessments [^] : \$0 (up to a maximum of 2 times)	Complete assessments [^] : 1 st re-assessment: \$0 if submitted before the end of week 9* 2 nd re-assessment must be done during Holiday Intervention Program.
During the holiday intervention program:	Assessment result 0% - 20% 21% - 49%	Assessment cost* \$150 \$100 *discount of \$50 will be applied to each assessment where the lecture attendance is 80%+

[^]A reasonable attempt of an assessment must have been submitted to be eligible for re-assessment. A reasonable attempt is defined as a mark of 20% or higher in any assessment.

Re-assessment requests after the end of term must be submitted within 12 weeks of the completion of the subject.

* For Certificate II in Business students the reassessment period is up to 3 weeks after the completion of the course.

The maximum possible mark for a re-assessment is 50%.

Note that you must attempt all questions in an assessment and that you need to pass both assessments to pass the subject.

Late Submissions

Late submissions will be reduced by 5% per day for a maximum of 7 calendar days (35%). Students who do not submit within this time will be required to attend the Holiday Intervention Program in order to submit their assessment. Students who have compelling reasons for late submission should apply for an extension in advance or as soon as practicable. Students who are unable to meet with their trainer to submit a hard copy of an assessment should see Student Care or Reception to have each page of their assessment stamped to avoid additional late penalties.

Extensions

Students who have compelling or compassionate grounds with valid evidence may apply for an extension but this must be done before the assignment is due or as soon as practicable and must be made through Student Care. If the student is unable to come into the college to complete the appropriate forms then the college should be contacted on 02 9251 7000 (for Sydney), 07 3003 0088 (for Brisbane and Gold Coast), 03 8689 5500 (for Melbourne) or via email info@apc.edu.au. If the student's request for an extension is successful, there will be no marks penalty for the period of the extension.

Plagiarism (Cheating)

In the event of a student being found to have plagiarised or cheated in some way in an assessment task, that student will be given a zero mark for the relevant sections of the assessment. Similarly a student who fails to submit an assessment task will also receive a zero mark.

The Assistant Academic Manager / Campus Director or Manager or their delegate will deal with any dishonest assessments/ examinations. Dishonest assessments/examinations include:

- deliberate copying or attempting to copy the work of other students with or without their consent
- deceitful conduct by submitting the work of another student (as their own).
- using or attempting to use information the trainer, college or industry has prohibited from use in that sort of assessment or prohibited by law.
- plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)

Students involved in any of the above will be set a new examination/assessment and will be counselled by the VET Coordinator / Campus Director or Manager. Further academic misconduct will be recorded in the student's file and further action such as suspension/ dismissal will be at the discretion of the VET Coordinator / Campus Director or Manager and as per the College's Conditions of Enrolment.

Mark Review Process (for results less than 65% only)

Students who are unhappy with their mark can request a mark review; the review period is up to 12 weeks after the completion of the subject. A request for a mark review for assignments that were proven to be plagiarised will not be accepted. Mark reviews requests can be submitted at Reception or Student Care or by email to info@apc.edu.au after the results have been finalised for the term. During the term you should speak to your trainer directly.

Assessment Cover Sheet

Please see Reception or Student Care for a copy of the assessment cover sheet if your assessment requires hard copy submission. All assessments submitted in hard copy must have an assessment cover sheet and the student declaration must be signed. Assessments submitted digitally must have the student's full name and student ID number and be saved in the file name format of Student Number_Student Name_Subject_AssessmentNumber.

Assessments kept by APC

In order to meet a range of (external) auditing requirements APC will be retaining evidence of students' work submitted. This may be in the form of, but not exclusive to:

- keeping digital copies of assessments submitted through the College's systems.
- keeping the originals (or scanned copies) of any examination papers
- keeping the samples (or scanned copies) of assignments submitted
- keeping photographic, video or audio evidence of projects, presentations, interviews or work placement activities.

NOTE: Above are extracts from the policy. You must refer to the full [Student Assessment policy](#) for more information at the College website <http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies>. You can also find this policy at the back of your Assessment cover sheet.

ACADEMIC SUPPORT MATERIAL PORTAL (ASM): GOOGLE CLASSROOM AND OMNIUM

APC provides students with the flexibility of studying up to one third (33.33%) of their subjects via online/distance while at the same time offering scheduled face-to-face tutorials (Tutorial ASM – TASM). This is done through Google Classrooms and Omnium (Design Courses).

Google Classroom

You can access Google Classrooms at www.classroom.google.com. To use Google Classrooms you need to be logged in with your APC student email account. All materials in Google Classrooms are stored on Google

Drive so you will need to ensure that you have logged out of all other email accounts to be able to open the materials. For online subjects the College will invite all students. For face-to-face subjects your trainer will invite you after you have attended your first lesson for the subject.

Omnium (Design Courses)

You can access Omnium at <https://campus.virtuedesigninstitute.com/base/>

To login to Omnium, students will use their APC student email address and the standard APC provided password. Not invitations are required for Omnium.

The College continually monitors the progress of the students in both online/distance and face-to-face classes to ensure all students have the maximum opportunity to progress through the course in a manner expected by both the college and our clients.

All students are offered the option of studying the online/distance component in a face-to-face environment if the student feels that this would be more suited to their learning style. This offer is available to all students via both the online timetable collection system and face-to-face timetable collection.

Under the National Code international students cannot be timetabled to 100% distance or online study in any one term (compulsory study period). This means that students must do at least one face-to-face subject each term.

All students logins, uploads and downloads etc are logged by the system which can then supply activity reports as required to the relevant academic and intervention staff, who will contact you if there are concerns about your progress. See also Course Progress and Attendance policy.

The College has made this available as an important resource for students enrolled in any of our VET courses.

Technical Support

If you require technical assistance or wish to report broken links please contact gadmin@apc.edu.au.

If you require technical assistance with Omnium please contact your trainer or omniumadmin@apc.edu.au.

If you require administrative assistance please contact info@apc.edu.au.

If you require academic assistance please contact the trainer in the relevant Google Classroom or email gadmin@apc.edu.au.

Software

The College accepts files in .pdf, Microsoft Office and Google formats. Assessments in any other file format will not be accepted.

The Design School's preferred file format for submissions is PDF. The Design School also accepts relevant industry software file formats such as docx, xlsx, ppt, jpg, png, gif, psd, ai, indd, dwg, mp3 and mp4. .

Standard of Work

Standards of work will be reflective of the content, performance criteria or elements required of a (or group of) module(s) or competency(ies) and/or in line with relevant and current workplace practices. As a student you will be provided with a criterion for the completion of any assessment activity including assignments, project, workplace activity and online quizzes.

When submitting your assessments you must make sure to:

- Complete all assessment activities in-line with the set criteria. This may include such features such as word processing standards, referencing, layout and presentation methods or styles.
- Save each file with your student number
- Upload the correct assessments. This is your responsibility.

Student resources

These provide you with information and short activities to complete.

Unacceptable behaviour (possible immediate suspension of your course)

It is unacceptable to:

- give out your password to anyone.

- hand in work that was done by someone else (refer to Plagiarism)
- hand in work that someone has helped you with (refer to Plagiarism).
- in any way sabotage or copy the website (refer to Plagiarism).

Any of the above behaviour will result in a student failing the subjects they are currently enrolled in and forfeiture of rights to the complaints and appeals process.

Assessment Submission

You will be required to submit your assessments for online subjects to the correct Google Classroom by 11.55pm on Sunday night in the week stated on your timetable.

Assessments for face-to-face subjects must be submitted in Google/Omnium Classrooms by 11.55pm on the day of the lecture in which they are due.

Submit Assessment 1 in the Assessment 1 post/folder and Assessment 2 in the Assessment 2 post/folder. Assessments submitted in the incorrect location will not be marked by the trainer.

If students comply with the required assessment dates and makes a reasonable attempt, but are initially assessed as not yet competent, they are entitled to a second attempt (resubmission) in week 9 of the term. Re-assessment should take place within a reasonable time-frame. For face-to-face subjects students with lecture attendance of 50% or higher may submit in Google Classrooms. Where attendance is lower than 50% re-submission must be done by taking a printed copy to the trainer during the scheduled lecture time. For online subjects students may re-submit to Google Classroom by 11.55pm of the Sunday of week 9.

If students do not comply with the required assessment dates conditions apply, see below late submissions.

NOTE: Above are extracts from the policy. You must refer to the full [Online and Distance Delivery Policy](#) for more information at the College website <http://apc.edu.au/applications/policies-forms-and-downloads/#college-policies>

HOLIDAY INTERVENTION PROGRAM (HIP)

Students who do not meet the academic outcomes for their subjects in the previous term are given the opportunity to attend the College's Holiday Intervention Program (usually held in week 11 of term) at their own cost.

Students who fail to attend the Holiday Intervention Program will be required to repeat the subject at their own cost if they wish to achieve their qualification.

Fees for Holiday Intervention Program - from 01/01/2020

Assessment result	Assessment cost*
0% - 20%	\$150 per assessment
21% - 49%	\$100 per assessment

*a discount of \$50 will be applied to each assessment where the lecture attendance is 80%+

The maximum possible mark for a re-assessment during the Holiday Intervention Program is 50%.

ACHIEVEMENT OF A QUALIFICATION

Australian Pacific College issues a number of formal qualifications or awards to students who have completed their course of studies at the College and who have met all other requirements for the completion of the course.

For students to pass the course, they must be graded as "competent" for each subject in the relevant course. To achieve a grade of competent they must pass every assessment task in the subject. They must gain a

PASS (or higher) grade in **all** subjects before a qualification document will be issued. If you do not attain your qualification you will be issued with a Statement of Attainment showing the subjects you have passed.

The achievement of an award from the College requires the successful completion of all subjects designated for that award, the payment of all outstanding fees, return of all College materials and property, and the achievement of the required level of attendance at the College. Students who do not meet the outcomes required for their qualification will receive a Statement of Attainment listing the units of competency they have achieved.

Students are also required to have a **Unique Student Identifier (USI)** and to notify the College of this number before a qualification or statement of attainment can be issued. Students can register for a USI at <http://usi.gov.au/> or via the student portal (<http://www.apc.edu.au/enrolnow>).

Details of current courses available at APC are available on the APC website – www.apc.edu.au.

CLASS TIMES/TIMETABLE

Each term you will be issued with a class timetable and study programme. A list of subjects will be posted around the vocational campuses at the beginning of each term.

Please try to be on time for your class/lecture as lateness inconveniences both fellow students and staff, and reduces your attendance, which may affect your course progress. (Please see the Course progress and attendance policy)

Classes

All students are expected to attend **100%** of classes allocated to them. The face-to-face lessons are made up of lectures and tutorials and may be scheduled any day of the week. There are three types of tutorials

- 1) Subject Enhancement Tutorials (SET) – these are tutorials attached to face-to-face subjects
- 2) Tutorials for ASM subjects (Tutorial-ASM) – these are tutorials attached to online/ASM subjects
- 3) Enhance Your Employability Skills (EYES) – these seminars are focused on practical skills

Change of Class/Timetable

Classes and timetables may be changed up until the end of week 2. Classes and timetables cannot be changed after this time due to class sizes and the fact that students will miss assessment tasks which are critical to the success of the student. The cost for changing classes and timetables after you have completed your timetable for the term is \$100.

Class rolls

Each class and tutorial you attend has a separate class roll. The roll is marked by the class trainer each day as a record of your attendance.

Excursions

Trainers sometimes organise excursions for their classes. These provide important opportunities to experience aspects of business or the business environment in Brisbane, Gold Coast, Melbourne or Sydney directly relevant to your course of studies. Excursions form a normal part of the learning experiences provided by the College. They should, therefore, be attended by all students in the class.

Excursions are often free of charge, but there may sometimes be a bus, tram, ferry or train fare, or entrance fee to be paid. Wherever possible, the College tries to keep these fees and charges to a minimum.

Collecting your timetable for the next term

Each term you are expected to complete the timetable collection process for the term. For continuing students this is available both online and face-to-face. Details of dates for next term's timetable collection period will be available in week 7.

Students who do not collect their timetable

Students who do not collect their timetable are deemed to have not commenced or returned to their study.

Students who do not collect their timetable by close of business (5pm) of Friday of week 2 of term will have their COEs cancelled for the reason of:

- non-commencement of studies for new students/new COEs
- cessation of studies for continuing enrolments

RECORDS MANAGEMENT

APC maintains student records which are stored digitally. All hard-copy student records are converted to digital files and stored on servers and are accessible only to APC personnel. Students are entitled to view their file and can do so by asking Student Care.

All student files are stored digitally for 7 years after enrolment has expired. Records of student results, amendments to results, qualification, statement of attainment and transcripts will be kept by APC for 30 years after enrolment has expired.

For privacy reasons information about a current or former student of APC will not be released to anyone without written permission of the student except in circumstances where the college is legally required to release such information.

Unique Student Identifier (USI)

All students undertaking vocational education are required to have a Unique Student Identifier. This unique number links to an online account that contains all your training records and results that you have completed from 1st January 2015 onwards. Every year all Registered Training Organisations (RTOs) are required to submit their students' results. That is, your results from 2019 will be in your account in 2020 and so on.

Students are required to notify the College of their USI as soon as possible. The College is not permitted to issue a qualification or statement of attainment without this number. **Students will not be able to collect their timetable without registering their USI first.**

Students can register for a USI at <http://usi.gov.au/> or via the student portal (<http://www.apc.edu.au/enrolnow>).

STUDENT ADMINISTRATION INFORMATION

Student Cards

All students in APC will need a student card for access to the campus (security may ask for it to be shown), admission to exams, etc. Your photograph will be taken during orientation in your first term. Student cards will be ready to be picked up within 2 weeks of your start. See Reception or Student Care to collect your card.

Paying Fees*

You have to pay your term fees before starting each term. Failure to pay your fees when required will result in you being unable to obtain a timetable for study. If you do not commence studies at the commencement of term as stated on your eCOE, the relevant government department will be notified and your visa may be affected.

Mandatory Fees	Amount
Application fees	
Student visa holder	\$150 - \$250
Non-student visa holder	\$100 - \$200

Materials fee	Textbook for Certificate IV in Communicative TESOL Printed workbooks for other courses	\$90 (2 textbooks + printed workbooks) \$0 - \$10 per subject (most available as digital downloads for free)
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Other Fees (applicable as required by the student)	Amount
Overseas Students Health Cover (OSHC) – <i>Student visa holders only, visa length cover required, fees may be subject to change by the OSHC provider at any time.</i> Single or Couple (does not include child) or Family	As quoted by the service provider
Homestay	As quoted by the service provider
Other accommodation services	As quoted by the service provider
Carers/Other– <i>under 18 year old students in Sydney only</i> Guardianship placement fee Guardianship fee Accommodation inspection fee	\$140 per person \$70 per person per week \$240 per inspection
Airport transfer fee (one way)	\$160 per person
Student Card 1 st Free, each paid enrolment Replacement Student Cards (lost/stolen/reissue etc.)	\$0 \$5
Reassessment fees During week 9 of term (Certificate III+ courses) During last week of next subject (Certificate II courses) During the Holiday Intervention Program	\$0 (conditions apply) \$0 (conditions apply) \$50 - 150per assessment (conditions apply)
Repeating any vocational subject after reassessment period is over	\$450 per subject
Late administration fees Late payment of tuition fees (applies after due date has passed) Late timetable collection fee (applies after the timetable collection ends)	\$100 \$100
Replacement Certificate /Reports (Certificate, transcript, Galileo certificate)	\$50 per document
Fee agreement fee	\$150 (conditions apply)
eCOE administration & re-issuing (per eCOE per 6 months or part thereof) International students only	\$15.50
Add on courses (RSA/RCG/Barista/Other)	As quoted by the service provider

* Fees may be subject to change at the discretion of APC.

Payment of Tuition Fees

ALL course instalment fees must be paid to APC before the end of week 9 of the preceding term. Make sure you have paid your fees before the next semester starts. You will not be allowed into class if you have not paid your tuition fees and this may lead to loss of attendance. Please keep your receipt as proof of payment.

Payments can be made by:

- Direct deposit or Internet transfer or at any Westpac smart ATM - please quote your student number

Provider (check your offer letter or COE):

Young Rabbit Pty Ltd t/as Australian Pacific College

Westpac account:

BSB: 032013, Account: 131540

- Bank draft/Money order
- Debit card
- Credit card (surcharge applies, 1-3%)

Refund policy

Please refer to the Refund policy on the APC website.

STUDENT SUPPORT CARE

Student Care/Reception

Student Care/Reception staff are able to assist students with the following:

- To pay your fees
- For eCOEs
- Your Overseas Student Health Care cover
- To find APC staff
- Appointments to see or speak to
 - Academic staff
 - Staff who speak other languages
- Assessment Cover Sheets
- Change of address forms
- Contact details for legal, medical or emergency services
- If you have a grievance/complaint to report
- Questions about homestay and accommodation
- To submit Course Variation form
- To fill in a request form (for a letter of enrolment or to get other documents you might need)
- Student Cards
- Check your graduation date
- Assignment cover sheets
- Mail sent to APC
- General enquiries

Student Progress Officer/Campus Manager/Campus Coordinator

Students should speak with Student Progress Officers/Campus Managers/Campus Coordinators for the following:

- For intervention meetings
- To lodge an appeal against being reported for course progress

Questions about your course

Students should speak to the following staff members for questions about their VET courses (Please make an appointment at Student Care):

<p><u>Bondi Junction campus</u> - Susan Stack</p> <p><u>Brisbane campus</u> - Phoebe Keung</p> <p><u>Gold Coast campus</u> - Student Care</p> <p>TESOL questions - Sharon Luhr</p>	<p><u>Manly campus</u> - Caroline Adornes</p> <p><u>Melbourne campus</u> - Pat Muangtham or Bree Mai</p> <p><u>Sydney City campus</u> - Susan Stack</p> <p>Travel & Tourism students - Pam Segal</p>
<ul style="list-style-type: none"> ● Questions about your timetable ● Class information ● General course questions ● Course Information 	<ul style="list-style-type: none"> ● Attendance issues ● Academic problems ● Problems with your course ● Course exemptions (Recognition of prior learning/Credit transfer) must be done before the start of the term, otherwise fees may apply

Accommodation:

For homestay please see Student Care. Homestay is a unique form of accommodation that provides students with valuable insights into Australian culture in safe and comfortable surroundings.

For other forms of accommodation (e.g. hostel, hotel, share accommodation) please see student notice boards or the living in Australia section of this handbook.

Welfare (Academic & Counselling)

Student welfare is important to the staff at the College. Younger students are given special attention and are observed carefully to ensure their continuing success within the program.

Our experienced welfare staff and teachers will assist students with educational matters or any enquiries they may have. Students are encouraged to make an appointment with College welfare staff if they require services such as:

- Academic counselling
- Welfare counselling
- Grievances
- Work placement
- Further studies placement

Learner Support (Tutoring)

Should a student require additional tutorial assistance outside that which is provided within the course, this must be arranged individually between the student and the trainer. A student may be charged for a scheduled tutorial. This charge will be at the discretion of the College.

Counselling

Hopefully, your time in Australia will be a happy one. However, inevitably, sometimes problems occur in your life that can't be controlled. The College understands that these problems often feel worse when you are a long way from home and family. Student Care staff provide information about counselling services if you need to speak to a counsellor.

A counsellor can help you with the following, or any other, problems:

- Crises in your life (your own or your family's),
- Difficulty in making an important decision,
- Feeling depressed,
- Feeling highly stressed,
- Alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting your health or social functioning, including your study,
- Eating disorders,
- Suicidal thoughts

Timetable Collection

All students must collect their timetable each term. Students collect their timetable online www.apc.edu.au/enrolnow. If you have difficulty collecting your timetable or you are joining us after the online timetable collection period has passed please see Student Care.

APC Student Portal

On the Student Centre (AIMS) you will be able to collect your timetable, see your due dates for assessments, update your contact details, recover your password via SMS and view your previous results. You can login into APC Student Centre: <http://apc.edu.au/enrolnow>

Google Classrooms

The College uses Google Classrooms for delivery of your online subjects and for submission of assessments for face-to-face subjects. You can also upload assessments for most of your face-to-face subjects. You can login with your APC email address at <https://classroom.google.com/>. See also *Academic Support Material Portal (ASM): Google Classrooms*

Omnium (Design Courses)

The Design School uses Omnium for delivery of the online component of your subjects and for submission of assessments for face-to-face subjects. You can login with your APC email address at <https://campus.virtuedesigninstitute.com/base/>. See also *Academic Support Material Portal (ASM): Omnium*

APC Student Support site

You can use the Student Support site to access information about living and studying in Australia as well as sites to further improve your English skills if necessary and resources to assist you with your studies. You can access the site at <https://sites.google.com/a/apc.edu.au/student-resources/>. You need to be logged into your APC student email to access the site.

APC Social Club

Social activities for the weekend are organised by the Activities Coordinator. Trips are organised to places such as those listed below:

Brisbane & Gold Coast

Melbourne

Sydney

Theme parks The Sunshine Coast Lamington National Park	Mornington Peninsula Great Ocean Road Phillip Island	Canberra The Blue Mountains The Hunter Valley
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Please see the social activities calendar on the student notice boards or ask a Student Care Officer for more information.

Lost property

Any items found in the College should be taken to Reception/Student Care to be placed in the Lost Property box. If you lose something in the College, check with Reception/Student Care to see if it has been handed in. Any items not claimed after three months will be donated to charity.

Interpreter service

The Student Care staff may be able to help you with Interpreter assistance. You should also be aware of the 24 hour Translating and Interpreting Service. Call **13 1450** any time if you are having difficulty communicating in English (please note fees may apply for some services).

Student Notice Boards

These are located in all campuses. Please check them regularly for important notices regarding your course. Please see Student Care for approval to put your notice on the noticeboard. Students **MUST NOT** put any unauthorised notices on any of the College notice boards.

Libraries

<p>SYDNEY LIBRARIES (NSW)</p> <ul style="list-style-type: none"> City of Sydney Library: 31 Alfred Street Circular Quay NSW 2001, Tel: 02 9242 8555 for opening hours. www.cityofsydney.nsw.gov.au/Library. Macquarie University: Balaclava Rd, North Ryde. Tel: 9850 7501 for opening hours. www.mq.edu.au The State Library of New South Wales: Macquarie St, Sydney. Tel: 9273 1299 for opening hours. www.sl.nsw.gov.au The University of New South Wales: Anzac Parade, (High Street entrance) Kensington. Tel: 9385 2687 for opening hours. www.unsw.edu.au The University of Sydney: (Fisher Library) Entrance Off Parramatta Rd, Camperdown. Tel: 9351 3711 For Opening Hours. www.sydney.edu.au The University of Western Sydney (Bankstown). Tel: 9772 6285. https://www.westernsydney.edu.au/ Manly Library: Market Place, Manly 2095. Tel: 9976 1720 or https://www.northernbeaches.nsw.gov.au/ Waverley Library: 32-48 Denison Street, Bondi Junction 2022, Tel: 9386 7777 or http://www.waverley.nsw.gov.au/services/library/home 	<p>BRISBANE LIBRARIES (QLD)</p> <ul style="list-style-type: none"> State Library of Queensland Address: Cultural Centre, Stanley Place, South Bank, Brisbane, Telephone: (07) 3840 7666 or http://www.slq.qld.gov.au/ Brisbane Square Library Address: 266 George St Brisbane QLD 4000, Telephone: (07) 3403 8888 or http://www.brisbane.qld.gov.au/
	<p>GOLD COAST LIBRARIES (QLD)</p> <ul style="list-style-type: none"> Broadbeach Library Address: 61 Sunshine Blvd, Mermaid Waters Telephone: (07) 5581 1555 or http://www.goldcoast.qld.gov.au Library Southport Address: Garden & Lawson Streets, Southport Telephone: (07) 5581 7200 or http://www.goldcoast.qld.gov.au
	<p>MELBOURNE LIBRARIES (VIC)</p> <ul style="list-style-type: none"> City Library, 253 Flinders Lane, Melbourne. Tel: 9658 9500 http://www.melbourne.vic.gov.au/melbournelibraryservice State Library of Victoria, 328 Swanston St, Melbourne. Tel: 8664 7000 http://www.slv.vic.gov.au/

FACILITIES

Photocopying facilities

Student photocopies can be done through Student Care/Reception or using the student photocopier at some campuses. The printout will be charged at a cost of 20c per sheet which can be paid in cash or deducted from your printing credit. Photocopies and other supplies can be purchased from suppliers close to the College (for example OFFICEWORKS or Libraries).

Printing facilities

Students will be given a login to use the computers (the same login as for online timetable collection and online/ASM subjects) and will be issued \$10 of printing credit each term. Printing is charged at a fee of 20c per printed page. Students may purchase additional printing credit at Reception / Student Care.

Computer facilities

Computer kiosks are located at each campus. Some campuses have a designated computer room which may have classes scheduled. Other students will not be able to enter the computer rooms if a class is timetabled into the room.

Rules for the computer kiosks/rooms

Students should not

- download any files to the computers;
- work in ways that will disturb other users;
- make unauthorised copies of software on college computers;
- use the computer rooms to play online games;
- breach Australian copyright regulations;
- attempt to gain unauthorised access to system programs or computer equipment;
- remove any computer equipment from the computer rooms;
- send unwanted emails (Spam) from college computers;
- communicate in a manner that is inappropriate to a public forum or knowingly search for offensive material;
- eat or drink in the computer rooms/kiosks;
- enter a lab when a class is in progress.

The College computers delete files when they are shut down or re-started. Please make sure that you save your documents on an external drive e.g. USB, thumb drive etc. The College is not responsible for any data you may lose if you do not follow this procedure.

Child-minding

There are no child-minding facilities at the College. Please make arrangements with your local child care centre for the care of pre-school aged children. School-aged children are required to be enrolled at a local primary or high school.

Prayer Rooms/Places of Worship

There are a number of places of worship nearby the College or you can contact Student Care or your local council to find the place of worship nearest to your house.

Islamic students: The College does not have dedicated prayer rooms, for information about facilities in the CBDs or near to where you live visit the Islamic Dawah Centre of Australia <https://idca.org.au/mosques-and-centres/>

HEALTH AND SAFETY

Work Health and Safety (WHS)

APC has a number of policies to facilitate a safe and harmonious working environment and to meet various statutory compliance requirements. In brief, under our WHS policy students:

- are required to take reasonable care of themselves and others in the college;
- have a responsibility to co-operate with all health & safety provisions

- have a responsibility to comply with relevant APC WHS management system policies, procedures and programs, as appropriate;
- must not bypass or misuse systems or equipment provided for WHS purposes;
- are required to carry a student identification card at all times while on APC premises

Safety

Australia is considered to be one of the safest countries in the world. However, like in all countries/major cities, undue risks should not be taken in Australia. For example, avoid poorly-lit areas at night time, do not provoke undue attention to yourself with loud behaviour, dress etc. and take care of your valuables and belongings at all times. If you are not familiar with Brisbane, Gold Coast, Melbourne and Sydney or if you must travel at night, please travel with a friend. Also do not accept a ride in a car from someone you do not know, even if they seem friendly or helpful.

Emergency Telephone Number i.e. Police/Fire Department/Ambulance

000 (from a landline)

112 (from a mobile phone)

Emergencies

In emergencies, please observe the following:

- Do not use the elevator in any emergency. Please use the emergency exits, marked with a green **EXIT** light.
- In case of fire, follow procedure outlined in *Fire Procedures* in this manual. There is also an emergency procedures guide on the back of the door of each classroom.

Your trainer will instruct you on how to exit the building in case of an emergency. In some emergency situations you may be required to stay in the classroom. Please follow the instructions of your trainer or the fire wardens in these situations.

Fire Procedures

Study the emergency exit map near the door in each classroom. If there is a fire:-

- 1) You will be notified by an area warden.
- 2) Follow your trainer to the allocated EXIT. Your trainer will take a group photo of the class to be used for a head count at the assembly point. Leave books etc but take your wallets and keys with you.
- 3) Walk calmly out of the building and go to the assembly point for roll call. Your trainer will take a second group photo at the assembly point for the final head count.
- 4) The assembly point for all students and trainers are:
 - a) Kent St campus (NSW): under the overpass on the opposite side of the road
 - b) York St campus (NSW): at the North corner of Wynyard Park (across the street)
 - c) Clarence St campus (NSW): at the South corner of Wynyard Park (next block over on York St)
 - d) Pitt St campus (NSW): at the Southern corner of Hyde Park
 - e) Manly (NSW): near the corner of Short St and Sydney Rd
 - f) Bondi Junction (NSW): across the road – near the corner of Ebley and Bronte Rd
 - g) Brisbane campus (QLD): near the corner of Albert St and Elizabeth St
 - h) Gold Coast campus (QLD): near Snap Fitness on the Beach Rd
 - i) Lonsdale St campus (VIC): near the corner of Queen St and Lonsdale St
 - j) Queen St campus (VIC): near the corner of William St and Lonsdale St

Exits

Make sure you are familiar with the location of exits at each of the campuses. A map at the back of each classroom door will indicate the closest exist.

Lifts

If the lift at your campus does not open, hold down the ALARM button for 5 seconds, and wait. Someone will come and let you out. Please be considerate of other people in the building when you use the lifts.

First aid

Any personal injury sustained at the College must be reported immediately to your trainer. A basic first aid kit is available for emergencies. Look for the green first aid sign and see the poster for details of the first aid officer on your campus. Please refer to policies published on our website www.apc.edu.au for more details.

Personal Health

If you need any advice about the Australian hospital system please see Student Care.

If it is a life-threatening medical emergency please call 000 from a landline or call 112 from a mobile (this is the Australian emergency services number and will connect you to the police, ambulance and fire department).

In terms of sexual activity, AIDS and other sexually transmitted diseases are a reality and precautions must always be taken. If you have sex, you should always use a condom. Condoms can be bought from supermarkets, chemists, convenience stores and vending machines.

Pregnancy & Child Birth

If you are pregnant or planning on getting pregnant while you are at the college please see the Student Care staff about your study options after the birth of your child. Please note the College does not have child-minding facilities so you will need to make arrangements with a child care provider.

Medical certificates

The College will accept only medical certificates; receipts are not acceptable.

OVERSEAS STUDENT HEALTH COVER (OSHC)

All student visa students are required to have overseas health care cover for the duration of their visa. If you have applied for OSHC through the college details of how to receive your membership card will be sent to you by email. MediBank Private and Bupa have retail outlets in many major shopping centres please check www.medibank.com.au or www.bupa.com.au for an outlet near you.

You can still see a doctor while you are waiting for your membership card to arrive. You do not have to wait for your card to arrive before you see a doctor. Please remember to keep your receipt

24 Hour Assistance Line

One of the many benefits of your MediBank Private OSHC membership is that you have access to a 24 hour nursing hotline. Call Toll Free: 1800 644 325

If your OSHC is through Bupa you have access to their 24-hour advice line. Call 03 9937 3999.

LEGAL SERVICES

International students can seek legal advice in relation to immigration (visas), discrimination and many other matters. Legal advice and assistance can be obtained for free or at minimal cost. For further information please see below:

For legal advice you can contact the free service below or consult a paid professional by looking up a solicitor in the yellow pages (www.yellowpages.com.au).

BRISBANE and GOLD COAST (QLD) students	MELBOURNE (VIC) students	SYDNEY (NSW) students
Legal Aid Queensland can provide free legal advice. Their toll free number is 1300 651188 (cost of a local call from a fixed line). Also see: www.legalaid.qld.gov.au	Legal Aid Victoria can provide free legal advice. Their toll free number is 1300 792 387 (cost of a local call from a fixed line). Also see: www.legalaid.vic.gov.au	Legal Aid NSW can provide free legal advice, Call Law Access NSW on 1300 888 529 (cost of a local call from a fixed line). Also see: www.legalaid.nsw.gov.au

To find a community legal centre go to the National Association of Legal Centres <http://www.nalc.org.au/>.

LIVING IN AUSTRALIA AND STUDYING AS AN INTERNATIONAL STUDENT

Australian people

Australians are friendly people and quite informal.

Don't forget different countries have different customs. We say 'please' and 'thank you' a lot and always say 'excuse me' when we talk to a stranger or to someone who is busy.

It is okay to shake hands when you meet someone - or just smile and say 'How are you?'

Australians use first names a lot, but with older people wait until they ask you. Call them 'Mr Smith' or 'Mrs Smith' or by their first name if they ask you.

Weather

The weather in **Sydney** may change many times during the day. During the spring and summer months temperatures can range from 15 degrees Celsius to 40 degrees, in the middle of the day. You should dress lightly but always carry a light sweater or cardigan for the evenings. During autumn and winter, the temperature ranges from 5 degrees to 15 degrees Celsius. You should wear a jacket or coat, especially in the city, where the wind is strong and cold. Although it does not snow in Sydney, winter is very cold because most homes do not have central heating.

Melbourne has a reputation for its changeable weather. A tip for any visitor is to be prepared for anything – take an umbrella and wear layers that can be worn or removed as needed. As a general rule, Melbourne enjoys a temperate climate with warm to hot summers, mild and sometimes balmy springs and autumns, and cool winters.

The weather in **Brisbane and Gold Coast** may change many times during the day. During the spring and summer months temperatures can range from 15 degrees Celsius to mid 30 degrees, in the middle of the day. You should dress lightly but always carry a light sweater or cardigan for the evenings. During autumn and winter, the temperature ranges from 5 degrees to 25 degrees Celsius. You should wear a jacket or coat, especially in the city, where the wind is strong and cold. Although it does not snow in Brisbane and Gold Coast, winter is very cold because most homes do not have central heating.

The Cost of Living

The average international student in Australia spends about \$390 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs

This cost does not include tuition fees. For a more updated estimate of living costs please refer to <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

When you are structuring your budget also take into account the following:

- tuition fees
- health insurance
- working while you study

Transport

Public transport is very easy to use in and around the CBD.

To use public transport in Sydney you will need an Opal card. You will need to add money to your Opal card when the balance gets low. This can be done either at an Opal outlet or online at www.opal.com.au. If you are over 15 years of age, you must pay the adult fare for ALL transport.

In Brisbane and Gold Coast you will need a Go Card. To purchase a Go Card please go to any train station or newsagent.

In Melbourne you will need a Myki card. To purchase a Myki card please go to any train station or newsagent. Note that in Melbourne there is a Free Tram Zone in the CBD and you can use trams in this area for free. The stops are marked to show that you are in the free tram zone.

If you are over 15 years of age, you must pay the adult fare for ALL transport. Unfortunately, International students cannot pay concession fares. Your student card does not entitle you to a discount on buses, trains and ferries.

Visas

If you have a problem or question about your visa talk to the Department of Home Affairs about your visa or other immigration matters.

<p>QLD BRISBANE and GOLD COAST Ground Floor, 299 Adelaide Street, Brisbane QLD 4000 Ph: 13 18 81 9am – 4pm Monday to Friday</p>	<p>VIC MELBOURNE Casselden Place, 2 Lonsdale Street, Melbourne Vic. 3000 Ph: 13 18 81 9am – 4pm Monday to Friday</p>	<p>NSW SYDNEY 26 Lee Street, Sydney 2000 Ph: 13 18 81 9am – 4pm Monday to Friday</p>
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Under the ESOS framework as an overseas student on a student visa you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider and Department of Home Affairs if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

For more information please refer to

<https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

Change of Address/Contact Details

Please make sure the College always has a record of your current residential address, email address and telephone number.

This is ESSENTIAL to help keep your student records up-to-date so that, if the College needs to send anything to you, it will be sent to the correct place.

Any student visa holder who moves to a new address must notify Department of Home Affairs and the College immediately. It is a requirement of your visa that you inform both.

Work

If you are on a student visa you are permitted to work up to **40** hours per fortnight (a fortnight starts from a Monday) during the term. You will be in breach of your visa if you work more than **40** hours per fortnight. Additionally you are required to make study your priority. Although the College endeavours to be as flexible as possible with your timetable, the College may be unable to work your time around all of your work hours.

Please ensure that you restrict work to weekend shifts and shifts that don't conflict with your study commitments. You can work full-time ONLY during your holidays.

Workplace Rights

All people working in Australia, including workers from overseas, are entitled to basic rights and protections in the workplace. This includes backpackers, seasonal workers, international students, temporary visa holders, long-term visa holders, permanent migrants and others. Commonwealth workplace relations laws apply equally to both overseas workers and locally employed workers.

For information about fair pay and work conditions for international students see:

<http://www.fairwork.gov.au/employment/international-students/pages/default.aspx>

If you believe you are not being treated fairly by your employer you can contact the workplace ombudsman for help.

Over the internet – visit the Fair Work Ombudsman website <http://www.fairwork.gov.au/contact-us/pages/default.aspx>

Over the telephone – call the Fair Work Ombudsman Helpline on 13 13 94 to lodge a complaint or seek information.

(Contact the Translating and Interpreting Service (TIS) on 131 450 for the cost of a local call 24 hours a day seven days a week if you need help communicating in English).

Public Holidays

The College is closed on Public Holidays. The public holidays in 2020 are:

	NSW	QLD	VIC
New Year's Day	Wednesday, 1st January		
Australia Day	Monday, 27th January		
Labour Day			Monday, 9th March
Good Friday	Friday, 10th April		
Easter Saturday	Saturday, 11th April		
Easter Sunday	Sunday, 12th April		
Easter Monday	Monday, 13th April		
Anzac Day	Saturday, 25th April		
Labour Day		Monday, 4th May	
Queen's Birthday	Monday, 8th June		Monday, 8th June
Royal Queensland Show		Wednesday, 12th August (Brisbane) Friday, 28th August (Gold Coast)	
AFL Grand Final Holiday			Friday 25th September
Labour Day	Monday, 5th October		
Queen's Birthday		Monday, 5th October	
Melbourne Cup Day			Tuesday, 3rd November
Christmas Day	Friday, 25th December		
Boxing Day	Monday, 28th December		

Accommodation

Student Care can provide students with help in finding accommodation and understanding lease and tenancy conditions. Temporary accommodation can be arranged before you leave home allowing you time on arrival to consider where and how you would like to be accommodated in the longer term. Student notice boards and newspapers often advertise rooms, apartments and houses for rent.

- **Homestay:** Living with an Australian family is called Homestay. Homestay is an excellent introduction to the Australian way of life and provides a great opportunity to practise speaking English. Students will be treated as part of the family by their hosts.

The fee for homestay covers 7 breakfasts, 7 dinners and 2 lunches on the weekend.

Single rate: student's own room, with bed, desk for study and wardrobe

Shared rate: 2 students sharing one room with bed, desk and wardrobe

The minimum length of stay in a home is 4 weeks. If students wish to leave their homestay they must inform their host 2 weeks before they leave. This is called 2 weeks' notice. For information about homestay and shared accommodation please talk to Student Care.

- **Backpackers:** Brisbane, Gold Coast, Melbourne and Sydney have a large number of backpacker accommodation providers. Before you stay at backpacker accommodation, you should ask to see the facilities and the bedrooms. Prices for backpackers vary greatly and depend on how many people you are prepared to share a room with. Staying in backpacker accommodation is a good way to meet other travellers and make new friends.
- **Share accommodation:** Share accommodation is where you live with other people in a house or apartment. You may share a bedroom or have a bedroom to yourself and the cost of utilities like electricity and gas are shared between the people in the household. A notice board is available at the campus for people to put up notices for room available – have a look you may find something interesting.

For more information please ask at Student Care.

Information Regarding School-Age Dependents

Please note that prospective students with school-aged students should explore schooling obligations and options before enrolling. Students should be aware that any school-aged dependents accompanying them to Australia will be required to pay full fees if they are enrolled in either a government or non-government school. See <https://www.myschool.edu.au/>.

Water Restrictions

Australia is a dry country and has water restrictions in place to limit the amount of water that is wasted. Please remember to turn off taps, limit the length of time you leave water running when you clean your teeth, take a shower or wash your hands. If you own a car use a bucket to clean your car instead of a hose.

LEGISLATION

For more information about the legislation (laws) in NSW, QLD, VIC and Australia, please refer to the following websites.

For information regarding Australian law (state & commonwealth laws) see:

<http://www.comlaw.gov.au>

<http://www.austlii.edu.au>

<http://www.lawlex.com.au>

For information about NSW state legislation refer to “Legislation in force” at

<http://www.legislation.nsw.gov.au>

For information about Queensland state legislation refer to “Current legislation” at

<https://www.legislation.qld.gov.au/>

For information about Victorian state legislation refer to “Victorian law today” at

<http://www.legislation.vic.gov.au/>

Legislation and guidelines regarding privacy of information

Privacy Act 1988 (Cwth)
National Privacy Principles

Legislation and/or regulations about Human Rights

See the Human Rights & Equal Opportunity Commission website <https://www.humanrights.gov.au/>

Commonwealth legislation Disability Discrimination Act 1992 (Cwth) Human Rights and Equal Opportunity Commission Act 1986 (Cwth) Racial Discrimination Act 1975 (Cwth) Racial Hatred Act 1995 (Cwth) Sex Discrimination Act 1984 (Cwth)		
NSW Anti-Discrimination Act 1977 (NSW) Industrial Relations Act 1996 (NSW)	QLD Anti-Discrimination Act 1991 (QLD) Industrial Relations Act 1999 (QLD)	VIC Victorian Equal Opportunity Act 2010 (VIC) <i>Refer to Commonwealth Legislation</i>

Legislation specifically referring to Work Health and Safety

NSW Safe Work NSW website http://www.safework.nsw.gov.au Work Health and Safety Act 2011 (NSW) Work Health and Safety Regulation 2017 (NSW)	QLD Workcover QLD website http://www.workcoverqld.com.au Work Health and Safety Act 2011 (QLD) Work Health and Safety Regulation 2011 (QLD)	VIC Work Safe VIC website http://www.worksafe.vic.gov.au Occupational Health and Safety Act 2004 (VIC) Occupational Health and Safety Regulations 2007 (VIC)
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Legislation specifically referring to overseas students

Education Services for Overseas Students (Assurance Fund Contributions) Act 2000 (Cwth)
 Education Services for Overseas Students (Registration Charges) Act 1997 (Cwth)
 Education Services for Overseas Students Act 2000 (Cwth)
 Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 (Cwth)
 Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012 (Cwth)
 Education Services for Overseas Students (TPS Levies) Act 2012 (Cwth)

Cwth = Commonwealth/Federal legislation
 NSW = NSW State legislation
 QLD = QLD State legislation
 VIC = VIC State legislation

IMPORTANT INFORMATION AND EMERGENCY CONTACTS

QLD BRISBANE Level 13, 138 Albert St, Brisbane, QLD 4000 Phone (61 7) 3003 0088 <i>e-mail:</i> brisbane@apc.edu.au <i>website:</i> www.apc.edu.au	VIC MELBOURNE Level 4, 398 Lonsdale St, Melbourne, VIC 3000 Phone: (61 3) 8689 5500 <i>e-mail:</i> reception@apc.edu.au melbourne@apc.edu.au	NSW SYDNEY Lower Ground & Ground Floor, 189 Kent St, Sydney NSW 2000 Phone (61 2) 9251 7000 <i>e-mail:</i> info@apc.edu.au <i>website:</i> www.apc.edu.au
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GOLD COAST Level 3, 9 Beach Road, Surfers Paradise, QLD 4217 Pone (61 7) 3003 0088 e-mail: goldcoast@apc.edu.au website: www.apc.edu.au	website: www.apc.edu.au	
CRICOS PROVIDER: Young Rabbit Pty Ltd 01331F ABN: 28 003 381 182 RTO Provider#: 90396		

24 Hour Emergency Contact

For medical, police or fire emergencies please contact 000 from a landline or 112 from your mobile telephone.

During office hours (8.30 am - 5pm, Monday - Friday):

- contact the College

Outside of office hours:

- send us a message via our Facebook page (<https://www.facebook.com/apc.edu.au>) by using the word “**emergency**” in your message.
- or
- contact below

QLD students	VIC students	NSW students
Brisbane Livia Cruz (0473 624 695) Gold Coast Youngeun Song (0432 1691640)	Marta Setkowicz (0423 571 615)	Carolyn Long (0402 449 155)

Counselling Services

See Student Care for information about counsellors near the College.

Department of Home Affairs

General Enquiries: 131 881

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

QLD BRISBANE & GOLD COAST Postal Address: GPO Box 9984 Brisbane QLD 4001 <u>Brisbane CBD Office:</u> 9am – 4pm, Mon – Fri Ground Floor 299 Adelaide Street Brisbane QLD 4000	VIC MELBOURNE Postal Address: GPO Box 241, Melbourne Vic 3001 <u>Melbourne CBD Office:</u> 9am – 4pm, Mon – Fri 2 Lonsdale Street, Melbourne Vic. 3000	NSW SYDNEY Postal Address: GPO Box 9984 Sydney N.S.W 2001 <u>Sydney CBD Office:</u> 9am – 4pm, Mon – Fri Ground Floor 26 Lee Street, Sydney, N.S.W 2000
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Translating and Interpreting Service

The Department of Home Affairs provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them.

☐ 131 450

Council of International Students Australia (CISA)

<http://cisa.edu.au/>

Overseas Students Ombudsman

GPO Box 442 Canberra ACT 2601

<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

☐ 1300 362 072 within Australia *between 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST)*

☐ (612) 6276 0111 outside Australia

Department of Fair Trading

QLD BRISBANE & GOLD COAST Department of Fair Trading http://www.fairtrading.qld.gov.au/ 13 74 68 Monday to Friday 8am-4.30 pm International callers: +61 7 3405 0985 GPO Box 3111 Brisbane QLD 4001	VIC MELBOURNE Consumer Affairs Victoria http://www.consumer.vic.gov.au/ 1300 55 81 81 Monday to Friday 8:30 am- 5 pm GPO Box 123 Melbourne VIC 3001	NSW SYDNEY Department of Fair Trading http://www.fairtrading.nsw.gov.au/ 13 32 20 Monday to Friday 8:30 am-5 pm PO Box 972 Parramatta 2124
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Medical Centres

24hr Nurse helpline (Medibank Private) 1800 644 325

24hr Advice helpline (BUPA) 03 9937 3999

QLD BRISBANE CBD Medical Centre Level 1, Suite 6, Royal Albert Bldg, Cnr Albert & Elizabeth St, Brisbane QLD 4000 (07) 3012 9559 GOLD COAST <u>My Doctors Clinic Surfers Paradise</u> (07) 5592 2299 16/3221 Surfers Paradise Blvd, Surfers Paradise QLD 4217	VIC MELBOURNE <u>City Medical</u> 200 Queen St, Melbourne (03) 9098 7480	NSW SYDNEY <u>CBD Medical Centre</u> 70 Pitt St Near Cnr Martin Place, Sydney 2000 (61 2) 9231 1000
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Please check your local area for the closest Medical Centre.

Hospitals

QLD BRISBANE Mater Adult Hospital, Raymond Terrace, South Brisbane Qld 4101 (61 7) 3163 8111 Royal Brisbane and Women's Hospital Butterfield St, Herston QLD 4029	VIC MELBOURNE The Royal Melbourne Hospital 300 Grattan St Parkville (61 3) 9342 7000 St Vincent's Hospital 41 Victoria Parade, Fitzroy (61 3) 9288 2211	NSW SYDNEY The Prince of Wales Hospital Barker Street, Randwick NSW 2031 (61 2) 9382 2291 Royal Prince Alfred Hospital Missenden Road, Camperdown NSW 2050
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(61 7) 3646 8111		(61 2) 9515 6111
GOLD COAST Gold Coast University Hospital 1 Hospital Blvd, Southport QLD 4215 (61) 1300 744 284		

Please check your local area for the closest hospital.

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STUDENT DECLARATION

I have received the College Handbook and understood and agree that it is my responsibility to read the handbook.

I understand it is my responsibility to advise the College of my Unique Student Identifier. Should I fail to do so, I authorise the College to create the USI on my behalf.

I understand that policies referred to in this handbook are available in full on the College website and that it is my responsibility to read the full policies on the College webpage.

I understand the College offers assistance and counselling and is committed to providing opportunities for my academic development during my course. I accept that it is my responsibility to act on my own initiative if I require academic assistance or counselling beyond scheduled classes.

Student's signature

Student's name (please print)

Date

* Please detach and return this page to Reception, Student Care or an Administration Officer