

2026/27 INTERNATIONAL STUDENT HANDBOOK



AUSTRALIAN
PACIFIC COLLEGE

Welcome to Australian Pacific College

This handbook should be your guide as a vocational student at APC. You should be aware of what is expected of you and what your rights are. We hope the handbook will be useful to you. Please take the time to read this copy of our current student handbook and familiarise yourself with its contents.

If you have any queries please don't hesitate to check our policies on our website or contact us. Information about how to contact us is provided to you in the handbook.



Table of Contents

Student Welcome.....	5
LIFE IN AUSTRALIA.....	6
Living Costs.....	7
Accommodation.....	7
Health (Overseas Student Health Cover- OSHC).....	7
Transport.....	8
Address	
Student Visa holders who move to a new address must notify the Department of Home Affairs (DHA) and the College immediately of the new address. It is a requirement of your visa that you inform both.....	8
Visa.....	8
Banking.....	9
Working.....	9
Workplace rights.....	9
Public Holidays.....	10
Under 18-year-old students,.....	10
Student Welfare Referrals Contact List.....	11
YOUR STUDY.....	13
Unique Student Identifier (USI).....	14
Activation of Student Account.....	14
Student Email Account.....	14
myAPC.hub (Learner Management System).....	14
APC Student Portal.....	15
Assessments.....	15
Achievement of a Qualification.....	17
Timetable and Class Types.....	17
Excursions.....	18
Course progress.....	18
Intervention Strategy for Course Progress.....	18
Stages of Intervention for Course Progress.....	19
Attendance.....	19
Recognition of prior learning (RPL).....	19
Credit Transfer.....	20
Student Transfer Request.....	20
Deferment, Suspension and Cancellation of Study.....	20
Complaints and Appeals.....	21
Overseas Students Ombudsman.....	21
CAMPUS LIFE.....	22
Campus Locations and Contact Details.....	23
Campus Operating Hours.....	23
Campus Facilities and Resources.....	23
Student Code of Conduct.....	24
Fees.....	25

Work Health and Safety (WHS).....	25
Safety.....	25
Critical incidents.....	27
STUDENT CARE SERVICES.....	28
Student Care Team.....	29
Who to Ask.....	29
Learner Support and Academic Counselling.....	29
Free English Classes.....	29
Extra Activities.....	29
Mental Health and Wellbeing.....	30
Student Cards.....	30
Student Records.....	30
Lost property.....	30
Interpreter service.....	30
Student Notice Boards.....	30
Libraries.....	30
Legal services.....	31
COLLEGE POLICIES.....	32
Policies.....	33

Student Welcome

Welcome to Australian Pacific College. We're glad to have you studying with us, and hope your time here is rewarding and enjoyable. We hope your studies prove to be interesting and fulfilling 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 contact us via our on-campus Student Care, Live Chat, email or phone. 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.



LIFE IN AUSTRALIA



Living Costs

The average international student in Australia spends about \$500-\$700 per week on accommodation, food, clothing, entertainment, transport and telephone. The cost of living in each Australian city varies.

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

Accommodation

The College offers a variety of student accommodation options to suit different budgets and needs as follows.

- Homestay
- Student Apartment
- Shared accommodation

We aim to ensure a comfortable stay in Sydney, Melbourne, Brisbane, Gold Coast and Adelaide for our students. Please refer to [the accommodation page on our website](#) for details.

Health (Overseas Student Health Cover- OSCHC)

[Bupa](#) and [Medibank](#) are two of the largest private health insurance providers in Australia, and have retail outlets in most major shopping centres as well as in the city.

LOCATION	BUPA Open Monday -Friday 9.00 am - 5.00 pm	MEDIBANK Open Monday -Friday 9.00 am - 5.00 pm
Brisbane	91 Adelaide Street (Cnr Albert Street) Brisbane QLD 4000	79 Adelaide Street, Brisbane, QLD 4000
Melbourne	195 Swanston Street, Melbourne, VIC 3000	Shop E27, The Galleria, 385 Bourke Street, Melbourne VIC 3000
Sydney	10 Bridge Street, Sydney NSW 2000	644 George Street, Sydney NSW 2000
Gold Coast	Shop 1542, Pacific Fair, Hooker Blvd, Broadbeach QLD 4218	Shop 1542, Pacific Fair, Hooker Blvd, Broadbeach QLD 4218
Adelaide	103 Rundle Mall, Adelaide SA 5000	65 Grenfell Street, Adelaide SA 5000

If you have applied for Overseas Student Health Cover (OSHC) through the College, you will receive instructions on how to apply for your Bupa or Medibank Private card within approximately 4 weeks of your first day at the College. You can still see a doctor while you are waiting for your membership card to arrive.

Please remember to keep your receipts.

You can still see a doctor while you are waiting for your membership card to arrive. Please remember to keep your receipts. Both OSCHC providers offer a 24-hour advice line:

- **MediBank: 1800 644 325**
- **Bupa: 1800 888 942**

Transport

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

STATE	NAME OF CARD	LOCATIONS TO TOP UP	CHILD AGE
NSW	<u>Opal</u>	Selected stations, convenience stores, newsagents, many supermarkets, online	4 to 15 (proof of age, such as school card)
VIC	<u>Myki</u>	Selected stations, convenience stores, newsagents, many supermarkets, online	5 to 18 (proof of age such as a passport must be carried if 17 or 18)
QLD	<u>Go Card</u>	Selected stations, convenience stores, newsagents, many supermarkets, online	5 to 14 (proof of age, such as school card)
SA*	<u>Metrocard</u>	Selected stations, convenience stores, newsagents, many supermarkets, online	5 to 14 (proof of age, such as school card)

International students studying in ELICOS courses cannot pay concession fares. Your student card does not entitle you to a discount on buses, trains and ferries.

*South Australia VET students can pay concession fares and a special student ID will be provided to them in their Orientation.

Address

Student Visa holders who move to a new address must notify the Department of Home Affairs (DHA) and the College immediately of the new address. It is a requirement of your visa that you inform both.

Visa

If you have a problem or question about your visa talk to the Department of Home Affairs (DHA) about your visa or other immigration matters, located at:

CITY	ADDRESS	PHONE NUMBER
SYDNEY	101 George St Parramatta NSW 2150 (appointment only)	
MELBOURNE	808 Bourke Street Docklands VIC 3008 (appointment only)	131881
BRISBANE	Ground Floor 299 Adelaide Street Brisbane QLD 4000	
ADELAIDE	70 Franklin Street, Adelaide SA 5000	
GOLD COAST	Online only	

Overseas students on student visas have responsibilities to:

- Satisfy student visa conditions
- Maintain Overseas Student Health Cover (OSHC) for the period of their stay
- Meet the terms of the written agreement with their education provider
- Inform their provider and Department of Home Affairs if they change their address

- Maintain satisfactory course progress and attendance
- If they are under 18, maintain approved accommodation, support and general welfare arrangements

Banking

- You can apply for a bank account online or at any branch.
- You are likely to need your passport and proof of address.
- Ask Student Care for a letter of enrolment with your address. Remember to close your bank account before you return to your country.
- Try to open a free bank account to save on bank fees.

Working

You must follow the rules of your visa. If you have a student visa, remember:

- Before starting a job, you must have 'permission to work' from the Department of Home Affairs (DHA). Student visa holders are automatically granted work permission once their course commences (eCOE start date).
- You can't work more than 48 hours per fortnight while studying*.
* a fortnight starts on a Monday and finishes on the Sunday of the following week (two weeks)

The information here is a reminder only – please check with the [Department of Home Affairs](#) for the exact rules that apply to you.

You will also need to get a [tax file number](#); if you don't, you will pay too much tax.

Workplace rights

All people working in Australia, including workers from overseas, are entitled to basic rights and protections in the workplace. Remember - unpaid and underpaid work is illegal.

For information about [fair pay and work conditions for international students](#) see the factsheets [Unpaid Work](#) and [Student Placements](#):

If you believe you are not being treated fairly by your employer you can contact the [Fair Work Ombudsman](#) 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 federal public holidays. The public holidays can be found on our APC Academic Calendar for 2026. If the Public Holiday is not celebrated in all states and you are studying in Livestream, the classes will still go ahead (unless your class is being Livestreamed from the State celebrating the public holiday).

Under 18-year-old students,

The College is committed to ensuring the safety, welfare and well-being of all students who are under 18 years of age ("Underage Students").

Underage Students and their families/guardians are informed at orientation that their point of contact at the College is the Campus Coordinator. For general matters, Underage Students may contact Student Care, however, if the students have any issues that are causing them distress, they should immediately contact the Campus Managers (Emergency number available 24 hours - information below).

At orientation, the underage Students are provided with age and culturally appropriate information as well as contact details for specific staff members to contact for specialised information (always remembering that their Campus Manager should be their first point of contact). They are informed about what to do in the case of an emergency or critical incident, or if they need assistance or to report incidents or allegations involving sexual, physical or other abuse. The students and their families/guardians are given the Child Safe Policy and the Student Care Policy which lists a range of National and State emergency numbers that they can utilise and they are also given the Critical Incident Policy.

The College is a student-focused educational institution. This forms the values we seek from all staff we employ. Staff who interact directly with students are made aware of the College's obligations under the ESOS framework and the implications of these obligations for our Underage Students. The College's Student Care and Academic Management teams are knowledgeable about and are regularly trained on various support services offered by the College.

The College's student support personnel include Student Care Officers, Academic Managers, Study Progress Officers, Student Experience Coordinators, Campus Coordinators and Campus Managers. These support personnel are located at each campus, online or for the senior roles, state-wide (in all states where campuses are located).

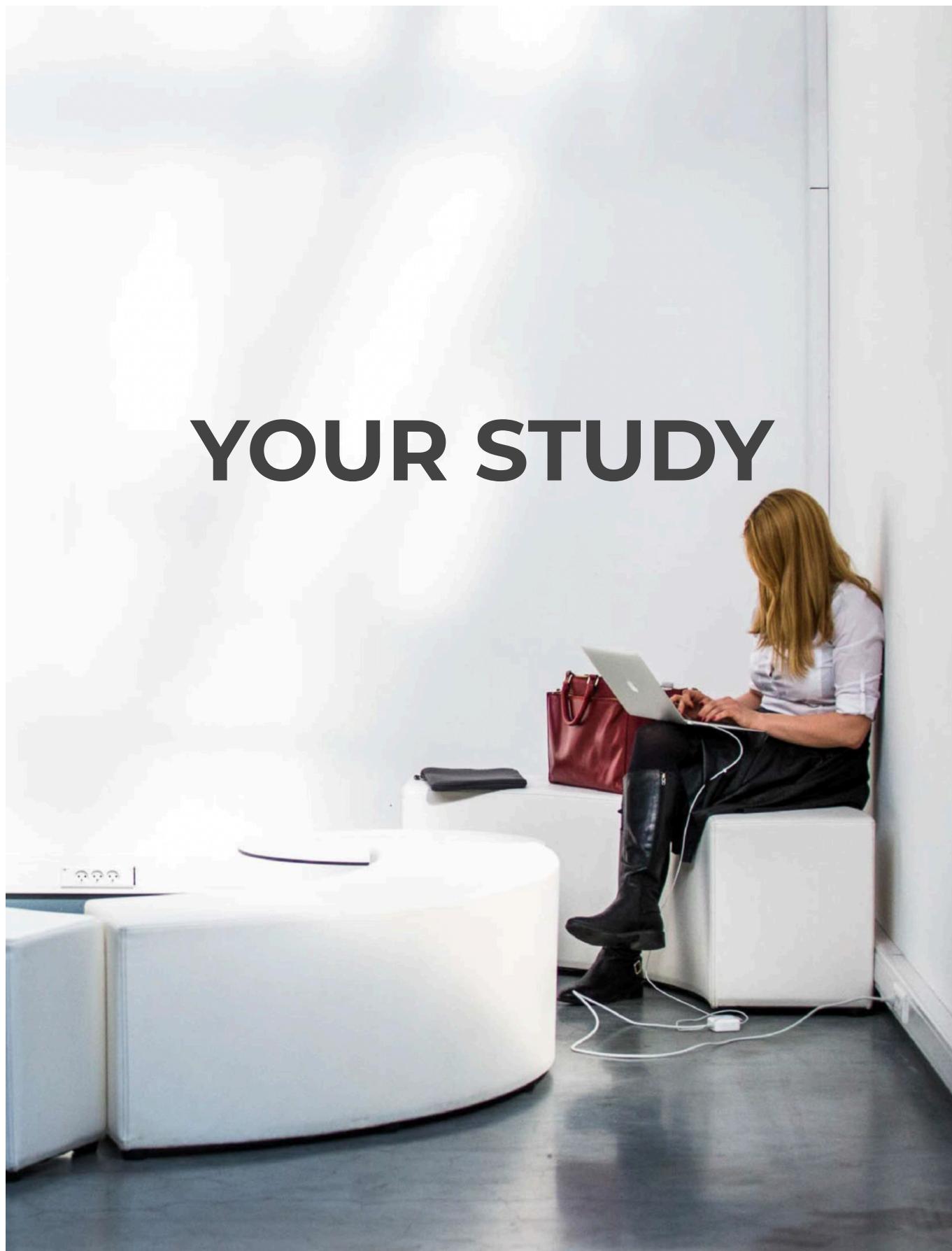
Student Welfare Referrals Contact List

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 provides information about counselling services if you need to speak to a counsellor. You can also refer to the list below:

SERVICE	BRISBANE	GOLD COAST	MELBOURNE	SYDNEY	ADELAIDE
Emergency Services	000 112 132 500 (Floods and Storm Crisis)				
Accommodation	Visit our student accommodation Page on our website or Student Care Live Chat				
Bus/Train & Ferry Information	Translink 13 12 30 www.translink.com.au		Public Transport Victoria www.ptvvic.gov.au	Transport NSW www.transportnsw.info.au	Adelaide Metro www.adelaidemetro.com.au
Legal Advice	Legal Aid 1300 651 188 44 Herschel Street, Brisbane Dispute Resolution Centre (non-legal matters) 1800 017 288 07 3239 6007	Legal Aid 1300 651 188 2/7 Bay St, Southport QLD 4215 Dispute Resolution Centre (non-legal matters) 1800 017 288 07 3239 6007	Legal Aid 1300 792 387 570 Bourke Street, Melbourne	Legal Aid 1300 888 529 Redfern Legal Centre	Legal Services Commission of South Australia 1300 366 424
Police	Brisbane City Police Beat 67 Adelaide Street, Brisbane 07 3224 4444 Brisbane City Police Station 46 Charlotte Street, Brisbane 07 3258 2582	Surfers Paradise Police Station 23 Orchid Ave, Surfers Paradise QLD 4217 07 5657 6888	Melbourne East Police Station 202 Bourke Street, Melbourne 03 9637 1100 Flinders St Railway Station Police Booth 226 Flinders Street, Melbourne 03 9610 7446	The Rocks Police Station 132 George Street, The Rocks 02 8220 6399 Day Street Police Station 192 Day Street, Sydney 02 9265 6499	Adelaide District Headquarters 176 Grenfell Street, Adelaide (08) 7322 4800 Hindley Street Police Station 55 Hindley Street, Adelaide SA 5000 13 14 44
Psychologist / Social Worker	Australian Psychological Society 1800 333 497 Beyond Blue 300 224 636 Headspace (for age 12-25) Alcohol & Other Drugs Information Service (ADIS) 1800 250 015	Gold Coast Student Hub 43 Nerang St, Southport QLD 4215 07 5556 6100 Australian Psychological Society 1800 333 497 Beyond Blue 300 224 636 Headspace (for age 12-25) Alcohol & Other Drugs Information Service (ADIS) 1800 250 015	Australian Psychological Society 1800 333 497 Beyond Blue 300 224 636 Headspace (for age 12-25) Alcohol & Other Drugs Information Service (ADIS) 1800 250 015	Australian Psychological Society 1800 333 497 Beyond Blue 300 224 636 Headspace (for age 12-25) Alcohol & Other Drugs Information Service (ADIS) 1800 250 015	Australian Psychological Society 1800 333 497 Beyond Blue 300 224 636 Headspace (for age 12-25) Alcohol & Other Drugs Information Service (ADIS) 1800 250 015
Rape/Sexual Harassment Crisis Centres	Queensland State-wide Sexual Assault Helpline 1800 010 120 Brisbane Sexual Assault Service Royal Women's Hospital Crisis Service 3636 5206 (after hours) Community Counselling Service 3636 5207	Queensland State-wide Sexual Assault Helpline 1800 010 120 Gold Coast Centre Against Sexual Violence Crisis: 07 559 11164 Admin: 07 559 12397	Sexual Assault Crisis Line (Victoria) 1800 806 292 Royal Women's Hospital - Sexual Assault Response Women's Emergency Care Lower Ground, 20 Flemington Rd, Parkville Royal Women's Hospital - Crisis response, counselling & support (24/7) - 03 9635 3610	NSW Rape Crisis Centre 1800 424 017 Sexual Assault Counselling Australia - 1800 211 028 1800 RESPECT national hotline for sexual assault and domestic violence 1800 737 732	Yarrow Place Rape & Sexual Assault Service 1800 817 421 National Sexual Assault, Domestic Family Violence Counselling Service 1800RESPECT 64 Pennington Terrace, North Adelaide, SA 5006 PO Box 620, North Adelaide, SA 5006
Gambling Helpline	Gambling Help QLD 1800 858 858		Gamblers Help 1800 858 858	Gambling Help online 1800 858 858	Gambling Help 1800 858 858

Rental Problem Resolution	Residential Tenancies Authority Level 23, 179 Turbot Street, Brisbane, 1300 366 311		Housing VIC 1300 475 170	NSW Fair Trading 13 32 20	RentRightSA 1800 060 462 Home Seeker SA
Dentist	First Dental Studio Level 1, 245 Albert Street, Brisbane, 07 3229 4121	Australia Fair Dental Care Level 1, Australia Fair West Shopping Centre, Corner Scarborough & Young Streets Southport, Gold Coast QLD 4215 07 5591 2661	Bupa Dental 473 Bourke St, Melbourne 03 9248 5700	Bupa Dental Shop 2D, 52 Martin Place, (entry via Elizabeth Street), Sydney New South Wales 2000	Bupa Dental 50 Grenfell Street, Adelaide South Australia 5000
Medical Clinic	Albert St. CBD Medical Centre Level 3/138 Albert Street 07 3210 1889	Surfers Health Medical Centre Circle On Cavill, Shop 27/3184 Surfers Paradise Blvd, Surfers Paradise QLD 4217 07 5592 5999	MyClinic 91 William Street, Melbourne 03 9620 5299	City Medical Practice 2 York Street, Sydney 02 9291 9111	City Medical Centre 80 Grote St, Adelaide South Australia 5000
Fair Trading/ Consumer Affairs	Office of Fair Trading 13 QGOV (13 74 68) (Monday to Friday 8 am to 6 pm) International callers: +61 7 34050985 (+10 hours UTC) GPO Box 3111 Brisbane QLD 4001		Consumer Affairs Victoria 1300 55 81 81 GPO Box 123 Melbourne VIC 3000	Fair Trading 13 32 20 (Mon to Fri 8:30am to 5 pm) PO Box 972 Parramatta 2124	Consumer and Business Services Customer Service Centre 9am-4.30pm Mon to Fri 95 Grenfell Street, Adelaide 131 882
Council of International Students of Australia (CISA)	Council of International Students of Australia (CISA)				
Hospital	Mater Adult Hospital Raymond Terrace, South Brisbane Qld 4101 07 3163 8111 Royal Brisbane and Women's Hospital Butterfield St, Herston QLD 4029 07 3646 8111	Gold Coast University Hospital 1 Hospital Blvd, Southport QLD 4215, 1300 744 284	The Royal Melbourne Hospital 300 Grattan St Parkville 03 9342 7000 St Vincent's Hospital 41 Victoria Parade, Fitzroy 03 9288 2211	The Prince of Wales Hospital Barker Street, Randwick NSW 2031 02 9382 2291 Royal Prince Alfred Hospital Missenden Road, Camperdown NSW 2050 02 9515 6111	Royal Adelaide Hospital LOT 14 North Ter, Adelaide South Australia 5000 08 7074 0000 Calvary Adelaide Hospital 120 Angas Street, Adelaide South Australia 5000 08 8227 7000

YOUR STUDY



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 2026 will be in your account in 2027 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](#).

Activation of Student Account

Before commencing your study, you are required to activate the student account and create a password. Instructions are provided to you in the orientation email. Please see the [step-by-step](#) guide on how to activate your student account and reset the password.

Once the password is created, it applies to the student portal, learner management system ([myAPC.hub](#)), and student email.

For security reasons, students are required to change their password every 120 days. You will receive an email 7 days before the password is due to expire.

Student Email Account

The College communicates with students only via the student email. You must check your student email inbox and read emails regularly as they contain important information about your studies.

myAPC.hub (Learner Management System)

MyAPC.hub is a learner management system where you have access to all your subjects, assessment due dates, learning resources and Teams lectures, tutorials or studio sessions. The College has made this available as an important resource for all students enrolled in any of our VET courses.

To use myAPC.hub you need to be logged into Google with your APC student email account and click on the my.APC.hub login button. Please do not share your password with anyone.

Please watch the explainer videos that help navigate myAPC.hub

- [Getting started with myAPC.hub](#)
- [Finding your way around myAPC.hub](#)
- [Submitting an assessment on myAPC.hub](#)

The College continually monitors the progress of the students in both online 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 students.

All students' logins, uploads, 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](#).

APC Student Portal

On the Student Portal (AIMS) you will be able to collect your timetable, apply for your USI number, update your contact details, recover your password via SMS and view your results and attendance. You can login into [APC Student Portal](#).

Assessments

Assessment Submission

You will be required to submit your assessments for all your subjects through myAPC.hub. Some assessments may also require sitting an exam, delivering a presentation or a role play.

Assessments submitted digitally must be saved using the file naming convention:

Student Number_Student Name_ Subject_AssessmentNumber

Assessment cover sheets are available in myAPC.hub and should be submitted as a separate file alongside each assessment submission.

Standard of Work

When submitting your assessments you must make sure to:

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

Academic Misconduct

Dishonest assessments/examinations may 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 your own).
- using or attempting to use information that 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 your own, the thoughts and writings of another with the intent to claim the work as your own)

Students identified as submitting Plagiarised and Dishonest Assessments will be asked to speak with their trainer and resubmit their work. Further academic misconduct will result in formal warnings being issued and recorded in the student's file. Students may be required to resubmit their work at an additional cost. Further action such as suspension/dismissal will be at the discretion of the College Management. For more information refer to the [Academic Integrity Policy](#).

PlagiarismSearch

PlagiarismSearch software is embedded in myAPC.hub. This leading plagiarism checking software provides students with the opportunity to check their work up to three times per submission producing an accurate plagiarism report. Students can utilise the report to edit their work before confirming the submission. Prior to submitting your work, run them through the PlagiarismSearch to make sure your content is authentic and produces a report below 30%.

Students may use AI tools to support their learning, provided the use is ethical, transparent, and clearly acknowledged. AI must not replace a student's own work, judgment, or skills, and all assessments must reflect genuine student capability. Any misuse of AI, including unacknowledged AI-generated content or overreliance that compromises authenticity, will be considered a breach of Academic Integrity.

Assessment Due Dates

You can check your assessment due dates in your calendar in myAPC.hub and by asking your trainer. You must submit your assessments by the due date. You will not be able to submit your assessment more than 7 days after the due date and will be required to register for APC's paid resubmission program.

If you require an assessment due date extension due to compassionate and compelling reasons, please contact our Student Care team and provide relevant evidence (for example a medical certificate). This must be done **on or before** the assessment due date. If your request for an extension is successful, there will be no mark penalty for the period of the extension. There is no further late 7-day submission on extension dates.

Achieving Competency

Vocational Education and Training (VET) is competency based learning. To successfully complete a subject, you must respond to all aspects of the assessment to achieve a satisfactory result and successfully complete all the assessment tasks in the subject.

A Marking Guide is published for every assessment, which shows what competency criteria are being assessed. Please make sure you read the Marking Guide carefully and address all the performance criteria. You will need to demonstrate competency in all of them in order to successfully complete your assessment.

Mark Review Process

If you are unhappy with your assessment result, you are encouraged to first discuss your concerns with the course trainer (or via Student Care Officer) within 3 working days of receiving your marks.

If the issue is not resolved informally, you may submit a formal review request to Student Care or Campus Manager/Coordinator within 7 working days of receiving your marks. The request must include a detailed explanation of the grounds for the review and any supporting document.

Resubmission

If students comply with the required assessment dates and make a genuine attempt, but are initially assessed as not yet competent, they are entitled to a free resubmission attempt, which can be handed in within 7 days from receiving trainer feedback. The maximum possible mark for a successful resubmission is 50%.

Reassessment with fees: Progression and Academic Support System (PASS)

Students who do not qualify for free resubmission options and students with not yet competent assessments from their current course can access PASS and resubmit assessments at their own cost during the term. Students are able to access PASS to resubmit assessments from the course they are currently enrolled in, during term and only until their course end date. The maximum possible mark for a successful PASS submission is 50%. Fees for PASS: \$100 per assessment.

Achievement of a Qualification

Students who successfully complete their course will receive a Qualification. For students to successfully complete the course they must gain a competent result in **all** subjects before a qualification document will be issued.

If you do not obtain your qualification you will be issued with a Statement of Attainment showing the subjects you have passed.

The issuance of Qualification Documentation by the College requires the students to have a Unique Student Identifier (USI). Prior to receiving the Qualification Documentation, students must ensure they have no outstanding fees and return all College materials and property.

Timetable and Class Types

Collecting your timetable

Each term you will need to collect your class timetable online at [AIMS System Application - Login](#). If you have any difficulties, please contact Student Care.

Online timetable collection opens approximately one week before the term start date and closes on the first Wednesday of each term. If you miss this deadline, a late timetable collection fee of \$100 will apply.

Details of dates for next term's timetable collection period will be available in Week 7, you can also consult the VET Student Calendar 2026 or contact Student Care via our Live Chat feature on our website apc.edu.au.

Changes to your timetable

Classes and timetables may be changed up until the end of Week 2 of the term subject to availability. The cost for changing classes and timetables after you have collected your timetable for the term is \$100.

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 midday (12:00pm) Friday of Week 2 of the 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

Class types

APC courses are delivered in a blended format that includes face-to-face instruction, which is also livestreamed and recorded. This constitutes synchronous training as defined by the Australian Skills Quality Authority (ASQA).

Online delivery refers to self-paced learning and is considered asynchronous training.

For some courses, there are certain classes that are delivered on campus, including all Design courses and TESOL.

All students are offered the option of studying the online component in a face-to-face environment if this is more suited to their learning style.

Under the National Code international students cannot be timetabled for 100% online study in any one term (compulsory study period). This means that students must do at least two face-to-face / livestreamed subjects,

supervised by educators, each term. Only up to 30% of the entire course can be delivered in an online or self study mode..

All students are expected to attend **100%** of the classes allocated to them. You will see the days and times of your classes on your timetable.

The College offers following types of classes:

1. Lectures: consist of content delivery for all face to face classes in either livestream or Campus Learning Environment
2. Subject Enhancement Tutorials (SET): tutorials supporting the foundation skills associated with the subjects
3. General Assessment Support: tutorials supporting assessments and addressing subject-related inquiries
4. Enhance Your Employability Skills (EYES): seminars focused on practical employability skills
5. Studios: workshops supporting design lectures

Excursions

Trainers sometimes organise excursions for their classes. These provide important opportunities to experience aspects of business or the business environment in your city 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.

Course progress

Under the National Code 2018, students are required to maintain a satisfactory course progress. To maintain your course progress you are required to successfully complete at least 50% of your scheduled subjects in any study period.

COURSE	STUDY PERIOD DEFINITION
All vocational courses	One Term

If a student fails to maintain satisfactory course progress in a study period, APC's Intervention Strategy will be initiated. 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 Report to the relevant government department for unsatisfactory course 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 and notified of the College's Intention to Report to the relevant government department for unsatisfactory course progress. The student will have 20 working days in which to access the College's internal appeals process.

Intervention Strategy for Course Progress

Should the student be at risk of not maintaining satisfactory course progress, the student will be contacted to attend a meeting with a Study Progress Officer/Assistant Academic Coordinator and counselled:

- on the suitability of the course in which the student is enrolled,
- of reassessment opportunities,
- of the risks related to not making course progress
- of the internal and external appeals process

Stages of Intervention for Course Progress

STAGE	DESCRIPTION	COLLEGE ACTION	STUDENT ACTION
Recording of student results		Results recorded on the student management system after each assessment.	Students may log in and view their results at any time during the term.
Intervention stage	Student does not successfully complete more than 50% of their subjects in one study period*	Letter to activate Intervention Strategy sent by College. The letter requests students to attend an Intervention Meeting. Students are given a letter regarding the outcome of their intervention meeting and any conditions attached.	Arrange and attend the Intervention Meeting. Follow the recommendations received during the intervention meeting.
Intention to Report Stage	Students who do not successfully complete 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 the student to lodge an internal appeal.	Students may see Student Care to lodge an appeal or follow the links in the letter from the College. If an appeal is not lodged, the appeals process continues to the reporting stage.
Appeals stage		The College reviews the student's internal appeal.	
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		The College notifies the student that their COE has been reported for not meeting course progress.	Students will be contacted by the Department of Home Affairs.

*Study period: 1 term (exclude Certificate II in Business students: 2 subjects)

Attendance

Attendance for each scheduled lecture and tutorial is recorded and monitored for academic progress purposes. While the College is not required to monitor attendance for visa purposes, the College will provide attendance records to the Department of Home Affairs should they be requested.

APC expects all students to attend 100% of the scheduled classes for each subject in any study period and it is the student's responsibility to come to class every day and to maintain a satisfactory attendance rate.

If a student is absent from the College because of sickness, they should see a registered medical professional and obtain a medical certificate (letter). Student's attendance will be then adjusted.

Recognition of prior learning (RPL)

RPL is the recognition of existing skills and knowledge, attained from previous study or from work and life experiences, against course outcomes (learning outcome). APC recognises Australian Qualification Framework (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](#), these can be found on the College's [website](#). It is the student's responsibility to complete the RPL form in full and include all relevant evidence, certified if necessary. A fee will apply to RPL, please see the RPL forms or contact Student Care for more details.

Credit Transfer

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 course or subject that the student has completed against the required learning outcomes, competency outcomes, or standards in the College's course or subject they intend to study.

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

Student Transfer Request

Transfer to another education provider

Overseas students are restricted under the National Code 2018 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.

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.

Students can apply for a release to enable them to transfer to another education provider through Student Care.

Transfers between APC campuses (Sydney, Melbourne, Brisbane or Gold Coast)

Please see Student Care to discuss this possibility. Transfers between APC Sydney, Melbourne, Brisbane or Gold Coast are subject to the availability of space and relevant study units in your preferred course. Please note, a COE processing fee may apply and that tuition fees may vary between locations.

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 Coordinator/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 or course progress calculations for APC.

Where a student is granted an extended period for suspension of study and remains 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 / College initiated suspension of studies

APC may exclude a student from class studies or initiate a suspension of studies for a student on the grounds of misbehaviour by the student as identified as resulting 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.

Visa Implications

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

Complaints and Appeals

A complaint is any concern, difficulty or problem that a student has concerning their studies or APC. An appeal is a review of a decision that has already been made.

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 complaint about his/her trainer or teacher, the student may choose to refer the matter directly to the VET Academic Manager or Campus Manager/Coordinator.

If the problem cannot be resolved informally put your concerns in writing using the College's complaints and appeals form. These forms are also available from Student Care or the College [website](#). All internal complaints and appeals processes will be at no cost to the student and will commence within 10 days of lodging the complaint/appeal.

If complaints or appeals are not resolved after accessing the College's internal appeal stage, 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: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Email: overseas.students@ombudsman.gov.au

Telephone: 1300 362 072 within Australia, +61 2 6276 0111 outside Australia

Address: GPO Box 442 Canberra ACT 2601

CAMPUS LIFE



Campus Locations and Contact Details

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

Our Student Care Team are ready to assist you. You can reach us by

In Person In person at one of our campuses

Talking to us on Live Chat or filling out the contact form [Contact Us | Australian Pacific College & English Unlimited.](#)

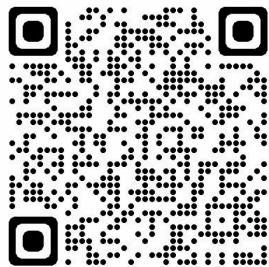
If you are in an emergency and require the assistance of the Police, an Ambulance or the Fire Department please contact 000 (or 112 from a mobile telephone).

APC STUDENT CARE	
Livechat	APC Website or Student Portal
Email	Contact Us Australian Pacific College & English Unlimited.
Student Care Operating Hours vary per Campus	

Campus Operating Hours

Our most up to date Operating hours can be found on our website.

[Click Here for more details](#) or scan the below QR Code



Campus Facilities and Resources

[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 computer room 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. The College is not responsible for any data you may lose if you do not follow this procedure.

Printing facilities

Students can use the College computers to print. Students 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 Student Care.

Child-minding

There are no child-minding facilities at the College. Please make arrangements with your local child care centre for the care of preschool 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 near 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 [Official website of the Islamic Practice & Dawah Circle](#)

Student Code of Conduct

The College recognises and values the diversity of student experiences and expectations, and is committed to treating students, both academically and personally, in a fair and transparent manner. All students, in return, are required to comply with the requirements set down in the College's [Student Code of Conduct](#).

The College reserves the right to exclude either temporarily or permanently any student who is a serious offender against good order and discipline.

If a student is permanently excluded due to violence, discrimination, harassment, bullying or intimidation the relevant government department will be informed and the student's COE will be cancelled. Please refer to the [Deferment, Suspension and Cancellation Policy](#).

Good Manners

Please be polite to your trainers and classmates. Your trainers are experienced professionals with varied experience. Your classmates come from many different parts of the world. We ask that you show respect for all your trainers and classmates, regardless of their age, gender, nationality, religion, sexual orientation or appearance. Discrimination of any kind will not be tolerated.

Noise

It is courteous and considerate not to make excessive noise at the school. Please be especially careful about being quiet when exams are taking place in nearby rooms. Please remember to be quiet when entering and exiting the campus.

Lateness

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 Tidiness

Clean up after yourself:

- Don't leave anything behind after class & leave your area clean and tidy
- Place all rubbish in the provided bins in the classroom and around the college
- Do not eat or drink in class during lessons (except for water)

Speaking in English

All APC campuses operate an 'English Only' policy for students on campus. This includes conversations with staff members, such as Student Care Officers and Trainers. In particular, 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 different backgrounds and spend time with them outside of the classroom too. Staff at campus are also required to communicate primarily in English, so please be courteous to them.

Mobile Phones

Mobile phones must be switched off or in silent mode while you are attending class. It is disrespectful to your fellow students and your trainer to accept calls in class. If you need to be contacted urgently while you are attending class, you should advise your trainer and leave the classroom to take the call.

Fees

You have to pay your fees according to the payment schedule in your Letter of Offer. For any questions you have about your fees, please see Student Care.

Details of the schedule of Administrative (Non-Tuition) Fees can be found [here](#).

Refunds

Please refer to the [Cancellation, Withdrawal and Refund Policy v6.9R\(APC/EU\)](#)

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 Adelaide, 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.

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.

Emergencies

In emergencies, please observe the following:

- Do not use the lift in any emergency. Please use the emergency exits, marked with a green **EXIT** light.
- In case of fire, follow the 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 your trainer's instructions 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:

- You will be notified by an area warden.
- 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 wallet and keys with you.
- 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. Assembly point information is listed on the emergency exit map in your classroom.

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 exit.

Smoking

Smoking in public buildings is not allowed. This includes all APC buildings, toilets and stairwells. Those who wish to smoke during 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.

The following public outdoor places are smoke-free:

- Within 4 metres (NSW/VIC) & 5 metres (QLD) of
- A pedestrian access point to a public building
- A seated dining area of a licensed premises, restaurant or café
-

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
- A food fair stall
-

The council may issue on-the-spot fines if you are caught smoking in a no-smoking area

Please dispose of your cigarette butts in the bins provided, otherwise you might need to pay a fine for littering.

Littering

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

Critical incidents

A critical incident is a serious or traumatic event, or the threat of such an event, that causes significant stress, fear or injury to a person, in Australia or overseas. Such incidents include serious injury, illness or death, a missing person, severe verbal/psychological aggression or physical assault, witnessing a serious accident or incident of violence, natural disaster, epidemics, etc.

In the event of a critical incident, students are encouraged to contact the relevant emergency services or government agency. If these services are unavailable, then contact the Student Official Point of Contact in the city in which you are located to discuss your situation. See the Staff at Australian Pacific College for contact details. Please refer to the [Critical Incident Policy and Procedure](#).

Our Student Care Team are ready to assist you. You can reach us by

In Person In person at one of our campuses

Talking to us on Live Chat or filling out the contact form [Contact Us | Australian Pacific College & English Unlimited](#).

If you are in an emergency and require the assistance of the Police, an Ambulance or the Fire Department please contact 000 (or 112 from a mobile telephone).

STUDENT CARE SERVICES



Student Care Team

Our friendly Student care team can be reached via:

Live Chat on APC website and student portal 9:00am - 6:00pm (AEDT), Monday - Friday

Email: info@apc.edu.au

Phone: 1300 830 272

Who to Ask

STUDENT CARE TEAM	CAMPUS MANAGER/COORDINATOR	CAMPUS/ACADEMIC COORDINATOR
<ul style="list-style-type: none"> • Accommodation Services • Activities in your city • Australian bank accounts • Appointments to see • APC staff Assessment cover sheets • Overseas Student Health Cover(OSHC) • Course extensions/payment • Attendance/course progress • Course variation • Information on Medical Practices and other welfare contacts • Update contact details • Student ID Card Holidays • Lost Property • Timetable collection • Grievance/Complaint • General information 	<ul style="list-style-type: none"> • Complaints • Personal Issues • Internal appeals 	<ul style="list-style-type: none"> • Further study • Class problems/questions • Course progress • Individual learning plans • Plagiarism • Course information • Course Exemptions / Credit Transfer / Recognition of prior Learning • Use of AI

Learner Support and Academic Counselling

Should a student require additional tutorial assistance outside of what is provided within the course, this must be arranged individually between the student and the trainer. Please book an appointment with your Academic Manager to discuss your studies and arrange additional support if necessary.

Free English Classes

Our sister school English Unlimited provides four hours of free optional classes to all APC students each week. The optional classes focus on aspects of the language to help you feel more comfortable, confident and proficient in using English in the workplace and in daily life.

Extra Activities

Students can take advantage of our optional weekly Social Club Activities happening at our Sydney (Kent Street), Melbourne (William St), Brisbane and Adelaide campuses.



Mental Health and Wellbeing

Hopefully, your time in Australia will be a happy one. However, inevitably, sometimes problems occur that can't be controlled. APC understands that these problems often feel worse when you are a long way from home and family. Student Care can provide information about counselling services if you are having problems such as [Beyond Blue](#) and [Lifeline](#). They can offer assistance when you are dealing with:

- crises in your life, or that of someone close to you
- anxiety or depression
- severe stress
- alcohol/drug abuse, gambling or other addictive behaviour
- eating disorders
- suicidal thoughts

Student Cards

All students in APC will need a student card for access to the campus (security or College staff 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 date. See Student Care to collect your card.

If you lose your card, a replacement fee of \$5 will be charged to reissue your Student Card.

Student Records

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. This also applies to students' work and assessments. Students are entitled to view their files and can do so by asking Student Care.

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.

Lost property

Any items found in the College should be taken to Student Care. If you lose something in the College, check with 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 team will help you with any interpreter assistance. We have access to interpreters 24 hours per day. You should also be aware of the 24 hour Translating and Interpreting Service. Call **131450** any time if you are having difficulty communicating in English. This is a national service and is available across all states.

Student Notice Boards

These are located on all campuses. Please check them regularly for important notices. 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

City libraries are available in [Sydney](#), [Melbourne](#), [Brisbane](#) and [Adelaide](#) if you need a quiet place to study.

Legal services

For legal advice you can contact the free service below or consult a paid professional by looking up a solicitor in the [Law Society of NSW](#) Yellow Pages www.yellowpages.com.au and Australian Community Legal Service www.naclc.org.au.

COLLEGE POLICIES



Policies

The college is governed by its policies and procedures. They are there to help guide you, as well as the college staff. For a list of our policies, visit the APC website: apc.edu.au

Some of the policies are referenced and explained in this handbook, but you must refer to the complete version of all policies on the APC website. If you have any questions, please contact Student Care.