

**2023/24**

# **DOMESTIC 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.



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## 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.

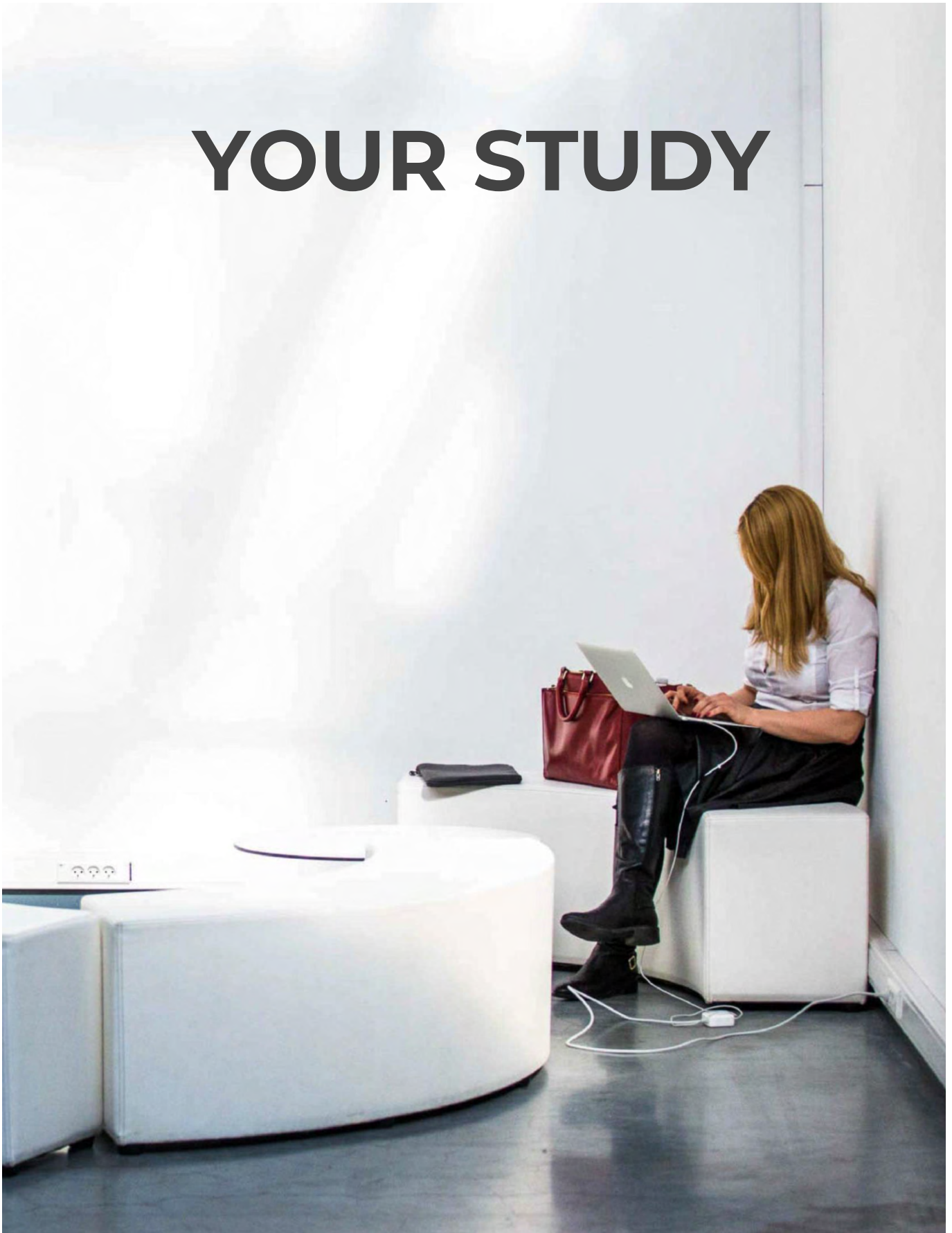
If we can be of help to you in any way, please contact us via Live Chat, email or phone. We'll be glad to assist you in whatever way we can.

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.



# YOUR STUDY





## The Australian Quality Framework (AQF Standards)

You are about to become a student in the process that can result in achieving an Australian nationally accredited qualification. These qualifications can only be delivered by an Australian Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the Australian National VET Regulator (NVR) Standards. Several Government and Semi-Government authorities have been established to administer these education standards. The most significant authority for us is the Australian Skills Quality Authority (ASQA) which is responsible for registering and administering Registered Training Organisations (RTOs) operating in NSW and in many other states of Australia.

One of ASQA's responsibilities is ensuring that RTOs adhere to and comply with the requirements of the Federal Legislation "National Vocational Education and Training Regulator Act 2011".

The "Standards for Registered Training Organisations (RTOs) 2015" defines many of the requirements for RTOs when delivering Nationally Recognised Training. ASQA itself defines other responsibilities for an RTO.

These clear responsibilities contribute to the high education standard offered in Australia, particularly Registered Training Organisations registered by ASQA.

## 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 2021 will be in your account in 2022 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 of 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 Zoom 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 Suite 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.

### [Plagiarism](#)

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 your own).
- using or attempting to use the 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 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.

### Plagiarism Search

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 plagiarism search to make sure your content is authentic and produces a report below 30%.

## Assessment Due Dates

You can check your assessment due dates in your calendar in myAPC.hub and by asking your trainer. Assessments can be submitted up to seven days past the due date, however, each day will incur a 5% penalty to your mark. You will not be able to submit your assessment past the 7 days and will need to turn to APC's paid reassessment 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 marks 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 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

Students who are unhappy with their mark and receive a result lower than 65% can request a mark review; the review period will end before the new term begins. A request for a mark review for assignments that were proven to be plagiarised will not be accepted.

Mark Review requests can be submitted at Student Care after the results have been finalised for the term. During the term, you should speak to your trainer directly.

## 7-Day Free 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 within 7 days from receiving trainer feedback, provided that they have made a genuine attempt in their initial submission. 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 NYC assessments from their current or previous terms 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 <http://www.apc.edu.au/enrolnow>. 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 [2023](#) or [2024](#) or contact Student Care via our Live Chat feature on our website [apc.edu.au](http://www.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 of 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 provides students with the flexibility of studying up to one third of their subjects online while at the same time offering scheduled face-to-face tutorials for online classes. However, there are no lectures and online study is completed through [myAPC.hub](#)

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 to 100% online study in any one term (compulsory study period). This means that students must do at least one face-to-face subject each term. Only 30% of the entire course can be delivered online.

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.



You will have the following types of classes:

1. Lectures: consist of content delivery for all face to face classes in both the Virtual Learning Environment and the Campus Learning Environment
2. Subject Enhancement Tutorials (SET): tutorials supporting face to face delivery
3. Tutorials for online subjects (Tutorial-ASM): tutorials supporting online learning
4. Enhance Your Employability Skills (EYES): seminars focused on practical employability skills
5. Studios: workshops supporting face-to-face 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 standard 8 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 Manager 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
<b>Recording of student results</b>		Results recorded on the student management system after each assessment.	Students may log in and view their results at any time during the term.
<b>Intervention stage</b>	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 the student 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.
<b>Intention to Report Stage</b>	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. <b>Clock counts down 20 working days for the student to lodge an internal appeal.</b>	<b>Students may see Student Care to lodge an appeal.</b> If an appeal is not lodged, the appeals process continues to the reporting stage.
<b>Appeals stage</b>		The College reviews the student's internal appeal.	
<b>Reporting stage</b>	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.	
<b>Post reporting stage</b>		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 the 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 if the application is submitted after the student has commenced with the College.

## Transfers between APC campuses

Please see Student Care to discuss this possibility. Transfers between APC Sydney, Melbourne, Brisbane, Gold Coast or Adelaide 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 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 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.



## 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, Campus Director or Student Experience Manager.

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.

# 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.

APC STUDENT CARE	
Livechat	APC Website or Student Portal
Phone	1300 830 272
Email	info@apc.edu.au
<b>Student Care Operating Hours: Monday - Friday</b> <b>9:00am - 6:00pm AEDT</b>	

## 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 in 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 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 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 <https://goprayer.com.au/>

## **Public Holidays**

The College is closed on federal public holidays. The public holidays can be found on our APC Academic Calendar for [2023](#) & [2024](#). If the Public Holiday is not celebrated in all states and you are studying in the Virtual Learning Environment, the classes will go ahead.

## **Under 18 year old students**

The College is committed to ensuring the safety, welfare and well-being of all students who are under the age of 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 Manager. 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 see [link here](#)).

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 while studying with us 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
<b>Emergency Services</b>	000 (from landline) 112 (from mobile) 132 500 (Floods and Storm Crisis)				
<b>Accommodation</b>	Visit our <a href="#">student accommodation Page</a> on our website or Student Care Live Chat via <a href="http://www.apc.edu.au">www.apc.edu.au</a>				
<b>Bus/Train &amp; Ferry Information</b>	Translink 13 12 30 <a href="http://www.translink.com.au">www.translink.com.au</a>		Public Transport Victoria <a href="http://www.ptv.vic.gov.au">www.ptv.vic.gov.au</a>	Transport NSW <a href="http://www.transportnsw.info">www.transportnsw.info</a>	Adelaide Metro <a href="http://www.adelaidemetro.com.au">www.adelaidemetro.com.au</a>
<b>Legal Advice</b>	<a href="#">Legal Aid</a> 1300 651 188 44 Herschel Street, Brisbane <a href="#">Dispute Resolution Centre</a> (non-legal matters) 1800 017 288 07 3239 6007	<a href="#">Legal Aid</a> 1300 651 188 2/7 Bay St, Southport QLD 4215 <a href="#">Dispute Resolution Centre</a> (non-legal matters) 1800 017 288 07 3239 6007	<a href="#">Legal Aid</a> 1300 792 387 570 Bourke Street, Melbourne	<a href="#">Legal Aid</a> 1300 888 529  <a href="#">Redfern Legal Centre</a>	<a href="#">Legal Services Commission of South Australia</a> 1300 366 424
<b>Police</b>	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
<b>Psychologist / Social Worker</b>	<a href="#">Australian Psychological Society</a> 1800 333 497  <a href="#">Beyond Blue</a> 300 224 636  <a href="#">Headspace</a> (for age 12-25)  <a href="#">Alcohol &amp; Other Drugs Information Service (ADIS)</a> 1800 250 015	<a href="#">Gold Coast Student Hub</a> 43 Nerang St, Southport QLD 4215 07 5556 6100  <a href="#">Australian Psychological Society</a> 1800 333 497  <a href="#">Beyond Blue</a> 1300 224 636  <a href="#">Headspace</a> (for age 12-25)  <a href="#">Alcohol &amp; Other Drugs Information Service (ADIS)</a> 1800 250 015	<a href="#">Australian Psychological Society</a> 1800 333 497  <a href="#">Beyond Blue</a> 300 224 636  <a href="#">Headspace</a> (for age 12-25)  <a href="#">Alcohol &amp; Other Drugs Information Service (ADIS)</a> 1800 250 015	<a href="#">Australian Psychological Society</a> 1800 333 497  <a href="#">Beyond Blue</a> 300 224 636  <a href="#">Headspace</a> (for age 12-25)  <a href="#">Alcohol &amp; Other Drugs Information Service (ADIS)</a> 1800 250 015	<a href="#">Australian Psychological Society</a> 1800 333 497  <a href="#">Beyond Blue</a> 300 224 636  <a href="#">Headspace</a> (for age 12-25)  <a href="#">Alcohol &amp; Other Drugs Information Service (ADIS)</a> 1800 250 01515
<b>Rape/Sexual Harassment Crisis Centres</b>	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  <a href="#">Gold Coast Centre Against Sexual Violence</a> 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
<b>Gambling Helpline</b>	<a href="#">Gambling Help QLD</a> 1800 858 858		<a href="#">Gamblers Help</a> 1800 858 858	<a href="#">Gambling Help online</a> 1800 858 858	<a href="#">Gambling Help</a> 1800 858 858

<b>Rental Problem Resolution</b>	<a href="#">Residential Tenancies Authority</a> Level 23, 179 Turbot Street, Brisbane, 1300 366 311		<a href="#">Housing VIC</a> 1300 475 170	<a href="#">NSW Fair Trading</a> 13 32 20	RentRightSA 1800 060 462 <a href="#">Home Seeker SA</a>
<b>Dentist</b>	<a href="#">First Dental Studio</a> Level 1, 245 Albert Street, Brisbane, 07 3229 4121	<a href="#">Australia Fair Dental Care</a> Level 1, Australia Fair West Shopping Centre, Corner Scarborough & Young Streets Southport, Gold Coast QLD 4215 07 5591 2661	<a href="#">Bupa Dental</a> 473 Bourke St, Melbourne 03 9248 5700	<a href="#">Bupa Dental</a> Shop 2D, 52 Martin Place, (entry via Elizabeth Street), Sydney New South Wales 2000	<a href="#">Bupa Dental</a> 50 Grenfell Street, Adelaide South Australia 5000
<b>Medical Clinic</b>	<a href="#">Albert St. CBD Medical Centre</a> Level 3/138 Albert Street 07 3210 1889	<a href="#">Surfers Health Medical Centre</a> Circle On Cavill, Shop 27/3184 Surfers Paradise Blvd, Surfers Paradise QLD 4217 07 5592 5999	<a href="#">MyClinic</a> 91 William Street, Melbourne 03 9620 5299	<a href="#">City Medical Practice</a> 2 York Street, Sydney 02 9291 9111	<a href="#">City Medical Centre</a> 80 Grote St, Adelaide South Australia 5000
<b>Fair Trading/ Consumer Affairs</b>	<a href="#">Office of Fair Trading</a> 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		<a href="#">Consumer Affairs Victoria</a> 1300 55 81 81  GPO Box 123 Melbourne VIC 3000	<a href="#">Fair Trading</a> 13 32 20  (Mon to Fri 8:30am to 5 pm)  PO Box 972 Parramatta 2124	<a href="#">Consumer and Business Services</a>  Customer Service Centre 9am-4.30pm Mon to Fri  95 Grenfell Street, Adelaide  131 882
<b>Council of International Students of Australia (CISA)</b>	<a href="#">Council of International Students of Australia (CISA)</a>				
<b>Hospital</b>	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

## 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 at APC are male and female. 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.

### 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. 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.

### 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 and Refund policy](#).

## 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

## 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/SA) 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
- On beaches within fifty metres of patrol flags and under and within five metres of jetties.

The council may issue on-the-spot fines if you are caught smoking in a non-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 incidences 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](#).

CAMPUS	BRISBANE	MELBOURNE	SYDNEY	GOLD COAST	ADELAIDE
<b>EMERGENCY CONTACTS</b>	07 3168 4943	03 7068 9173	02 8073 7610	07 3186 4941	08 7081 1996

# 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](mailto:info@apc.edu.au)

**Phone:** 1300 830 272

## Who to Ask

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

## 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 eight 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 (Lonsdale 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 file 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

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 Yellow Pages [www.yellowpages.com.au](http://www.yellowpages.com.au) and Australian Community Legal Service [www.naccl.org.au](http://www.naccl.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](http://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.