



**ACBI**  
Australian College of  
Business Intelligence

**2022  
Domestic**

**Student  
Guide**

RTO Code: 40835  
CRICOS Code: 03426E

[acbi.edu.au](http://acbi.edu.au)

## Contents

1.	Abbreviations used in this handbook	6
2.	Quality statement	6
3.	Change of conditions	6
4.	College location and contact numbers	6
	Head Office and Campus	6
5.	Introduction	7
6.	Facilities College Campus	7
7a.	ACBI Mission	7
7 b.	Vocational Courses	7
7c.	Course requirements:	8
8.	Key contacts	9
	Academic Manager	9
	Student Support Officer	9
	Administration	9
	Trainers	10
9.	Standards for Registered Training Organisations 2015	10
10.	The Australian Qualifications Framework (AQF)	10
11	Your rights	11
13c.	Contact details for your rights	12
13.	Financial Status	13
14.	Change of address - Contact Information	13
14f.	Attendance and Academic Progress	14
2.	Scope	15
3.	Responsibilities	15
4.	Assessment Procedures	15
5.	Assessment Submission	16
6.	Assessment Attendance and Conduct	17
	Re-submission	17
	Reassessment	17
	Assessment Appeals Process	18
	Late Submission	18
	Re-assessment Eligibility Requirements	18
	Academic Misconduct	18
	Assessment Outcomes and Recording	18
	Assessment Validation	18
	Fair Work Ombudsman	19

Complaints about work	19
14h. Breaches - Warning and Reporting	19
14i. Transfer between providers	20
14. Education Agents	20
15. Access and Equity	21
16. Language, Literacy and Numeracy Support (LLN)	22
17. Student Selection	22
18. Recognition of Qualifications and Statements of Attainment	24
19. Recognition of Prior Learning (RPL)	24
20. Application to study at ACBI	25
How to apply for enrolment at ACBI	25
21a. Complete your ACBI Application Form	25
How to pay:	25
21b. Application checklist to assist you to complete your application form	25
A “Letter of Offer”	26
Accepting an offer and payment of fees	26
eCoE	26
21c. Submit your Australian Student Visa application	26
21d. Fees	26
22. Overdue Fee Collection Policy and Process	26
21. Orientation on arrival	27
22. Academic Honesty Policy	27
23. Course outcomes for VET Qualifications	27
24. Re-assessment	28
25. Preparing you for the workplace	28
Adjustments in training and assessment	28
Cancellation and Refund Policy 26a. Refund	29
Cancellation	29
26b. ACBI Default	30
26c. Refund Appeals	30
27. Complaints and Appeals Complaints and Appeals	30
What is a complaint?	30
What is an appeal?	30
Early resolution of complaints and appeals	30
Complaint and appeals handling	31
Complaints Handling Procedure	31
Appeals Handling Procedure	32

28. Critical Incidents	33
Staff Responsibility	33
Critical Incident Procedure	33
Tasks and Responsibilities	34
Informing the Police	34
Notifying Next of Kin	34
Ongoing support	34
29. Conduct	35
Discrimination	35
Sexual harassment	35
29. Disciplinary Procedure for Non-Compliance with College Rules	36
30. Taking Leave when Ill	36
31. Approved Leave	36
32. Deferral or Suspension of Studies	37
33. Transfer between providers	38
37. a. Circumstances for Student Release	38
37. b. Circumstances for No Student Release	38
37. C Procedure for Requesting a Student Release	38
38. Privacy and Confidentiality	38
Information about a student from the student	39
Information about a student from a third party.	39
39. Welfare and Guidance Services	40
Your safety	42
Unsafe locations	42
Drugs and alcohol	42
On campus	42
In the Evening	42
Banking	43
Doctors	43
Dentists	43
Hospitals	43
Transport	43
Useful Contacts & Information	43
41. Social Events at ACBI Excursions and Recreation	45

## Welcome to ACBI

Congratulations on choosing to complete your studies with ACBI. We want to make the most of your experience with us and exceed your expectations; you have made an excellent investment in your education and in your future.

We are an innovative College focusing on the delivery of quality training for our students. We aim to ensure your learning is successful, that you make lifelong friends and that you enjoy the best of Sydney, Australia.

This book contains important information about the College. If you do not understand anything please talk to your trainer or a member of staff, they will gladly help.

We are located in a heritage building in Haymarket, part of the Sydney CBD, and which is very close to Central Railway Station.

ACBI takes pride in delivering excellence in teaching. The College has modern air-conditioned classrooms, ensuring that training is enjoyable and effective.

You will study with us for an agreed period of time. During your course you must attend class and achieve a satisfactory outcome in your assessments. You will need access to a computer outside of scheduled class hours and you will need certain computer specifications – please read Course Requirements under point 7 below.

Your VET qualification meets national competency standards as well as considering your specific learning needs. Educationally we provide the best opportunities for improving your English, building your career or providing the basis of higher academic study in Australia. Your VET qualification will be recognised by all educational institutions in Australia.

We look forward to meeting you and wish you every success with your studies.

*ACBI Staff*

## 1. Abbreviations used in this handbook

Name	Description
<b>DHA</b>	Department of Home Affairs
<b>DEC</b>	Department of Education and Community (NSW Government)
<b>DET</b>	Department of Education and Training
<b>ASQA</b>	Australian Skills Quality Authority
<b>ESOS</b>	Education Services for Overseas Students Act 2000 and Educations Services for Overseas Students Regulations 2001
<b>ELICOS</b>	English Language Intensive Courses for Overseas Students
<b>AQF</b>	Australian Qualifications Framework
<b>SRTOs</b>	Standards for Registered Training Organisations 2015
<b>VET</b>	Vocational Education and Training
<b>OSHC</b>	Overseas Student Health Cover
<b>LLN</b>	Language Literacy and Numeracy
<b>RTO</b>	Registered Training Organisation
<b>TPS</b>	Tuition Protection Service
<b>RPL</b>	Recognition of Prior Learning
<b>eCoE</b>	Electronic Confirmation of Enrolment
<b>EEO</b>	Equal Employment Opportunities
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students

## 2. Quality statement

ACBI is committed to providing quality service and continuously aims to improve its services and programs. We value your suggestions as to how we can help you better.

## 3. Change of conditions

ACBI reserves the right to change its fees, conditions, course times or course commencement dates at any time without notice.

## 4. College location and contact numbers

### Head Office and Campus

Suite 208, 207, 206, 205 - 510  
 451 Pitt Street, Haymarket,  
 Sydney, NSW 2000 Australia  
 Telephone: (+61) 1300 237 741  
 (+61 2) 9435 1523  
 Emails: [domestic@acbi.edu.au](mailto:domestic@acbi.edu.au)

The campus has a great location close to public transport, libraries, the World Square Shopping Centre, Chinatown, Paddy's Markets and cinemas. Within the campus there are computers with internet facilities.

Should the College consider relocating to new premises or acquire additional premises for the

purpose of delivering nationally recognised qualifications the College Management will notify the students enrolled with the College of its intention to relocate at least 20 working days before the relocation.

## **5. Introduction**

ACBI is the trading name for AIBI Pty Ltd.

Australian Business Number: 19 158 104 566

RTO Code: 40835

CRICOS Provider Number: 03624E

ACBI offers excellent training and assessment services to all of our students. We will help you further your career and reach your goals within your chosen field. Our trainers and assessors are enthusiastic, highly qualified and have extensive experience in their relevant area of study. They are here to support you throughout your training program.

## **6. Facilities**

### **College Campus**

Our campus offers recently renovated classrooms. The classrooms are equipped with computers, whiteboards and overhead projectors. Audio-visual equipment is also available for classroom use.

### **7a. ACBI Mission**

To be a dominant training provider in Australia by 2019 and be positioned to be a global player thereafter.

To be an industry leader in the field of training for Business Intelligence. AIBI will achieve this through providing the highest quality and most relevant training to our customers. To ensure this AIBI will actively maintain liaisons with industry groups and Business Intelligence providers as well as its own consultation group.

ACBI is dedicated to all learners gaining the knowledge and skills needed for career success and personal fulfilment in an environment where there is:

- Mutual respect and celebration of difference
- Dedication to quality learning and training
- Commitment to learner centered training
- Commitment to continuous improvement

### **7 b. Vocational Courses**

ACBI is registered by the Australian Skills Quality Authority (ASQA) to deliver the following vocational courses to domestic students.

<b>National Code</b>	<b>CRICOS Code</b>	<b>Course</b>	<b>Duration</b>
BSB42315	<b>095436G</b>	<b>Certificate IV in Environmental Management and Sustainability</b>	52 weeks
10931NAT	<b>106574C</b>	<b>Diploma of Digital Marketing</b>	52 weeks
BSB50820	<b>104061M</b>	<b>Diploma of Project Management</b>	52 weeks
10787NAT	<b>0100514</b>	<b>Advanced Diploma of Digital Marketing</b>	52 weeks
HLT47315	<b>107329H</b>	<b>Certificate IV in Health Administration</b>	52 weeks

### **7c. Course requirements:**

Students will need access to a computer with the following specifications if they need to use our online learning platform outside of scheduled class hours.

Moodle browser support:

Browser	Minimum version	Recommended version	Notes
<a href="#">Google Chrome</a>	30.0	Latest	
<a href="#">Mozilla Firefox</a>	25.0	Latest	
<a href="#">Apple Safari</a>	6	Latest	
<a href="#">Microsoft Internet Explorer</a>	9	Latest	Version 10 is required for drag-and-drop upload of content from outside the browser into Moodle

## 8. Key contacts

### Chief Executive Officer

The Chief Executive Officer is responsible for the standard of training, assessment and safety in ACBI, in accordance with the relevant government legislation.

### Academic Manager

The Academic Manager is responsible for the day to day running of the College and the overall quality of the courses provided.

### Student Support Officer

The Student Support Officer is responsible for giving students information about the College and answering questions about College facilities and services. The Student Support Officer is the first contact for you if you have any problems during your time in Australia and is available at any time to help you.

### Administration

Administration is responsible for College administration and receives all payments from you and supports the coordination of your College activities.

## **Trainers**

Trainers plan, deliver and assess your performance and competency in each unit during your course. Your VET trainers at ACBI perform all training and assessment. All vocational (VET) trainers have a Certificate IV in Training and Assessment (TAE40110 transitioning to TAE40116).

## **9. Standards for Registered Training Organisations 2015**

The Standards for Nationally Registered Training Organisations are established and monitored under a national regulator, the Australian Skills Quality Authority (ASQA), which is responsible for registering training organisations and accrediting courses.

One of the core conditions of registration is that relevant applicants and RTOs comply with the requirements set out in the VET Quality Framework.

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced. It comprises:

- The Standards for Registered Training Organisations 2015
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements
- The Australian Qualifications Framework.

## **10. The Australian Qualifications Framework (AQF)**

The Australian Qualifications Framework (AQF) covers all qualifications in post-compulsory education and training. It was developed to meet the need for an overall system of qualifications to support reforms in vocational education and training. The AQF was introduced throughout Australia in January 1995. [www.aqf.edu.au/Default.aspx?TabID=204](http://www.aqf.edu.au/Default.aspx?TabID=204)

## 11 Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and
- What support is available if you are not progressing well
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study they planned to undertake in Australia. If you want to transfer beforehand you need your provider's permission. AEI contact: telephone 1300 363 079 (local call costs) or visit the website:

### 13c. Contact details for your rights

<b>ACBI – your provider</b>	For policies and procedures that affect you: <ul style="list-style-type: none"><li>• Speak with your trainer</li><li>• Go to our website</li></ul>
<b>Dept. of Education</b>	<ul style="list-style-type: none"><li>• For your ESOS rights and responsibilities: <a href="https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx">https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx</a></li><li>• ESOS Helpline (+61 2) 6240 5069</li></ul>

### **13. Financial Status**

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. Students may have to demonstrate sufficient funds to cover these expenses for the first one or two years in Australia, depending on their assessment level. See: <https://www.homeaffairs.gov.au/trav/stud/more>

### **14. Change of address - Contact Information**

Upon arriving in Australia you are required to advise us of your residential address, email address for contacting you in the case of emergencies and your mobile telephone number.

If you move house or change your email address you must give us your new address or contact information within 7 days. This will ensure you receive information about your course, fee receipts and any other important information.

***The College will only contact you by email for written notices or letters.***

Please note: You must advise the ACBI office of any change in address, personal situation or any problems as soon as you know there is a change but no later than 7 days

## 14f. Attendance and Academic Progress

### 1. Policy Statement

Vocational Education and Training (VET) programs are assessed in accordance with the principles and standards of the *Standards for Registered Training Organisations 2015*. To facilitate quality outcomes, the Australian College of Business Intelligence (ACBI) ensures that assessments are following the principles of assessment by being Fair, Flexible, Valid and Reliable and the Rules of Evidence.

<b>Principles of Assessment</b>
<p><b>Fairness:</b> The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
<p><b>Flexibility:</b> Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>• reflecting the learner's needs;</li> <li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li> <li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
<p><b>Validity:</b> Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:</p> <ul style="list-style-type: none"> <li>• assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• assessment of knowledge and skills is integrated with their practical application;</li> <li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li> </ul>
<p><b>Reliability:</b> Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>
<b>Rules of Evidence</b>

**Validity:**

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

**Sufficiency:**

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

**Authenticity:**

The assessor is assured that the evidence presented for assessment is the learner's own work.

**Currency:**

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

**2. Scope**

This policy applies to all ACBI courses, students, and staff. All staff must comply with this policy whenever they are engaged in any aspect of the assessment process.

**3. Responsibilities**

- 1 The Executive Principal is responsible for the implementation and review of this policy.
- 2 The Chief Executive Officer determines the grades appropriate for all units and the criteria for awarding the grades.
- 3 The Director of Studies (DoS) and Head Trainer are responsible for the administration and application of this Policy.
- 4 The Academic Support Officer is responsible for supporting the implementation of this Policy in relation to recording outcomes in the student administration system and the subsequent notifications to students.
- 5 Trainer / Assessors are experienced and suitably qualified to conduct the assessments and hold a TAE40110/TAE40116 Certificate IV in Training and Assessment. Trainers / Assessors ensure the Policy and associated procedures are implemented correctly.
- 6 ACBI staff who are directly or indirectly involved in the administration of assessments as part of the educational process ensure that the assessments are administered in a fair and accurate manner.

**4. Assessment Procedures**

- All courses at ACBI incorporate competency-based assessments. The purpose of assessing competency is to confirm that students can perform tasks to the required standards expected in the workplace.
- ACBI assessment processes meet the requirements of SNR Standards and packaging rules of endorsed Training packages or VET accredited courses.
- All assessments are conducted in accordance with the principles of assessment and the rules of evidence, and outcomes are recorded in accordance with AVETMISS reporting.
- ACBI assessments meet regulatory and workplace requirements, where relevant.
- ACBI systematically validates and moderates its assessment materials with trainers, industry and other stakeholders
- ACBI assessment procedures will recognise access, equity and cultural issues without compromising the integrity of the assessment.

1. Assessment tasks cover a range of methods and may include written tasks, projects, reports, tests (multiple choice, short or long answer), practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies, discussions, observations and exams.

2. Students must satisfactorily perform and complete all the requirements, activities and assessment tasks, to be deemed as competent in a Unit of Competency (UOC). To be competent, students must:

- Submit all parts of assessable work, and
- Submit all work on or before the due date(s) specified, unless a revised date has been negotiated and approved with the Trainer / Assessor in advance.

**4.3** All assessment tasks and parts must be undertaken and submitted by the specified due date in the term during which the UOC began.

- Any part of an assessment marked not satisfactory will result in an outcome of Not Competent (NC) for that Unit of Competency. Student can then re-submit the revised assessment by the term cut-off.
- Any assessment not attempted by the term cut off is marked as Did Not Submit.
- Compelling and compassionate circumstances may be considered for reassessment or late assessment.

4. Formative assessment tasks scheduled as self-directed learning will also be assigned attendance hours for participation and completion and marked by Trainer/Assessors on E-Learning Management System (Moodle). The tasks are prescribed in the assessment tools of a unit.

5. Assessors must mark all assessments submitted by students enrolled in the UOC, one week after the due date. Assessments are marked competent or not competent and students are provided feedback where appropriate. Students are then required to resubmit their Not Competent (NC) assessment by the term cut-off date.

6. Fees and charges apply for late assessments if there is no compassionate or compelling reason with (current) acceptable evidence.

## **5. Assessment Submission**

**5.1** Students are required to produce work that is of a high quality in terms of both presentation and content. This includes appropriate referencing, grammar and punctuation.

**5.2** All assessments should be typed unless a handwritten submission is requested. All assessments must be submitted via the E-Learning Management System or as directed by the Trainer / Assessor. Assessments are not to be submitted to the Trainer / Assessor or student support, emailed, faxed or placed on an electronic device unless requested by the Trainer / Assessor. Students are required to use the file naming conventions specified in the unit Assessment Plans. Students must also ensure that the footers in their assessments identify the Unit, Assessment Number, Student's Name, Student Number, Date and Number of Pages on each page.

**5.3** Written work must be submitted in the format specified. An accepted standard of typed assessment requires the font to be in Arial 12 PT or similar. There may be some exceptions to this, for example in computer study UOCs, however the Trainer / Assessor will advise of any such requirements.

**5.4** Students must keep a copy of all submitted work. The inability to retrieve a file is an unacceptable reason for being unable to submit work. It is a student's responsibility to re-submit any work if requested. ACBI takes no responsibility for work that cannot be located.

**5.5** Any student having problems with an assessment task is urged to speak to the Trainer / Assessor before the due date so the circumstances can be addressed.

**5.6** Students are expected to allocate sufficient time to complete the work satisfactorily.

## 6. Assessment Attendance and Conduct

- 6.1** Attendance at all assessments is compulsory. Failure to attend without meeting ACBI's requirements will result in an automatic NC result in that Unit of Competency.
- 6.2** Students who fail to attend an assessment or tasks due to illness or other valid reasons must provide evidence in writing, as soon as possible according to circumstances. A signed and dated medical certificate must be issued from a registered medical practitioner and cover the day(s) of absence.
- 6.3** Fees and charges apply for late assessment or re-assessment if there is no compassionate or compelling reason with current acceptable evidence.
- 6.4** A re-assessment fee may be applied as per the *Fees and Charges Schedule*, which is included in the *Student Handbook* available from the College website.

### Re-submission

If an assessment has been deemed not competent, the student may correct the original work following the assessor's feedback and return it to the trainer for further assessment (free of charge) provided the attempt was a serious attempt at the task.

This process is classified as re-submission and is to an agreed number of opportunities with the assessor after the original submission. However, re-submissions must be finalised within the study period (term) in which the assessment began. Re-submission is also limited to serious attempts being made after feedback on the original submission.

Re-submissions are organised between the trainer/assessor and student. In the event of the student being deemed NC by the end of the study period after re-submission, the student will need to apply for re-assessment.

Students who are unsuccessful after re-submission of a prescribed assessment and deemed Not Competent in a Unit of Competency at the end of the study period (term) will be required to go through the re-assessment process. Payment for re-assessment is determined in accordance with the Fees and Charges Schedule, which is included in the Student Handbook available from the College website.

### Reassessment

Any student who is marked NC after the final submission of an assessment, is deemed NC after the academic penalty, or fails to sit for a test, falls under this category of re-assessment.

Students will be provided with feedback after being deemed NC in an assessment to highlight areas requiring improvement. Prior to re-assessment, students will be given the opportunity to attend feedback sessions and may be offered revision guidance to assist with gaps in training. Further support is available for students, upon request, who require additional assistance.

Once a re-assessment has been arranged, any student who is absent on the day of an on-campus reassessment without prior notification will be deemed NC and will be required to reapply for reassessment of the Unit of Competency.

Where a student fails to submit assessments; or fails to submit a serious attempt of an assessment, (unless evidence is provided of serious medical or compassionate reasons in the required period), a fee applies to re-open and re-sit the assessment tasks. See the Fees and Charges Schedule for details.

## **Assessment Appeals Process**

All participants have the right to appeal any assessment decision made by ACBI if they believe that the assessment is invalid and/or; the process was invalid, inappropriate or unfair. If the student is dissatisfied with the outcome of a reassessment, the student can lodge a formal internal appeal. For further details, refer to the Student Complaints and Appeals Policy and Procedure.

### **Late Submission**

This procedure applies when a student fails to submit the assessment on time. This could be due to Compassionate and compelling circumstances can be considered if supporting documentary evidence is provided for the period covering the assessment submission timeframe.

In submitting a Late Assessment, the student must receive written approval from the Academic Support Officer with instructions for submission, due dates, marking and feedback. Administrative fees of \$100 per unit may apply; refer to the Fees and Charges Schedule.

### **Re-assessment Eligibility Requirements**

To be eligible for re-assessment, students' attendance for the UOC should be satisfactory. In the event of low attendance, students are ineligible for re-assessment and will be required to remedy the matter through an intervention strategy. Students should note that this may affect the duration of the course, and overseas students may need to extend their Visa.

Application for re-assessment due to special consideration can be made in writing to the Academic Support Officer.

A fee for re-assessment of each unit may apply. Refer to the Fees and Charges Schedule.

### **Academic Misconduct**

Academic misconduct is defined as deliberate submission or intention to submit unreliable, insufficient, non-current or invalidated assessment evidence. Plagiarism is defined as using another person's work and presenting it as one's own without appropriate acknowledgement of the author or source. If reasonable grounds for believing that these have occurred, disciplinary procedures will be implemented. For further details, refer to the Academic Integrity Policy and Academic Integrity Procedure.

### **Assessment Outcomes and Recording**

The outcomes of the assessments are recorded on LMS platform (Moodle) that is manually updated on the student management system (RTO manager). The trainer / assessor will finalise the assessment marking on Moodle which is supervised by the Head Trainer and final outcome recorded by the Academic Support Officer. A student's final results for each UOC are published via their online student management portal.

### **Assessment Validation**

14.1 Assessment validation and assessment moderation are undertaken as part of ACBI's quality assurance and continuous improvement of teaching and learning activities. Assessment validation and assessment moderation activities are undertaken collaboratively, and will involve all staff who deliver and assess the relevant subject. These activities will also be informed by the broader spectrum of external benchmarking activities.

14.2 The requirement in the Standards for Registered Training Organisations 2015 to undertake validation of assessment judgements does not prohibit ACBI from undertaking similar activities, such as moderation, or any other process aimed at increasing the quality of assessment.

### **Fair Work Ombudsman**

The Fair Work Ombudsman (FWO), is an [independent statutory agency](#) of the [Government of Australia](#) that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

### **Complaints about work**

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues
- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

### **14h. Breaches - Warning and Reporting**

Students registered under CRICOS are subject to Department of Education & Training and DHA academic progress, financial warning and reporting requirements. If you have failed more than 50% of the units studied during any study period or your fee payment schedule is overdue you will be contacted by the College by email to arrange an interview to discuss these matters. A record of this discussion will be kept in your studentfile.

*You will be reported to Department of Home affairs if:*

- Your academic progression is not satisfactory

- You withdraw from a course without following the correct procedures
- You have not paid your fees.

#### **14i. Transfer between providers**

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. ACBI will only consider giving a release to a student based on compelling or compassionate reasons and a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by ACBI including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the ACBI's complaints and appeals process within 20 working days if they want a review of the decision

Applications for transfer from ACBI will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Release Request Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Director of Studies to discuss the transfer request
- The Director of Studies will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business /working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Director of Studies during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on the SMS with required future actions.
- In all cases, students who have not had their termination request approved may access ACBI's complaints and appeals process within 20 days

Evidence will be retained on the student file.

#### **14. Education Agents**

ACBI is responsible for the actions of education agents representing the College. All ACBI agents have signed an agreement with the College. ACBI reviews the activities of agents continuously. If you believe your agent is misleading you or misrepresenting the College, please contact us immediately.

You should not be asked for additional fee payments by agents once you have been accepted by

ACBI. Should you be asked for additional fees please speak to the College Registrar.

An ACBI Education Agent must provide you with information on the following before you make an application to study:

- Facilities, equipment and learning resources
- Course content, course duration and the qualification gained on completion
- Teaching and assessment methods
- Details of any arrangements with other providers for recognition or completion of the course
- Tuition fees, refund conditions and other expenses
- Information about living in Australia, the College campus and location, accommodation availability, and costs of living
- The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into a course
- Student visa requirements
- The conditions imposed on student visas including satisfactory academic progress, completion in the expected duration of the course, and working while studying
- The requirement that ACBI must report students who fail to meet their visa conditions to DHA
- Withdrawal arrangements
- Admission procedures, credit transfers and the recognition of prior learning (RPL) policies at the College
- Internal and external complaint and appeals procedures
- The non-academic student support services of special relevance to international students.

As part of the process of monitoring education agents ACBI will survey students after enrolment and during their study about the services and satisfaction levels of the agent the student used.

## **15. Access and Equity**

Access refers to the ability of students to enter training. Equity is a term used to cover issues relating to the student participation in the College and achievement of outcomes in their chosen area of training. ACBI will meet the needs of individuals and the community through the integration of access and equity guidelines. ACBI will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality without discrimination.

ACBI will increase opportunities for people to participate in the vocational education and training system and in associated decisions, which affect their lives. The College prohibits discrimination towards any individual or group in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, culture, ethnic or ethno- religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Disabilities
- Indigenous Australians.

All ACBI employees are committed to ensuring that the College selection criterion is non-discriminatory, providing fair access to training for all people through:

- Being responsive to your needs and suggestions on a day to day basis. If a member of staff believes that a student is experiencing difficulties, then it is their responsibility to refer the matter to the Student Support Officer.
- Upholding the values and integrity of ACBI by complying with policies, procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within ACBI, as well as the operation and culture of ACBI;
- Providing training and assessment and learning resource materials of the highest quality that take into account cultural and linguistic needs and using in an ethical manner
- Participating in staff development programs to assist in developing training and assessment methods and practices, as well as skills in relating appropriately to a diverse student population
- Being responsive to the needs and suggestions of ACBI students by ensuring that training and assessment procedures are flexible
- Being alert to the facts some training programs offered may have limited number of places available and these will be filled as per the requirements in the client selection information
- Ensuring our enrolment procedures will be free of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.

If you have any issues related to access and equity, you should contact the operations manager. If you are not happy with the response you can contact the Chief Executive Officer. All discussions will be treated confidentially. All our staff are expected to follow our Code of Conduct. This handbook sets out your rights and responsibilities as a student.

## **16. Language, Literacy and Numeracy Support (LLN)**

If you have problems with language, literacy or numeracy, we will discuss in private the best way to help you. If necessary, we will offer counselling about your particular problem and how it may affect your progress in our course. Recommendations will be made but it is your decision on whether you act on them.

If the assessment identifies that you need further development in a specific area, the Academic Manager, will discuss with you the options. While ACBI will assist you with learning needs, additional language support may attract a fee.

## **17. Student Selection**

ACBI has the following selection criteria in recruiting students for our programs. These include relevant skills, experience and career plans.

To study in a VET program at ACBI you must be at least 18 years old and have completed the Australian Year 12 or its equivalent. However, if you are a mature age entrant, you may use your work experience as evidence of your ability to successfully complete the course. You must also have an IELTS score of 5.5 or equivalent to enter a Vocational Course. If you have a score less than this, ACBI will ask you to study English to help you meet the entry requirement.

In addition, various training programs may require a different or specific type of selection criteria. The most common selection criteria are:

- Ability to complete the training program
- The reason why you wish to take the training program and how the program will help you with your career plans
- Any other criteria relevant to National Training Package pre-requisites.

Offers of course placement will be based on the assessment of the Academic Manager who will take your qualifications and proficiencies into account.

### **18. Recognition of Qualifications and Statements of Attainment**

All AQF qualifications and statements of attainment will be fully recognised and credit transfer is available to students enrolling in any of our courses.

Any student wishing to apply for recognition of existing qualifications or statement of attainment should apply to the Registrar for credit transfer.

### **19. Recognition of Prior Learning (RPL)**

Students of ACBI's VET training programs are provided with full recognition of their current skills and knowledge. This is known as 'Recognition of Prior Learning (RPL)'.

RPL acknowledges skills and knowledge can be gained through life experiences, work experience, previous training and formal education. A student may apply RPL by completing the RPL Application form before coming to Australia or during the first three weeks after enrolling in a course at ACBI. RPL will not be considered after that time.

Where RPL is granted before an International Student has a visa issued, the period of the course will be adjusted appropriately when the Electronic Confirmation of Enrolment (eCoE) is issued. If RPL is agreed after visa issue the College will report the change of course duration via PRISMS as required under s19 of the ESOS Act 2000. If such a case occurs the student will maintain a full time study load.

In either case the student will not be allowed to study less than a minimum full time load per week (20 hours).

DHA through PRISMS is to be advised of the student's RPL. The student's details are adjusted to reflect the College decision.

RPL attracts a fee. This consists of an application fee (See Administration Fees schedule on our website) plus a fee per unit of competence for which RPL is sought (See Administration Fees on our website). These fees must be paid when making the application and are not refundable. The fee per unit of competence may vary for each course. Please enquire prior to making an RPL application to the Academic Manager or at Reception.

If a student is unsuccessful the total amount paid less the RPL application will be deducted from the course tuition fees. If a student is granted a unit via RPL their overall course time will be reduced. Therefore, a pro rata adjustment to the course fees will apply. Any adjustment of time will comply with National Code.

## **20. Application to study at ACBI**

You must complete an application form before you begin studying at ACBI. This application form contains all necessary data, which may be accessed by state and federal government registering bodies.

All information is entered onto the ACBI student management database and the original enrolment form will be filed in your individual student file. You can get a copy of this information if you wish.

The ACBI application form can be:

- Downloaded/completed online from the ACBI website
- Obtained from your education agent.
- Obtained at ACBI from the Marketing team.

## **How to apply for enrolment at ACBI**

### **21a. Complete your ACBI Application Form**

Providing a completed application form including Material Fee of AUD 150 and enrolment Fee of AUD100 (non -refundable).

You must attach certified copies of all documents that are requested on the Application Form. For information about certified copies please refer to the Guidelines for Admission and paragraph 20.a. in this document

### **How to pay:**

We accept credit cards (3% surcharge), bank transfer and debit cards. Cash is not accepted.

### **21b. Application checklist to assist you to complete your application form**

Have you...

1. Completed all sections of the application form?
2. Read and signed the declaration?
3. Enclosed certified copies of your passport and visa?
4. Enclosed certified copies of qualifications?
5. Enclosed certified copies of English language proficiency?
6. Enclosed any other certified documents requested in the application form?
7. Enclosed AUD100 for enrolment fee and AUD150 material fee(non-refundable)?

#### **A “Letter of Offer”**

ACBI will assess your application and if you are accepted you will be sent a “Letter of Offer”.

#### **Accepting an offer and payment of fees**

If you wish to accept the offer you are required to pay:

- Either the full fee or a portion of the fee for your course(s) - usually the first instalment for VET courses;
- PLUS Overseas Student Health Cover and any other fees as detailed in the letter of offer.

Further tuition fee instalments are to be paid per term which is usually 10 weeks, in advance. A fee schedule will be forwarded to you.

#### **eCoE**

Once you have paid your fees ACBI will issue an eCoE. The eCoE will be sent to you, or your agent, by mail, email or fax. You must submit the eCoE to the Department Home Affairs (DHA) as below.

#### **21c. Submit your Australian Student Visa application**

Depending on the Country Assessment Level as indicated by DHA, you may need your “Letter of Offer” before you apply for your visa. For more information please contact your nearest High Commission, Australian Embassy or Consulate or visit the DHA website:

[www.homeaffairs.gov.au/Trav](http://www.homeaffairs.gov.au/Trav)

#### **21d. Fees**

All Tuition fees will be included on your Letter of Offer.

All other fees (for changes or refunds) are published in our Administration Fee Schedule on our website – please see our website.

#### **22. Overdue Fee Collection Policy and Process**

Step 1 – Notice 1: Fees Reminder and Invoice	You will be posted a fees reminder and an invoice four weeks before your tuition fee is due. It will also be emailed to your agent. This invoice will be the First Notice & you are required to pay by the due date.
Step 2 – Final Reminder: Intention to Report	If your fees become overdue by 7 working days immediate payment is required and a final reminder and an Intention to Report notice, will be posted to you. A copy will be emailed to your agent. (This step will be recorded on your personal records at ACBI.)
Step 3 - Appeal or Payment	You will have 20 working days to appeal in writing or to contact the College regarding payment.

Step 4 - Reporting to DHA	If payment in full, or a legitimate written request for appeal, is not received from you the College will report you to the Department of Home Affairs (DHA) for failure to pay fees. Your CoE will be terminated and your visa may be cancelled.
Step 5 - Student Exclusion	If your CoE is cancelled you will not be able to attend classes until the situation is resolved and your account settled.

## 21. Orientation on arrival

Orientation is conducted on your first day at College. It is designed to inform you about College life and to introduce you to your course. In addition, you will meet your trainer and other College staff, have a tour of the College and be informed of College policies and procedures.

## 22. Academic Honesty Policy

ACBI is committed to the academic right that students receive credit for the work submitted by them for assessment. Part of this right is that it is clearly unfair for students to submit work for assessment that appears to be their own but is copied from others with or without acknowledging the source. This kind of activity represents a form of academic fraud.

ACBI is committed to developing a student's research and literacy skills that will enable them to avoid plagiarism or any other form of academic dishonesty including collusion, cheating, claiming credit for group work without actively participating, and recycling.

Plagiarism is using the words or ideas of others without acknowledging the source. It can be deliberate cheating or simply failing to acknowledge copied work. Plagiarism includes:

- a. Using other people's ideas and presenting them in your own words
- b. Downloading an essay or other material from the internet and submitting it as your own work.
- c. Purchasing an assignment and submitting it as your own work.
- d. Using a friend's work to submit for assessment
- e. Using the words from a book or website without referencing it
- f. Using other people's words
- g. Presenting large amounts of quoted work with little of your own input.

Students who are found to have plagiarised will receive a fail grade in an assessment. Students are advised to seek assistance to develop appropriate research and writing skills in order to avoid any form of academic dishonesty.

Cheating in all forms including copying from another student or the use of phones and other electronic devices in examinations and assessments will be regarded as a breach of this policy. Proven dishonesty or cheating will result in failure in an assessment. A repeat offense may lead to the student being asked to leave the College.

## 23. Course outcomes for VET Qualifications

All course outcomes are based upon you being able to demonstrate competence in the skills and knowledge listed. They involve attendance and participation at classroom sessions.

At various times through your course, you must undergo an assessment or a test to demonstrate that you are competent in the skills and knowledge taught. To pass the course you must prove you are competent in all the tasks given. You may be asked for a written assignment and/or to demonstrate a skill. On successful completion of the course you will be issued a certificate for the qualification achieved.

#### **24. Re-assessment**

Students who are marked as NC (Not Competent) or do not submit assessments by the due date may request assistance with their work before the end of the unit where there is evidence of effort. Where there is no evidence of effort and a student does not attend or complete assessments by the due dates, the student will be required to pay for re- assessment.

Where leave is granted, the student accepts the responsibility for all assessments during the leave and also within the duration of the CoE. If assessments are not completed within the duration of the CoE students must show compassionate or compelling reasons for an extension of their CoE.

Assignments must be submitted to the trainer by the agreed date. Students who do not submit by the agreed date and who do not seek assistance or apply for a reassessment by the end of term will only be eligible for a Statement of Attainment.

Students may appeal their assessment outcome through the Assessment Appeals form or a Feedback and Complaint form.

#### **25. Preparing you for the workplace**

Our courses aim to show and use industry best practice through the learning content and assessments. This is achieved by drawing on industry expertise to present you with real industry scenarios.

**Flexible delivery and meeting student delivery needs** All VET units of competence follow the guidelines of the relevant training package. Trainers may apply a number of different strategies to meet the group's learning needs.

The different strategies your trainer may use to develop the skills and knowledge of each student include presentations, role-plays, case studies, demonstrations, guest lectures, group work, calculations, exercises, tutorials, audio-visuals and simulations to meet the requirements of the particular unit of competence.

#### **Adjustments in training and assessment**

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment. Reasonable adjustments can be made to ensure equity in learning and assessment for people with a disability and special needs.

In adjusting the assessment, the trainer will take into account, EEO anti-discrimination principles, flexible delivery methodology used, along with your particular needs. The nature of such assessments in seeking explicit evidence of competence could include an interview, role-play, case study, demonstration, group work, calculation, exercise, tutorial, project, workplace observation, and/or simulation.

In establishing an appropriate assessment model the trainer will consider currency, authenticity, validity, reliability and relevance to the performance criteria of the particular unit of competence.

## **Cancellation and Refund Policy**

### **26a. Refund**

Refunds are only available under certain conditions. Should you wish to cancel your course and seek a refund the following conditions apply:

1. The request must be made in writing on a Refund Application Form which can be obtained from the College Reception and/or [acbi.edu.au](http://acbi.edu.au). The completed form must be forwarded to [studentsupport@acbi.edu.au](mailto:studentsupport@acbi.edu.au) or in person to ACBI, Suite 510, 451 Pitt Street, Haymarket, Sydney NSW 2000, Australia.

To assist the College, you must clearly state the reasons for the refund request and supporting documentation must be supplied where applicable.

2. ACBI's policy states the unused portion of tuition fees paid in advance are refunded in full within 28 days when:
  - (a) the Student Visa Application is rejected before course commencement (excluding an administration fee of AU250 not-refundable).
  - (b) The Student visa application is rejected after course commencement, Refund will be on pro rata basis, the tuition fee from weeks' student has withdrawal from the course until fee has been paid (excluding an administration fee of AU250)
3. Your notice of cancellation is not effective until ACBI, receives a completed ACBI Refund Application Form with supporting evidence.
4. Please see the Administration Fee Schedule on our website for administration charges that may apply to a refund.
5. Course Tuition fees and Other fees are not transferable to another student or Institution but may be transferred to another course within ACBI.
6. All approved Refunds are made payable to and sent to the student in Australian Dollars. A refund calculation explanation as to how the refund was calculated will accompany the student refund payment.

### **Cancellation**

7. If you must terminate your studies with more than 30 days' notice before course commencement, you will be refunded in full less an administration fee of AUD250. Please see the Administration Fee Schedule on our website.
8. If you must terminate your studies with less than 30 days' notice and before the completion of your course, you are not required to make a cancellation fee payment.
9. Where there are exceptional circumstances beyond your control such as illness or bereavement, application for Special Consideration, can be made using the Special Consideration Request

Form. This must be supported by certified documents such as a Doctor's certificate and/or other relevant documents verifying the situation. Decisions regarding Special Consideration are at the discretion of ACBI. Please note that Special Consideration cannot apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa.

### **26b. ACBI Default**

In the event of a default by ACBI, students are entitled to a refund under the provision of the ESOS Act 2000 and ESOS Regulations 2001 in the following circumstances:

- ACBI does not offer a course on the advertised start date
- ACBI terminates a course after the course start date and before the course completion date
- ACBI does not provide a course as advertised, due to sanctions or circumstances beyond its control.

ACBI will pay a refund to the student within 28 days after the default date. This refund will be 100% of the unused portion of the tuition fee. A written explanation as to how the refund was calculated will accompany the student refund payment.

### **26c. Refund Appeals**

Students not satisfied with the calculated refund may refer to the ACBI student complaint procedure which may involve an independent third party to adjudicate.

The conditions for refund and cancellation and the appeals process do not remove the student's right to take action under Australia's consumer laws, where such law applies.

## **27. Complaints and Appeals**

### **Complaints and Appeals**

ACBI is committed to providing a fair complaints and appeals process. ACBI recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

#### **What is a complaint?**

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by ACBI in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students.

The complaint may be about the student's dealings with ACBI, the RTO's education agents or any related party it has an arrangement with to deliver the overseas student's course or related services

#### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

### **Early resolution of complaints and appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

## **Complaint and appeals handling**

ACBI undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by ACBI including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- ACBI shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No ACBI representative is to disclose information to any person without the permission of ACBI Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the CEO.

ACBI considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within ACBI's internal structures.

## **Complaints Handling Procedure**

Matters that cannot be resolved at the time they occur should be referred to ACBI Chief Executive Officer for review. The following procedure is to be followed when a complaint form is received:

- A Complaints and Appeals Form is received by ACBI and is to be immediately recorded into ACBI Complaints and Appeals Register.
- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register.
- The Complaints and Appeals Form is to be forwarded to the Chief Executive Officer who is to review the matter and make recommendation as to how to respond to the matter. The Chief Executive Officer may choose to consult with others within ACBI or relevant agencies external to ACBI in determining their recommendation.
- The Chief Executive Officer may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.
- The Chief Executive Officer is to finalise his response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received.
- The Chief Executive Officer is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third-party or via electronic communication such as e-mail. The Chief Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise the complainant of their options if they are not completely satisfied with the outcome.
- Complaints must be resolved to a final outcome within sixty (60) calendar days of the

complaint being initially received. Where ACBI Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, ACBI should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of ACBI and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals.

- If complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at <http://www.oso.gov.au/making-a-complaint> phone:1300 362 072
- In addition, there is the Resolution Institute, the national association of dispute resolvers, as an appropriate third party. Head Office details as follows:
  - Address: Level 1, 13 Bridge Street Sydney NSW
  - Phone: (+61 2) 9251 3366
  - Free call: 1800 651 650
  - Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)
  - Website: <https://www.resolution.institute>
- Staff are to provide assistance to students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

### **Appeals Handling Procedure**

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student appealing an assessment decision is to be referred immediately to the Chief Executive Officer. The Chief Executive Officer is to arrange for a re-assessment of the student as soon as possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different assessor than conducted the initial assessment. The student may be offered up to 3 re-assessments.
- If after the reassessment, the student remains not-competent and is dissatisfied with the assessment outcome, the student is to meet with the Chief Executive Officer and the Director of Studies to discuss the assessment process and the assessment outcome.
- If after consultation with the Chief Executive Officer, the student remains unsatisfied with the assessment process, the student is to be provided the Complaints and Appeals Form and the matter is to be dealt with in accordance with the complaint handling procedure.
- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Chief Executive Officer on its merits. If the Chief Executive Officer does not approve a refund and considers that ACBI has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to Office of Fair Trading.
- The Management Team is to inform the applicant of the improvement actions identified.
- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the appeal was received to the date the appeal was resolved.

## 28. Critical Incidents

ACBI is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at ACBI. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

**A Critical Incident:** is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at ACBI; and
- Information which has the potential to negatively affect the reputation of ACBI in the media and/or wider community.

### Staff Responsibility

In the first instance, the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

If possible, the CEO is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

### Critical Incident Procedure

1. The Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.
2. Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an emergency situation is occurring the Designated Officer is to contact Emergency Services by dialling 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.
3. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
4. The Director of Studies or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team if deemed necessary.
5. As soon as practical the Director of Studies or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.
6. The Director of Studies and Critical Incident Team/ other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
7. Where a staff member has assumed management of the critical incident, this person will

consult with and/or take instruction from the Director of Studies as necessary.

8. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.
9. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
10. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

### **Tasks and Responsibilities**

The Director of Studies or most senior staff member available will:

1. Head the Critical Incident Team;
2. Liaise with emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of critical incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Critical Incident Team;
7. Formulate and execute critical incident plan; and
8. Organise debriefing, counselling and follow-up.

### **Informing the Police**

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner;
- Notifying Next of Kin;
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).

### **Notifying Next of Kin**

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

### **Ongoing support**

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 and Australian Privacy Principles to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide reassurance and minimise distress.

It is important to return to normality as soon as possible. The Director of Studies should meet with

staff at the end of the working day to debrief staff and assist in the recovery process.

## 29. Conduct

To ensure you gain the maximum benefit from your time with ACBI, College Management reserves the right to remove any person(s) who display dysfunctional or disruptive behaviour.

Examples of when Disciplinary Action may be required to be taken include when a student:

- Fails to attend the required minimum number of classes for any course without reasonable explanation
- Brings onto, or consumes on ACBI premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- Brings onto or consumes on ACBI premises any alcohol
- Is, or appears to be, under the influence of drugs or alcohol
- Damages or removes any property/ resource of ACBI or any training venue hired by ACBI
- Assaults (physically or verbally) any person or persons on ACBI premises or any training venue hired by ACBI
- Fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on ACBI premises
- Exhibits any form of conduct whilst on ACBI premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- Enters any part of ACBI premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave these premises.

## Discrimination

ACBI provides you with a learning environment that is free from ALL forms of harassment and discrimination including bullying. Discrimination is unacceptable and will not be tolerated. If you make a complaint, or assist in the investigation of a complaint, you will be heard and not victimised. Harassment or discrimination should not be confused with legitimate comment and advice given appropriately by College trainers or staff.

If you experience or observe what looks like discrimination, talk to a College staff member immediately so that the situation can be considered and appropriate action can be taken. To access the Anti-Discrimination Act go to [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au) or ask the College Academic Manager to show you the College copy of the Act.

## Sexual harassment

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned by a person. If a reasonable person would have seen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then it is viewed as sexual harassment.

If any student or member of staff is found to be involved in any form of discrimination or harassment then that person could face disciplinary action as detailed in the College policies and procedures. Depending on the level and nature of the discrimination or harassment, the person involved could

face charges within the NSW legal system.

### **29. Disciplinary Procedure for Non-Compliance with College Rules**

ACBI will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all students and staff.

If there is an issue or problem behaviour that involves you the Student Support Officer (SSO) will contact you to discuss the issue and come to a solution. The actions arising from this discussion will be documented and signed by the SSO. You will be provided with a copy and the SSO will retain a copy until the timelines of the action have passed.

If the problem behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Director of Studies to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.

Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue or behaviour. A copy of this letter will be added to your personal file.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution. At all stages of the disciplinary process ACBI recommends that a support person of your choice accompanies you.

### **30. Taking Leave when Ill**

If you are ill, we recommend that you see a doctor. In Australia, you do not go to a hospital unless it is an emergency. You should go to a doctor who has a surgery in your area. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your OSHC membership card. Don't forget to take your OSHC membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and ask if the Doctor will visit you at your home. This will be more expensive.

If you cannot come to College, you should ask the doctor to give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. Don't forget to give your medical certificate to the College Reception when you return to class or send it by email to [info@acbi.edu.au](mailto:info@acbi.edu.au). You keep the original certificate and ACBI will place a copy on your file.

In Australia, if you seek medical assistance from a doctor or hospital you may be required to pay an additional service charge that is not covered by your health insurance. When you get a bill or receipt for medical service, you can apply for a refund from your health insurance provider. Students who take sick leave must bring a doctor's certificate to the College on their return. Please note, sick leave is only granted in the case of major illness (see below) and is at the discretion of the Academic Manager.

### **31. Approved Leave**

International students on student visas may apply for leave from their studies in certain

circumstances, which would normally be significant, beyond the student's control and have an impact on the student's course progress or wellbeing.

The circumstances may include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- loss of a close family member such as a sibling, parent or grandparent
- major political upheaval or natural disaster in the student's home country requiring emergency travel, which has impacted on the student's studies
- a traumatic experience, which could include involvement in or witnessing of a serious accident or witnessing or being a victim of a serious crime
- lack of availability of a prerequisite unit
- inability to begin studying by the course commencement date due to delay in receiving a student visa.

In the event where leave is granted, the student is responsible for completing assessment tasks and failure to do so will attract re-assessment fees.

DHA does not accept weddings, work purposes, pregnancy and child birth, cultural and religious activities as acceptable reasons for leave. Further the length of Approved Leave is to be strictly in keeping with the reason for the leave. Students must apply for approved leave in advanced, in writing and submit supporting documentation i.e. medical certificate from a registered medical practitioner, death certificate and return air tickets.

If leave is requested beyond 2 weeks, students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over.

ACBI will notify DHA via PRISMS.

### **32. Deferral or Suspension of Studies**

In accordance with Standard 9 of the National Code, an overseas student may defer the commencement of studies only on the grounds of serious illness or injury, evidenced by a medical doctor's certificate, or compassionate and compelling circumstances beyond the control of the student e.g. bereavement. If a student defers or suspends their studies their student visa may be affected and ACBI must notify DHA. If the end date of the CoE is affected ACBI will issue a new CoE.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

These can include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend class;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies;
- a traumatic experience which could include involvement in, or witnessing a serious accident; or witnessing or being the victim of a serious crime; or

Students may request to suspend their studies during the course based on the same evidence.

### **33. Transfer between providers**

#### **37. a. Circumstances for Student Release**

Please note that students may not generally transfer to another provider in the first 6 months of their course unless approved by the CEO and only in exceptional circumstances. Under the following circumstances ACBI would consider providing a release:

- ACBI is unable to offer a course that meets the student's needs.
- It has become apparent that the student is unsuited to the course to which they were enrolled.
- It is acknowledged that it is in the student's best interest to study with another provider, (for example there are pressing reasons why the student needs to move to another city).
- Prior to releasing a student under any of the circumstances listed above the student must have a valid Letter of Offer and/or Confirmation of Enrolment from another provider
- Prior to releasing a student to study at another College the Administrative office must authorise there is no monies owed to the College by the student

#### **37. b. Circumstances for No Student Release**

Under the following circumstances ACBI would not consider providing a letter of release:

- The student has not given the course for which he/she was originally enrolled a reasonable period of time to see if it meets his/her needs.
- The student wishes to enrol in another course to be with family or friends.
- The student wishes to enrol with another provider because they are cheaper.
- The transfer is considered detrimental to the student's education or welfare.
- The student does not have a valid Letter of Offer and/or Confirmation of Enrolment from another provider.
- The student has an outstanding debt to the College for text, material costs or tuition fees.

#### **37. c Procedure for Requesting a Student Release**

The student submits a written request to Reception or Student Support Officer with two weeks' notice, stating that he or she requests a transfer to another provider and gives the reason for the request.

Please note that students may not generally transfer to another provider in the first 6 months of the principal course unless approved by the CEO and only in exceptional circumstances. If the College agrees to the student's request, the College will calculate any amount of tuition fees that are owing to the student for the study not yet received and the student will be advised of the amount. It is the responsibility of the student to provide the correct bank details of the other provider. If the student is unhappy with the outcome, he/she may access the College's complaints and appeals procedure by completing a Feedback and Complaints Form.

### **38. Privacy and Confidentiality**

Information about students will not be provided to any other third party without the prior written consent of the student with the exception of relevant government departments, when the

information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept on the student's file.

### **Information about a student from the student**

Students have access to all information kept on their file based upon written request.

Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed

### **Information about a student from a third party.**

Information requests about students from a third party will be denied unless there is written consent from the student.

Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.

In all cases, conditions of the Privacy Act 1988, Australian Privacy Principles (APPs), will be followed and adhered to by staff members and students at ACBI.

ACBI is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases ACBI will seek the written permission of the student for such disclosure. ACBI will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

You have the right to access information that ACBI is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how ACBI is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

### 39. Welfare and Guidance Services

ACBI endeavours to provide welfare and guidance to all students. In the first instance, you should speak with the Student Support Officer on any matter that you may be worried about:

- Support in finding accommodation
- Learning pathways and possible Opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Any other issue.

## **Your safety**

ACBI has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

### **Unsafe locations**

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with the areas in which you need to be careful of you can check with a trainer or Senior Trainer.

### **Drugs and alcohol**

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use /dealing.

### **On campus**

Building Alarms OR other Emergencies

In the Event of Fire – dial “000”

Alert other occupants and evacuate Do not use the elevator, use the stairs.

A First Aid kit is located at reception

### **In the Evening**

Catch taxis and travel in groups.

Report any troubled incidences to us if they occur to or from the Academy. Be careful of your personal belongings. Do not leave them unattended. Notify your homestay family if you are not coming home or staying out late. Do not consume alcohol in public places.

Do not drink and drive. If drinking, nominate a designated driver.

Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade

### **Banking**

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

ACBI Certificate of Enrolment (apply at reception) Passport

Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks) To get money sent from overseas, the easiest way is via direct transfer over the internet

### Banking hours:

Monday to Thursday 9:30am to 4:00pm

Friday 9:30am to 5:00pm

### **Doctors**

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to ACBI, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

### **Dentists**

Reception can provide a list of nearby dentists in an emergency situation.

### **Hospitals**

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

### **Transport**

Bus Train Ferry Information Line

PH: 131 500 [www.131500.com.au](http://www.131500.com.au)

An **OPAL Card** is for use on buses, trains and ferries. It's free to get, the student just has to top up the credit for travelling. The opal card can be ordered online, at newsagents or at the train station. There are also free bus timetables available. For **all** Sydney Trains and Ferries you need to get an Opal card from a rail station or order online: <https://www.opal.com.au/ordercard/?execution=e1s1>

### **Useful Contacts & Information**

The following is a list of some important phone numbers that students may find useful:

Emergency - Police / Ambulance /Fire	000
Department of Home Affairs (queries related to visas)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
<p>Legal Aid NSW helps people with their legal problems <a href="#">Help over the phone</a>  Call <a href="#">Law Access NSW</a> to get started  <a href="#">Find information</a>  <a href="#">Factsheets and resources</a> are available to help you with your problem  <a href="#">Get advice from a lawyer</a>  Free face-to-face <a href="#">advice</a> provided on most legal issues  <a href="#">Help at court</a>  <a href="#">Lawyers are available to assist you</a> at many courts and tribunals across NSW</p>	1300 888 529
<p><b>Lifeline Crisis Support</b>  Free 24-hour help</p>	13 11 14
<p><b>Beyond Blue – anxiety and depression</b>  Free 24 hours a day, 7 days a week</p>	1300 22 4636
Public Transport Information Line	131 500
Lifeline Counselling Service (telephone counselling)	131 114
Translating and Interpreting Service (24 hours)	131 450
Taxis Combined	133 300

#### **41. Social Events at ACBI Excursions and Recreation**

Excursions are a valuable part of your time at ACBI and your attendance is recorded during them. They are also connected to topics that you are studying in class. You should go on excursions because:

- You will be able to see and find out more about Australia.  
It is an opportunity to practice your English in a less formal setting.
- It is a chance to make new friends.

If we have demand, we can organise extra curriculum activities for our students. These include BBQ's, visits to restaurants and pubs, discos, cinemas, the theatre, museums and sporting activities.

[acbi.edu.au](http://acbi.edu.au)



[@acbicollege](https://www.facebook.com/acbicollege)



[@acbicollege](https://www.instagram.com/acbicollege)



[@acbicollege](https://www.linkedin.com/company/acbicollege)



[@acbicollege](https://www.youtube.com/acbicollege)

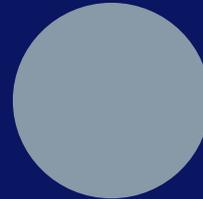
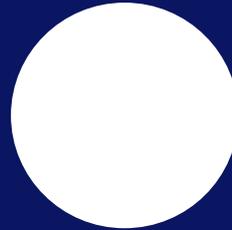
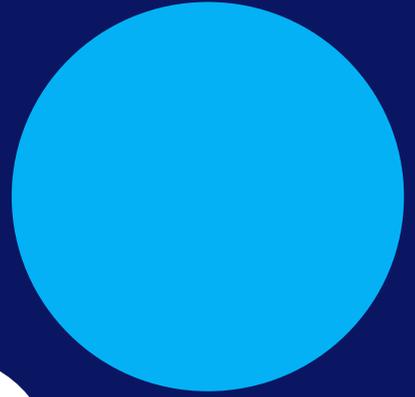
#### ACBI Contact Information

Suite 510/451 Pitt St, Sydney NSW 2000

Phone: 1300 23 77 41 - 02 9071 9803

General Enquiries: [info@acbi.edu.au](mailto:info@acbi.edu.au)

Academic Support: [studentsupport@acbi.edu.au](mailto:studentsupport@acbi.edu.au)



ABN: 191 581 045 66

RTO Code: 40835

CRICOS Code: 03426E

Australian College of Business Intelligence Pty Ltd.



FEBRUARY 2022