

2026

STUDENT

HANDBOOK

*Your path. Your story. Your
success.*



Acknowledgements

We respectfully acknowledge the traditional custodians of the land on which we live and work, the Aboriginal and Torres Strait Islander peoples of Australia. We pay our respects to their elders, past, present, and emerging, and recognise their enduring connection to the land, waters, and culture.



Welcome to ACBI

Thank you for choosing to study with ACBI. We are delighted to support you throughout your learning journey and help you make the most of your time with us. By enrolling at ACBI, you have made a valuable investment in your education and your future.

At ACBI, we are committed to delivering high-quality, industry-relevant training designed to support you in achieving both your academic, professional, and personal goals. Our aim is to see you succeed in your studies, build meaningful connections, and enjoy everything that Sydney has to offer.

This Student Handbook contains important information about your studies and life at ACBI. If you have any questions or require clarification at any time, please contact Student Support or speak with any member of our team, we are here to help.

Your VET qualification meets national competency standards and is designed to support your learning and career goals. Whether you are looking to advance your career or prepare for further study in Australia, your qualification will be nationally recognised. We look forward to welcoming you to ACBI and wish you every success in your studies.

*Warm regards,
The ACBI Team*



Our Mission

At ACBI, our mission is to empower student success beyond the classroom. We support individuals from all backgrounds and stages of their professional journey to achieve their goals, build meaningful skills, and grow with confidence in a global community.

We aim to deliver industry leading, future-focused education that equips our students with practical, in-demand skills, placing our graduates at the forefront of the workforce.

Through strong industry partnerships and ongoing collaboration with Business Intelligence professionals, we ensure our training remains relevant, innovative, and aligned with real-world expectations.

By fostering professional growth, lifelong learning, and genuine connections, ACBI prepares students not just for jobs, but for long-term career success in Australia and beyond.

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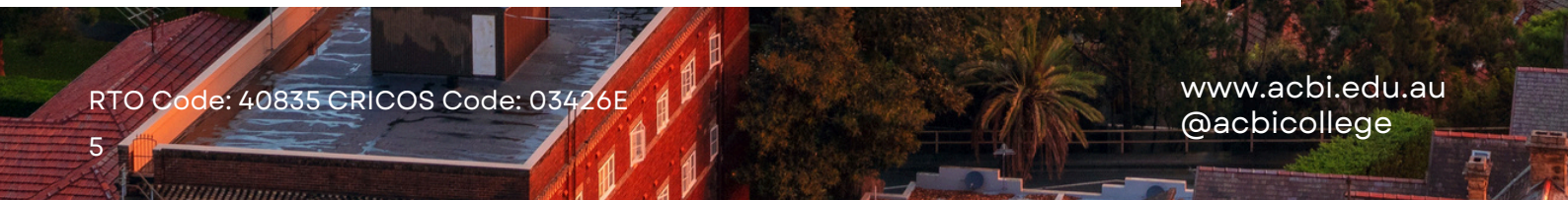
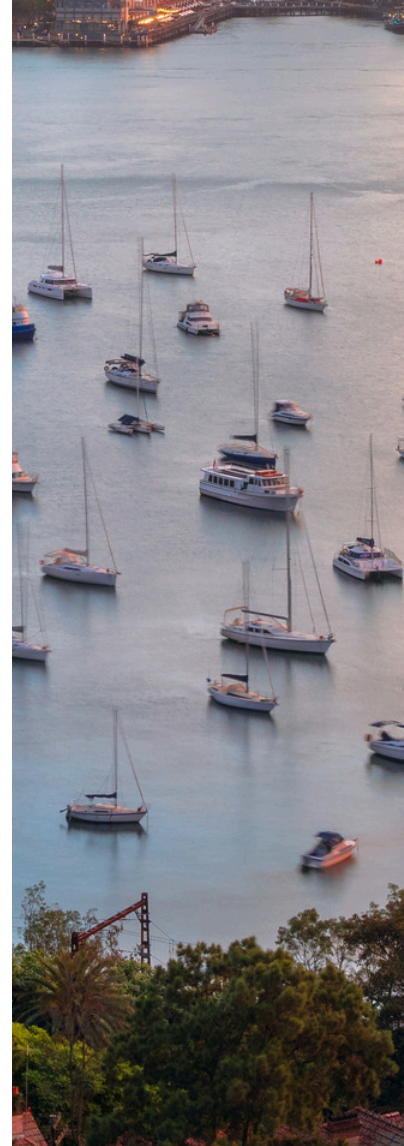
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Life In Sydney

Life in Sydney offers an exciting mix of lifestyle, culture, and opportunity that makes it one of the most attractive destinations for international students. The city combines world-class education with beautiful beaches, vibrant neighbourhoods, and a relaxed outdoor lifestyle, so you can enjoy your time outside the classroom as much as your studies.

Sydney is proudly multicultural, and you will meet people from all over the world, with countless restaurants, festivals, and cultural events that reflect this diversity. Australians value respect, fairness, and equality, and students are welcomed into safe, inclusive learning environments where everyone is encouraged to participate and share their ideas.



Life In Sydney

Getting Around Sydney

Sydney has an extensive public transport network, including trains, buses, ferries, and light rail, and most students use an Opal card or a debit/credit card to tap on and off. Transport apps make it easy to plan your journey, check timetables, and see service updates in real time. Lime bicycles are also popular in many areas, but you must follow road rules, wear safety gear, and remember it is against the law to ride without a helmet in NSW.

Weather and Beach Safety

Weather in Australia can change quickly, with very high temperatures and extreme UV at certain times of the year, so sun and heat protection are important all year round. Always wear sunscreen, stay hydrated, and seek shade during hot weather, especially in the middle of the day. While Sydney's beaches are a major attraction, the ocean can be extremely dangerous even for strong swimmers, so international visitors should always swim between the red and yellow flags where surf lifesavers are on duty and able to provide emergency assistance if needed.

Life In Sydney

Australian Laws & Your Rights

All students in Australia must follow Australian law. Breaking the law can result in serious consequences, including impacts on your visa status. If require need legal advice, there are free and confidential services available to international students, as outlined in the “Useful Links and Resources” section of this handbook.

Working in Australia

International students on a Student Visa (subclass 500) can work up to 48 hours per fortnight while their course is in session, with the ability to work additional hours during term breaks. You should always check current visa conditions and ensure your work hours do not interfere with your study or breach your visa conditions..

Issues in the Workplace

If you believe something is wrong at work, you can contact the Fair Work Ombudsman (FWO), which provides free information and advice about minimum wages, workplace rights and conditions, leave and breaks, and protection from discrimination or exploitation. The FWO can offer guidance, refer you to another agency, arrange mediation, or investigate your employer if necessary; you can contact the Fair Work Infoline on 13 13 94 or visit <https://www.fairwork.gov.au/>.

Tax File Number (TFN)

To work in Australia, you must have a Tax File Number (TFN), which you apply for using your passport and an Australian address. You can apply online via the Australian Taxation Office (ATO) website at <https://www.ato.gov.au/Individuals/Tax-file-number/> or by visiting an ATO service centre or calling 13 28 61 to arrange an appointment.

Registration and Regulatory Bodies

Regulatory Recognition & Quality Assurance

ACBI is an Australian Registered Training Organisation (RTO) and a CRICOS-approved education provider. This ensures that all courses delivered by ACBI meet national quality standards and are recognised both across Australia and internationally.

Australian Skills Quality Authority (ASQA)

ACBI is regulated by the Australian Skills Quality Authority (ASQA), the national regulatory body responsible for ensuring that vocational education and training providers deliver high-quality training and assessment in line with Australia's standards.

More information:

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

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

ACBI is approved to deliver courses to international students studying on a student visa under CRICOS Code 03426E.

CRICOS registration confirms that ACBI's courses and campuses meet Australian Government standards for overseas students.

Search ACBI on CRICOS:

<https://cricos.education.gov.au/>

Registration and Regulatory Bodies

Education Services for Overseas Students (ESOS) Framework

The ESOS Framework protects the rights of international students by ensuring:

- High-quality education and training
- Accurate and transparent information
- Tuition fee and financial protection
- Appropriate support for visa-related requirements

Full details:

<https://www.education.gov.au/esos-framework>

Australian Qualifications Framework (AQF)

All qualifications offered by ACBI are nationally recognised under the Australian Qualifications Framework (AQF), ensuring they are consistent, credible, and transferable across Australia.

More information:

<https://www.aqf.edu.au>

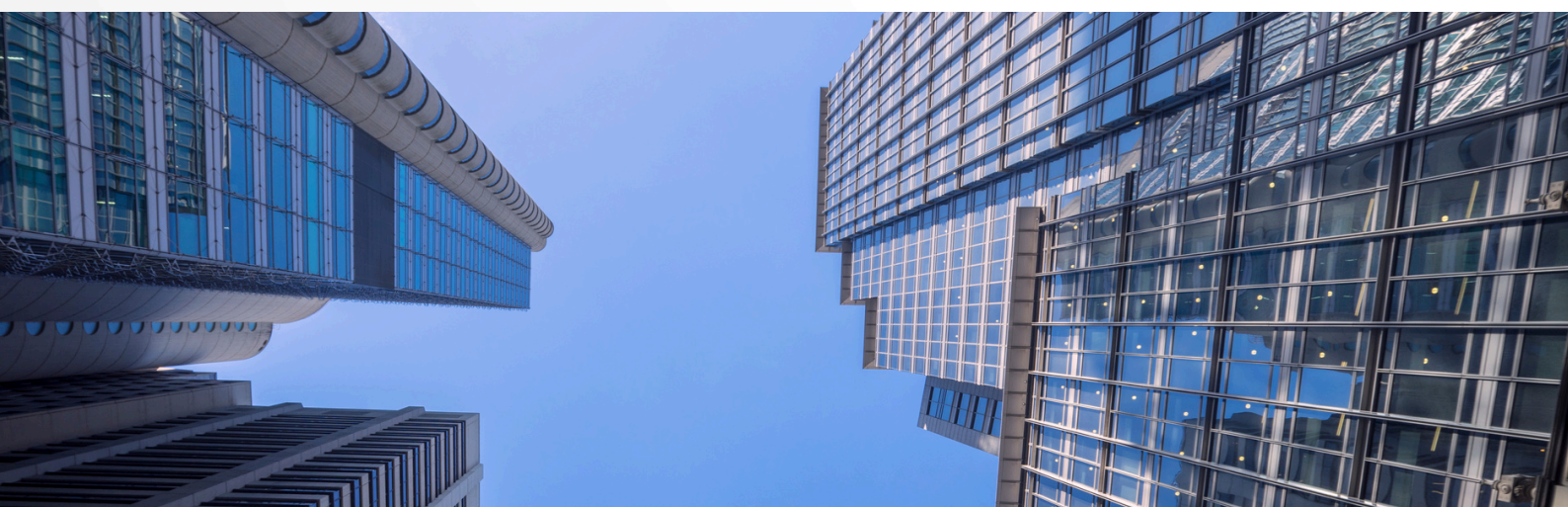
Tuition Protection Service (TPS)

ACBI participates in the Tuition Protection Service (TPS), which safeguards international students in the event that a provider defaults and is unable to deliver a course. The TPS ensures that affected students are able to:

- Transfer to another approved course, or
- Receive a refund of unused tuition fees

More information:

<https://www.education.gov.au/tps>



Our Campus

Our campus is located near major libraries, shopping centres, Chinatown, markets, cafés, parks, and local landmarks. Just a 7 minute walk from Central Station, students can enjoy easy making it convenient to travel to and from campus and explore all that Sydney has to offer. With trains, buses, and light rail nearby, getting around the city is quick and stress-free, allowing students to balance their studies with work, social life, and leisure activities.

Head Office and Sydney Campus:

Suite 510

451 Pitt Street, Haymarket, Sydney, NSW 2000 Australia

Phone: 1300 237 741

Email: studentsupport@acbi.edu.au

Operating Hours

Monday to Friday: 8am - 9pm

Reception Hours

Monday to Friday: 9am - 6:00pm

Note: If ACBI relocates to new premises or expands to additional facilities for the delivery of nationally recognised qualifications, all enrolled students will be informed at least 20 working days in advance, in line with regulatory requirements.

Facilities

Classrooms and Learning Facilities

Our campus features recently renovated classrooms equipped with computers, whiteboards, overhead projectors, and audio-visual equipment. Computers and internet access are available to all students on campus.

Student Breakout and Kitchen Areas

Student breakout areas are located on Levels 2 and 5. These areas are equipped with:

- Microwaves
- Refrigerators
- Water fountains
- Kettles
- Vending machines

These spaces are available for students to relax, study, or take breaks between classes.

Photocopying and Printing

If you need to print, scan, or photocopy documents on campus, please speak with Student Support at the Level 5 reception. Staff can assist with reasonable requests.

WiFi Access

Free WiFi is available to all ACBI students across the Sydney campus. The WiFi password is available from Level 5 reception. If you experience any issues connecting, staff at reception are available to assist.



Counselling and support

At ACBI, we understand that, and balancing personal, academic, and work commitments can sometimes feel overwhelming.

If you are experiencing stress, anxiety, personal challenges, or simply need someone to talk to, confidential support is available.

ACBI has an ongoing partnership with The Practice Wellbeing Centre to provide free counselling services to our students in a safe, supportive, and confidential environment. Counselling services include:

- Available on Fridays between 9:00am and 5:00pm
- In-person and Telehealth (video) appointments
- Open to all ACBI students

Seeking support is a positive step, and you do not need to be in crisis to access counselling. For more information or assistance with booking an appointment, please contact Student Support at reception, who will be happy to help.



Orientation

ACBI provides an orientation program for all new students to help you start your studies with confidence. Orientation is designed to give you important information about studying at ACBI and to support your transition into student life. During orientation, you will receive key information about:

- Your course timetable
- Campus facilities and resources
- Student support services
- Academic expectations and study requirements
- Attendance and course progress requirements
- Student visa obligations
- How to access and use the Learning Management System (LMS)

Orientation typically takes place on Wednesday in the week prior to your course start date. To check the provisional date for your orientation, please refer to the ACBI Academic Calendar available on our website.

You will receive a formal invitation to attend orientation from the Student Support team in the weeks leading up to your course commencement.

If you are unable to attend orientation, please notify Student Support as soon as possible so alternative information and support can be provided. Orientation is an important part of beginning your studies at ACBI, helping you settle in, meet staff and fellow students, and feel well prepared for your course.

Our Courses & Course Requirements

National Code	CRICOS Code	Course	Duration (Weeks)
ICT40120	108187J	Certificate IV in Information Technology	52 Weeks
ICT50220	105685D	Diploma of Information Technology (Website Development)	78 Weeks
ICT60220	105626D	Advanced Diploma of Information Technology	104 Weeks
ICT60220	105626D	Advanced Diploma of Information Technology (Cyber Security)	104 Weeks
ICT60220	105626D	Advanced Diploma of Information Technology (Telecommunication Network Engineering)	104 Weeks
11130NAT	112143J	Certificate IV in Environmentally Sustainable Management	52 Weeks
MSS50122	112566H	Diploma of Sustainable Operations	78 Weeks
CUA40725	119039H	Certificate IV in Design	52 Weeks
CUA50725	118932J	Diploma of Graphic Design	78 Weeks
CUA60325	118931K	Advanced Diploma of Graphic Design	52 Weeks
BSB50820	104061M	Diploma of Project Management	52 Weeks
BSB60720	104450J	Advanced Diploma of Program Management	52 Weeks

Our Courses & Course Requirements

National Code	CRICOS Code	Course	Duration (Weeks)
11302NAT	117245G	Certificate IV in Social Media and Digital Marketing	52 Weeks
10931NAT	106574C	Diploma of Digital Marketing	52 Weeks
11266NAT	116942A	Advanced Diploma of Digital Marketing	52 Weeks
AHC60422	118158J	Advanced Diploma of Conservation and Ecosystem Management	52 weeks
11287NAT	116943M	Diploma of Artificial Intelligence (AI)	52 Weeks
BSB80320	110396D	Graduate Diploma of Strategic Leadership	104 Weeks
BSB50420	104261C	Diploma of Leadership and Management	52 Weeks
BSB60420	104703D	Advanced Diploma of Leadership and Management	52 Weeks

Course Requirements

Students will need access to a computer with specific browser versions if they wish to use the online learning platform outside scheduled class hours. The minimum supported browser versions are Google Chrome 30.0, Mozilla Firefox 25.0, Apple Safari 6, and Microsoft Internet Explorer 10, but the recommended version for all browsers is the latest available.



Key Staff at ACBI

Student Support Team

The Student Support Team can help with enrolment, attendance, wellbeing, referrals, and general enquiries. They are based at Reception on Level 5 and can be contacted at studentsupport@acbi.edu.au or on 1300 237 741.

Academic Support Team

The Academic Support Team tracks your progress to identify any early signs of difficulty and provide targeted support. They can assist with reassessment opportunities, and work closely with trainers so you stay on track with your course requirements. For support contact at academicsupport@acbi.edu.au or 0416 965 299.

Finance and Fees Team

The Finance and Fees Team manages tuition invoices and payments and is your first contact for any fee issues or questions. If you need to discuss payment options or have concerns about your fees, email myfees@acbi.edu.au.

ACBI Teaching Staff (Trainers & Assessors)

ACBI trainers are qualified, industry-experienced professionals who design and deliver your learning and assess your competence in each unit. All VET trainers hold a Certificate IV in Training and Assessment (or successor) and meet national training and assessor requirements.

Facilities Team

The Facilities Team keeps the campus safe, clean, and well maintained by overseeing building services and coordinating repairs. If you see anything on campus that needs attention, please contact the team at facilities@acbi.edu.au

Student Responsibilities

As an overseas student on a student visa, you are responsible for complying with all visa conditions and meeting your enrolment obligations.

Overseas Student Health Cover (OSHC)

Australia has an efficient health care system that is subsidised by the Australian Government, and OSHC is the insurance that enables you to access this system. Your OSHC policy generally covers a portion of the costs for medical or hospital care you may need while studying in Australia, as well as partial payment for most prescription medicines and emergency ambulance transport

Important requirements

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health fund before applying for your student visa. You must maintain OSHC for the entire duration of your stay in Australia, and OSHC does not cover dental, optical, or physiotherapy services unless you purchase additional or “extras” cover.

How to arrange OSHC

You can arrange OSHC through ACBI or directly with an approved health insurer. Common OSHC providers include Allianz Care, Bupa, Medibank, NIB, and Ahm, and you should ensure your policy start date matches your intended arrival in Australia and continues until your visa expires. If you have dependants (such as a spouse or children), they must also be covered under your OSHC policy.



Student Responsibilities

Using your OSHC

Carry your OSHC card or digital membership details at all times and provide them whenever you attend a medical appointment or hospital. Most insurers offer 24/7 helplines and online portals where you can lodge claims and access assistance.

Additional information

For full and up-to-date details on OSHC requirements, visit: <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>

Changes to your address and contact details

To meet your student visa obligations, when you arrive in Australia you must provide ACBI with your residential address, email address (for emergency and official communication), and mobile phone number. Keeping these details up to date is a condition of your enrolment and supports your visa compliance.

If you change your address or any of your contact details at any time, you are required to notify ACBI within 7 days. This ensures you receive important information about your course, fee receipts, and any other critical communications.

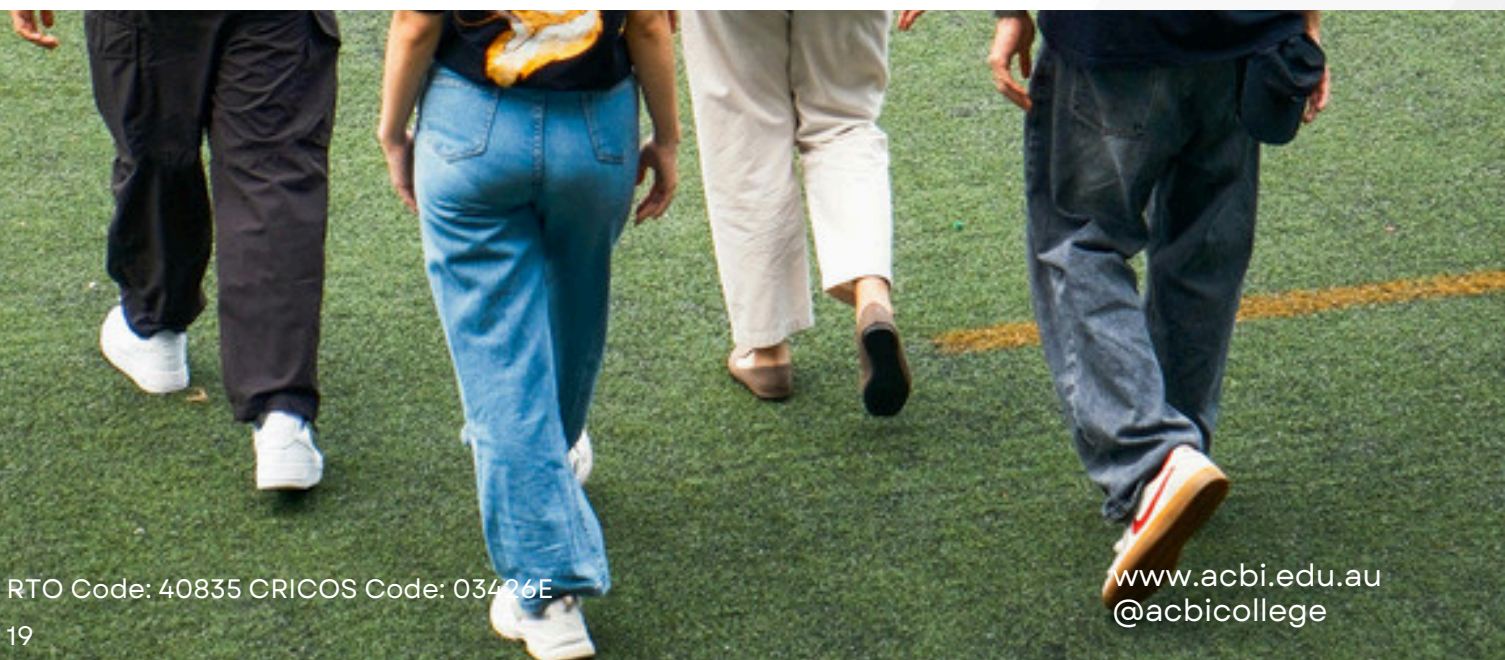
ACBI will use email as the primary method for sending written notices and official letters, and you may also receive SMS reminders for important dates or notifications. If we are unable to contact you when necessary because your details are not current, your visa may be affected.

Attendance and Course Progress Requirements

Regular attendance is essential to maintaining satisfactory course progress in all VET programs at ACBI, and students are expected to attend all scheduled classes to participate, complete assessments, and demonstrate competency.

ACBI monitors course progress and considers it unsatisfactory when a student is not competent in at least 50% of their units in a study period; in these cases, support and intervention strategies are put in place, and continued unsatisfactory progress may lead to reporting to the Department of Home Affairs and possible visa cancellation.

If you miss class due to illness, you must obtain a medical certificate from a registered medical practitioner covering the dates you were unwell and notify Student Support promptly so your absence is recorded correctly. Further details are outlined in the Student Progression, Support, and Completion Policy on the ACBI website.



Payment of Tuition Fees

Timely payment of tuition fees is essential to maintaining your enrolment and continuing your studies at ACBI. Students must pay all fees by the due dates stated in their Letter of Offer and Enrolment Acceptance Agreement, or in any subsequent invoice issued in line with the Schedule of Administrative Fees.

ACBI monitors fee payments throughout each study period to ensure students remain financially compliant, and non-payment or repeated late payment may affect your enrolment status. If you fall behind in your fees, ACBI will contact you and may implement an intervention process, which can include payment reminders, financial discussions, and guidance on how to bring your account up to date.

Ongoing failure to pay fees may result in the cancellation of your enrolment and reporting to the Department of Home Affairs, which can affect your visa status. If you are experiencing financial difficulty, you should contact the Accounts Team at myfees@acbi.edu.au as soon as possible so ACBI can provide guidance and help you remain compliant with your enrolment and visa obligations.

Further details are provided in the Fees and Refunds Policy in the policies and procedures section of the ACBI website.



Emergency Contact Information

ACBI requires you to nominate at least one emergency contact so that, in the case of an emergency, someone can be contacted on your behalf.

This information must include the person's name, relationship to you, and current contact details. You are required to update these details within 7 days if they change so the correct person can be reached when needed.

To update your emergency contact details, you can contact student support, or update them yourself in your RTO student portal > profile > emergency contact details.



Student Code of Conduct

To maintain a safe, respectful learning environment, ACBI may remove or discipline any person who engages in disruptive or unsafe behaviour. The following sections explain when disciplinary action may be taken and how ACBI responds to discrimination and harassment.

Disciplinary action

College Management reserves the right to remove any person who displays disruptive behaviour to ensure all students gain the maximum benefit from their time at ACBI. Disciplinary action may be taken 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 medication 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 or resource belonging to ACBI or any training venue hired by ACBI
- Assaults (physically or verbally) any person on ACBI premises or at any training venue hired by ACBI
- Fails to comply with instructions from staff relating to the safety of any person on ACBI premises
- Engages in aggressive, disorderly, disruptive, harassing, or otherwise inappropriate conduct that interferes with the comfort, safety, or convenience of others who are lawfully present
- Enters any part of ACBI premises (or other teaching locations) without authorisation, or refuses to leave when directed to do so.

Student Code of Conduct

Discrimination

ACBI provides a learning environment that is free from all forms of harassment, discrimination, and bullying. Discrimination is unacceptable, will not be tolerated, and students who make a complaint or assist in an investigation will be heard and must not be victimised. Harassment or discrimination should not be confused with legitimate comment, feedback, or advice given appropriately by trainers or staff.

If you experience or observe what may be discrimination, you should speak with a College staff member immediately so the situation can be reviewed and appropriate action can be taken. Students can refer to the Anti-Discrimination Act via the NSW legislation website (lawlink.nsw.gov.au) for further information on their rights and protections.

Sexual harassment

Sexual harassment is any unwelcome behaviour of a sexual nature that makes another person feel offended, humiliated, or intimidated, and is assessed based on what a reasonable person would expect the impact to be. ACBI has zero tolerance for all forms of harassment and discrimination, including sexual harassment, and any student or staff member found to be engaging in such behaviour may face disciplinary action under ACBI's policies and procedures. Serious incidents may also be referred to the NSW legal system, where additional penalties can apply.

If you experience or witness harassment of any kind, you should contact Student Support immediately so appropriate steps can be taken to ensure your safety and address the behaviour.

ACBI Policies, Procedures & Student Forms

ACBI is committed to providing clear, transparent, and supportive processes for all students, and you are expected to understand both your rights and responsibilities. All students should familiarise themselves with ACBI's policies and procedures, which explain how enrolment, assessment, complaints, support services, attendance, course progress, and other key aspects of student life are managed.

All policies and procedures are publicly available on the ACBI website, and staff and students are responsible for reviewing them regularly and referring to them when needed. These documents are published online and can be accessed at any time during your studies.

Accessing student forms

During your enrolment and throughout your course, you may need to submit forms so that requests are processed correctly, recorded accurately, and remain compliant with regulatory and visa requirements. All forms are available via the ACBI website, or you can contact Student Support by email or in person and they will direct you to the correct form and process.

ACBI Policies, Procedures & Student Forms

The following commonly used forms are available to students:

Enrolment & Admissions

- Enrolment Application Form
- Credit Transfer Request Form
- Recognition of Prior Learning (RPL) Application Form

Course Administration & Variation Forms

- Change of Course Request Form
- Withdrawal Request Form
- Refund Request Form
- Deferment Request Form (Prior to Commencement of Studies)
- Suspension of Studies Request Form (Post-commencement)
- Change of Class Request Form

Student Support, Complaints & Appeals

- Complaints & Appeal Form
- General Request Form
- Update Student Details Request Form

Campus, Facilities & Safety

- Critical Incident Report Form
- Facilities/IT Support Request Form

Using the correct forms ensures your request is processed efficiently, helps you remain compliant with academic and visa requirements, and enables ACBI to provide timely support.

Education Agents

ACBI works with authorised education agents who help students understand available courses and complete their applications. All ACBI agents have a formal agreement with the College and are required to follow Australian regulations, including the ESOS Framework and National Code 2018, and ACBI regularly monitors their quality and conduct to ensure students receive accurate and honest information.

If you believe an agent has provided misleading information or behaved inappropriately, you should contact ACBI Student Support so the matter can be reviewed and appropriate action taken.

What Information Agents Must Provide

Before you apply, an authorised ACBI education agent must clearly explain:

- The course you're applying for (content, duration, outcomes, assessments)
- Fees, refunds, and any additional costs
- ACBI facilities, campus location, and available support services
- Entry requirements, including English language and academic prerequisites
- Living in Australia (cost of living, accommodation options, and local support)
- Student visa conditions, including course progress, attendance, and work limits
- Pathways, credit transfer, and RPL options
- Complaints and appeals processes
- Your right to external support (e.g., Ombudsman)

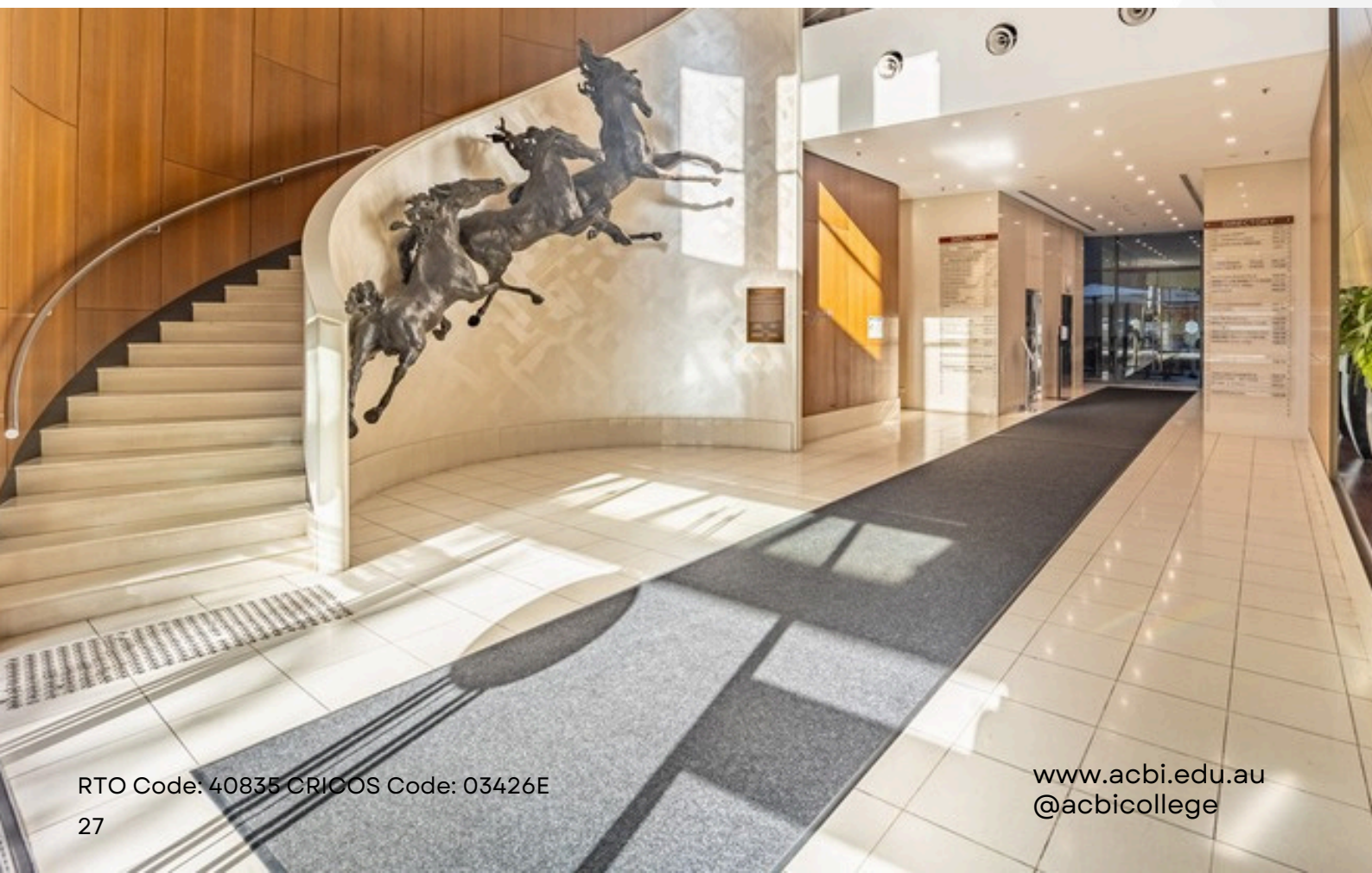
Note: Agents must also make it clear that ACBI is required to report international students who do not meet visa conditions.

Education Agents

How ACBI Monitors Agents

ACBI monitors the performance of its education agents by actively seeking feedback from students about their experiences. Students may be surveyed after enrolment and throughout their studies about the quality, accuracy, and helpfulness of the agent who assisted them, and this feedback helps ACBI check that agents meet regulatory standards and continue to provide high-quality service to future students.

Where issues or patterns of concern are identified, ACBI may offer additional guidance or training to agents, or review and adjust agreements where necessary. These monitoring activities help ensure agents continue to meet regulatory expectations and uphold ACBI's standards of quality and integrity when representing the College to future students.



Useful Links

There is a wide range of external services available in Australia to support international students during their studies. The links below provide reliable information about living, studying, and accessing support during your time in Sydney.

Health & Emergency Services

- Emergency Services (Police, Fire, Ambulance) Phone: 000 (for life-threatening emergencies)
- Healthdirect Australia 24/7 health advice from registered nurses. Phone: 1800 022 222, Website: <https://www.healthdirect.gov.au/>
- Overseas Student Health Cover (OSHC), check your OSHC provider for claims, medical clinics, and coverage information.
- NSW Mental Health Line (24/7) Phone: 1800 011 511
- Lifeline Crisis Support (24/7) Phone: 13 11 14, Website: <https://www.lifeline.org.au/>

Living in Sydney

- Transport for NSW (Opal Card & Timetables) Public transport information, journey planning tools, and concession eligibility. Website: <https://transportnsw.info/>
- Service NSW, ID cards, drivers licence, address changes, and other government services. Website: <https://www.service.nsw.gov.au/>
- City of Sydney – What's On, Local events, workshops, and community programs. Website: <https://whatson.cityofsydney.nsw.gov.au/>

Useful Links

Work, Study & Legal Support

- JobSearch – Australian Government. Find work and access information about workplace rights. Website: <https://jobsearch.gov.au/>
- Redfern Legal Centre (International Student Legal Service NSW) Free, confidential legal advice for international students. Website: <https://rlc.org.au/>
- Australian Human Rights Commission. Information on rights, discrimination, and lodging complaints. Website: <https://humanrights.gov.au/>

Wellbeing & Community Support

- headspace. Youth mental health support for ages 12–25. Website: <https://headspace.org.au/>
- Beyond Blue Mental health advice and counselling. Phone: 1300 224 636 Website: <https://www.beyondblue.org.au/>
- Food and Essentials Support (NSW) Community centres and emergency relief providers Website: <https://www.service.nsw.gov.au/transaction/find-food-relief>

Student Visa Help

- For more information about your student visa, visa conditions, or any immigration matters, you can contact the Department of Home Affairs (DHA).
- The Global Service Centre operates Monday to Friday and can be reached on 131 881 within Australia, and additional contact options are available on the DHA website at <https://www.homeaffairs.gov.au/help-and-support/contact-us>.



ACBI

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*Your path. Your story. Your
success.*

WEBSITE

acbi.edu.au

EMAIL

info@acbi.edu.au

PHONE

1300 23 77 41

SOCIALS

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CRICOS Code: 03426E

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