



# STUDENT HANDBOOK



# Student Handbook

<b>Contents</b>	
<b>WELCOME</b> .....	<b>4</b>
<b>MISSION STATEMENT</b> .....	<b>5</b>
ACMT COURSES .....	5
MEANS OF DELIVERY .....	5
<b>STUDENT ENROLMENT POLICY AND PROCEDURE</b> .....	<b>6</b>
<b>RPL AND CREDIT TRANSFER POLICY</b> .....	<b>8</b>
<b>International Student Transfer to and from ACMT Policy and Procedure</b> .....	<b>11</b>
<b>THE ORIENTATION PROGRAM (SAMPLE)</b> .....	<b>15</b>
<b>COURSE TIMETABLE</b> .....	<b>15</b>
ASSESSMENT .....	16
<b>STUDYING AT AUSTRALIAN COLLEGE OF MANAGEMENT &amp; TECHNOLOGY</b> .....	<b>16</b>
<b>ATTENDANCE AND ACADEMIC PERFORMANCE</b> .....	<b>17</b>
<b>FOR OVERSEAS STUDENTS</b> .....	<b>17</b>
CLASSES.....	17
<b>CLASS SIZES</b> .....	<b>17</b>
<b>ACADEMIC SUPPORT FOR STUDENTS</b> .....	<b>17</b>
<b>ACMT COURSE PROGRESS POLICY &amp; PROCEDURE</b> .....	<b>17</b>
POLICY .....	17
INTERVENTION STRATEGY .....	18
<i>Procedures for contacting and counseling students</i> .....	18
STRATEGIES TO ASSIST IDENTIFIED STUDENTS TO ACHIEVE SATISFACTORY COURSE PROGRESS .....	18
<i>The process by which the intervention strategy is activated</i> .....	18
<b>MAINTAINING A FULL TIME STUDY LOAD</b> .....	<b>19</b>
STUDENT INPUT TO THE COLLEGE .....	20
<b>STUDENT WELFARE</b> .....	<b>20</b>
COURSE COMPLETION AND GRADUATION.....	20
<b>THE RESPONSIBILITIES OF AN INTERNATIONAL STUDENT</b> .....	<b>20</b>
<b>YOUR STUDY PROGRAM</b> .....	<b>20</b>
<b>SPEAK IN ENGLISH WHILE YOU ARE AT THE COLLEGE</b> .....	<b>21</b>
<b>MEDICAL INSURANCE AND SEEING A DOCTOR</b> .....	<b>21</b>
<b>LEGAL SERVICES</b> .....	<b>21</b>
COLLEGE ABSENCE.....	21
<b>RE-ENROLMENT BY STUDENT AFTER EVERY TERM-BREAKS AND HOLIDAYS</b> .....	<b>22</b>
STUDENT EVALUATION, QUESTIONNAIRE AND FEEDBACK .....	22
<b>FOOD, DRINK, MOBILE PHONES</b> .....	<b>22</b>



## Student Handbook

SMOKING.....	22
CHANGE OF ADDRESS.....	22
BOOKS AND OTHER RESOURCES .....	22
REFUND POLICY .....	22
DEFERMENT, SUSPENSION AND CANCELLATION OF STUDY POLICY AND PROCEDURE ...	24
TERMINATION OF A STUDENT BY THE COLLEGE DUE TO DISCIPLINARY OR LEGAL BREACHES .....	28
NON-COMMENCEMENT OF STUDIES BY INTERNATIONAL STUDENTS .....	28
ACMT STAFF .....	29
DEALING WITH PROBLEMS .....	29
STUDENT COMPLAINTS .....	30
RE-ASSESSMENT POLICY AND PROCEDURE .....	31
PROCEDURE FOR MAKING AN APPEAL/REASSESSMENT.....	31
COMPLAINTS PROCEDURE .....	33
STUDENT FEES AND CHARGES POLICY AND PROCEDURE .....	34
GETTING TO KNOW SYDNEY .....	35
LIVING IN SYDNEY.....	36
ACCOMMODATION.....	36
TRANSPORT .....	37
SHOPPING .....	37
BANKING .....	37
CHOOSING A DOCTOR.....	38
PERSONAL PROBLEMS.....	38
GETTING A WORK PERMIT AND TAX FILE NUMBER .....	38
EMPLOYMENT .....	38
ACMT SOCIAL PROGRAM FOR STUDENTS .....	38
ACADEMIC CALENDAR (2008-2009) .....	39
ACMT FEES SCHEDULE.....	40
<i>Tuition Fees &amp; Other Charges</i> .....	40
<i>Refund Application Fee</i> .....	40
<i>Service Fees</i> .....	40
<i>Recognition of Prior Learning Fees</i> .....	40
<i>Other Fees</i> .....	40
COLLEGE LOCATION .....	41



# Student Handbook

## Welcome

I take great pleasure in welcoming you to Australian College of Management & Technology on behalf of our management and staff.

Australian College of Management & Technology was founded on the philosophy of providing a dynamic and quality approach to learning. Our commitment is to provide the highest quality of education, so our courses are designed to strike a balance between the practical requirements of business and the need for nationally recognized qualifications.

ACMT is a not only a place for academic learning, it is a place where you learn more about yourself, life and about working in a diverse professional and social environment. At ACMT, you will be part of an international academic community. Students come from a wide-range of ethnic and cultural backgrounds that bring with them a wide variety of customs, cultures, experiences and perspectives on the world.

At ACMT, you will be trained and motivated to establish and achieve goals and to adopt high personal and academic standards. These things will help create a pathway to success in further study or in your future career. It is a unique opportunity to simultaneously further your academic education, improve your employment opportunities, and gain a multi-cultural appreciation and understanding of social and business etiquette.

Good luck and all the best. We are looking forward to helping you with your academic challenges. Enjoy your time and make the most of your learning experience.

Suresh Basnet

Managing Director

M.sc. (UTS), MBA (UTS), B.Comm (Du), Dip. IT (USA), MCP (Microsoft), Cert IV TAA



# Student Handbook

## MISSION STATEMENT

ACMT promotes education as a means to excel in all aspects of life. Our College will strive to create a wonderful study experience that recognises every individual's cultural background and assists our students in their journey to higher education or a career.

### *ACMT Courses*

COURSE	CRICOS Course Code	Terms	Course length
<b>Business</b>			
<b>Certificate IV in Business (BSB40201)</b>	062551M	2	26 weeks
<b>Financial Service - Accounting</b>			
<b>Diploma of Accounting (FNS50204)</b>	062462A	4	52 weeks
<b>Advanced Diploma of Accounting (FNS60204)</b>	062463M	6	78 weeks
<b>Information Technology – Networking and Network Security</b>			
<b>Certificate II in Information Technology (ICA20105)</b>	062464K	1	9 weeks
<b>Diploma of Information Technology (Networking) (ICA50405)</b>	062466G	4	52 weeks
<b>Advanced Diploma of Information Technology (Network Security) (ICA60205)</b>	062467G	4	52 weeks

### *Means of Delivery*

Courses are delivered primarily through lectures. All students are encouraged to interact during class discussions. We expect you to ask questions and actively participate in the discussions. Try your best to be an active member of the class rather than a passive one. You are required to attend not less than 50% of all scheduled lectures. Your attendance, participation and contribution will almost invariably contribute something towards your aggregate performance and assessment in each subject.



## Student Handbook

### **STUDENT ENROLMENT POLICY AND PROCEDURE**

#### **POLICY STATEMENT**

Australian College of Management & Technology (ACMT) is committed to ensuring fair and equitable policies and procedures are in place regarding the enrolment of students. The College is bound by and accepts the responsibility of Commonwealth and State Legislation governing the operations of the College including enrolment procedures.

#### **PURPOSE**

The purpose of this procedure is to define the process for enrolling a student in a course at ACMT.

#### **PROCEDURE**

##### ***Regulations And Procedures For The Admission Of Students:***

The admission of an individual applicant is at the discretion of the College. In exercising this discretion, the College will be guided by the following considerations:

- There should be a reasonable expectation that anyone admitted to a program of study will be able to fulfill the learning objectives of the program and achieve the standard required for an award available within the program
- The ability to successfully complete and benefit from a program should be the basic criteria for admission
- In considering each individual applicant for admission to a course, evidence should be sought of personal, professional and educational experiences that provide indications of ability to meet the demands of the course
- The procedures followed should ensure equality of opportunity for all applicants, not only in the interest of social justice but to harness the development of the scarce supply of talent. There shall be no discrimination against any applicant in relation to age, colour, creed, disability, ethnic origin, gender, marital status, nationality, race, sexual orientation or social class. The College's policies on Anti Discrimination will be taken into consideration;

##### ***Entry Criteria:***

**Age:** Student should be 18 years of age or over.

##### **English Language Proficiency**

- ACMT documents the level of entry for each course in the ACMT course prospectus
- Before being considered for admission, international applicants from countries where English is not the first language must demonstrate that they have an adequate level of proficiency in English;
- English language proficiency may be demonstrated by any of the following:
  1. IELTS test results sheet – score of 5.5 or equivalent.
  2. Other internationally recognised testing results sheet – TOEFL – score of 550.
  3. Certificate of completion of an English course completed in Australia at a minimum level of Intermediate or Upper Intermediate.
  4. Completion of another course or a part of a course in Australia.

Applicants who do not meet the minimum English level requirement, after having their English language proficiency assessed, will be advised by an ACMT Enrolment officer that they need to undertake a preliminary English course that is equivalent to IELTS score 5.5



## Student Handbook

Once students who do not meet the minimum English level requirement have completed a preliminary English course, their English language proficiency will once again be formally reviewed to ensure that it is satisfactory. The Registrar then approves the student's application.

### ***Academic Criteria:***

The minimum qualification required for entry to ACMT program(s) is Year 12 qualification or its equivalent. Please refer to the Department of Immigration and Citizenship website for visa conditions and assessment level ( [www.immi.gov.au](http://www.immi.gov.au) ) There is no requirement for the student to get his qualification assessed by the relevant Australian Authority but the student should submit the attested copies of his/her qualification, academic transcript or any work experience. If any document is in a language other than English, attested copy of the translated document should be submitted.

### ***Admission with RPL/Credit Transfer:***

Students can apply for Recognition to Prior Learning or credit transfer for the units outlined in course structure of the qualification they wish to gain prior to enrolment or within 2 weeks of the course start date. Students can be admitted:

- Provided that it is clear that an applicant has fulfilled the relevant progression and assessment requirements of the course by means other than attendance on the planned course, and will be able to by completing the remaining requirements to fulfill the objectives of the course and attain the standard required for the qualification, that applicant may be admitted to any appropriate point in the course
- Admission with RPL/exemption is subject to the same principles, as admission to the beginning of a course
- Decisions to admit RPL students with specific credit will be made at point of entry and shall follow the approved procedure – RPL/Exemption Policy and Procedure. **Recognition of prior learning** is generally used as a term including both prior certificated learning and experiential learning.

### ***Transfer from one program to another within the College***

The procedure for RPL/Exemption may be used to permit a student who has successfully completed all or part of one course of study to transfer to another related program of study.

### ***Enquiry, Application and Enrolment Process:***

- Student completes and signs Application Form and Acceptance Agreement.
- Student attaches all relevant supporting documentation.
- International applicants must provide proof of English language proficiency.
- Student forwards all documents to ACMT.
- Successful applicants will receive a Provisional Acceptance Letter, invoice and Payment schedule. (International students may present the Provisional Acceptance Letter to the Australian Embassy / High Commission or consulate for visa processing or Pre Visa Approval.
- Student is required to make payment of enrolment fee, tuition fee, OSHC fee in order to secure the offer. Fees may be paid in cash, cheque, or by direct payment into ACMT's bank account.
  
- ACMT then issues the Confirmation of Enrolment (CoE).
- ACMT holds an Orientation Program on the first day of the course for all students every term. Please read the last section on **Orientation Day Mandatory** carefully.

### ***Entry Criteria for the students who are changing provider:***

As stipulated in the National Code of Practice 2007, ACMT must not knowingly enrol a student who wishes to transfer from another provider prior to the student completing six months of their principal course of study except under the following conditions:

---

#### **Australian College of Management & Technology**

Registered as Ausietech Investments Pty Ltd  
Suite 701 Level 7, 541 Kent Street  
Sydney NSW 2000 Australia  
PH: +61 2 9267 3438 FAX: +61 2 9267 3468  
Email: [info@acmt.nsw.edu.au](mailto:info@acmt.nsw.edu.au)

National Provider ID 91370, CRICOS Provider Code 02897D

Page 7

SS\_Student Handbook\_v4.0.0\_September 2008



## Student Handbook

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- The original registered provider has provided a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- ACMT must follow Assessing Applications for Provider Transfer Policy & Procedure when assessing students who wish to transfer from another provider.

### ***Orientation day mandatory:***

Orientation day is mandatory at ACMT because all the relevant information and briefing on the college policies are provided on this day.

Students offshore may not know as what to expect on an orientation day. At ACMT, orientation day generally begins with the welcoming of the students, introduction of staffs, and introduction of the course, general briefing about the college policies as well as the DEEWR policies. The students are also required to fill up certain forms and complete some procedures which are essential for their enrolment. These forms are held as a contract between the student and the college so ACMT advises student to clearly understand the documents and then sign it. Any negligence or misinformation regarding any of the forms will not be tolerated and will be taken as a serious offence by the college.

Students are required to bring certain documents with them while coming to the orientation day. Failing to submit the mentioned documents within the first week of the enrolment may lead to cancellation of the CoE.

- ❖ The original passport.
- ❖ The original IELTS/TOEFL/Equivalent certificate.
- ❖ The original transcripts of the academics that were submitted to the college.
- ❖ One passport sized photo.

### ***Re-Enrolment:***

After every college term break and scheduled holidays, students are required by the college to re-enrol within 10 working days. Failure to do so, the college will assume that the student is indirectly informing ACMT of its intention to withdraw from the course. This will further result in your enrolment with ACMT to be terminated and DIAC/DEEWR will be notified immediately via PRISMS.

## **RPL AND CREDIT TRANSFER POLICY**

### **POLICY**

Applicants who consider that they have gained the required skills/competencies through formal or informal training and/or experience, stipulated for the units of the course they have enrolled can apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT). Australian College of Management & Technology (ACMT) supports and encourages Recognition of Prior Learning (RPL) and Credit Transfer and has procedures in place to ensure fair, valid, reliable and consistent assessment of students' requests. ACMT recognises the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO) under the process of Mutual Recognition. If the units specified in Certificates or Statements issued by a RTO are valid for the requested units of competency the process of Credit Transfer will be utilised.



# Student Handbook

## PURPOSE

This procedure provides applicants with the opportunity to understand the RPL process and credit transfer process.

### *THE BENEFITS OF RECOGNITION FOR ALL STUDENTS*

Some extra work in putting your evidence together

Adjusted fees

A reduce course load – less subjects to complete and an adjusted timetable

#### *For overseas students*

Recognition before the visa is issued if successful will mean the COE is adjusted to show the shortened course duration. If the visa has been issued, then the overseas student's course duration is again adjusted and timetable changed so that you are still studying a full time load. Fees and Other Charges will apply.

#### *Transfer from another College*

Recognition includes assessing your completed course / subjects when students apply for transfer to ACMT from another College. Fees and Other Charges will apply.

## PROCESS FOR RPL AND CREDIT TRANSFER

To claim RPL or Credit Transfer or a combination of both options the following five stage process needs to be followed, namely:

Stage 1: Information

Stage 2: Initial support and counseling

Stage 3: Application

Stage 4: Assessment process

Stage 5: Post assessment

#### Stage 1: Information

During this stage, ACMT will inform applicants that the credit transfer or RPL process exists through information contained on the Application Form. It is important to note that application for RPL and/or credit transfer may have Visa implications for International students.

#### Stage 2: Initial Support and Counseling

- Student Services Officer will arrange a date and time for information/briefing session after initial inquiry from a student. There is no charge for this service.
- The Course Coordinator/ Trainer will give relevant documentation/competency standards/checklists/learning outcomes, which will include performance criteria as well to the student at the information/briefing session. This documentation will enable the student to determine whether his/her current competencies are at the standard required for recognition.
- Clarification will be given in the use of documentation, which will assist the student to determine whether recognition should be claimed. A member of staff with expertise in the field will give this guidance and support.
- Possible sources of evidence and methods to enable student to substantiate his or her competency will be explained.

#### Stage 3: Application

- Once the student has decided that he/she wishes to apply for RPL/CT, an Application for Credit Transfer/Recognition of Prior Learning form may be obtained from the front desk.



## Student Handbook

- Assistance in completing the form may be provided if requested.
- On completion of the application form, student should submit the form to the assigned student service officer.
- As advised at the initial information/briefing session, evidence to prove competency in the areas for which student is requesting recognition must be submitted with the application form.
- On submission of the application form, applicant will be interviewed and RPL/CT application will be discussed. If sufficient evidence to support recognition claim has not been provided, applicant will be advised of further requirements.
- If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. The method of assessment may be negotiated with the student and may consist of interview, written assignment, exam, or other.
- Process time of RPL will be determined on application.

### Stage 4: *Assessment*

- Evidence submitted will be reviewed by a member of staff with expertise in the field and checked against learning outcomes of the unit for which RPL/CT is claimed.
- Evidence submitted will be reviewed to ensure that it conforms to the following RPL Principles:
  - Validity (is the evidence relevant?)
  - Sufficiency (is there enough evidence?)
  - Authenticity (is the evidence a true reflection of the candidate?)
  - Currency (is the evidence recent – obtained within 4 years?)  
Original documents may need to be sighted and certified copies of transcripts need to be attached to the application.
- In the event of partial completion of the learning outcomes, the assessor will outline which performance criteria still need to be achieved, and preferably what evidence is still required  
**Options include:**
  - Supply further supporting documentation
  - Complete an assessment activity
  - Complete individual units of the appropriate course
  - Work with an assessor to obtain the required competencies before applying for RPL again
- Applicant will be advised of the date when the results of his recognition application will be available.

### Stage 5: *Post Assessment*

- An appointment will be made with the student to discuss the outcome of the recognition assessment.
- Should applicant disagree with the outcome of his recognition application, the explanation of how the decision is reached will be explained. Student will be advised that he or she can access ACMT's Complaints and Appeals policy and procedure and may have his/her application reviewed under the guidelines of this policy.
- If recognition is granted, the results of recognition application will be recorded in student's file in accordance with ACMT procedures. Student will be required to sign to acknowledge that RPL and /or Credit Transfer has been granted.
- Course fee will change if RPL/CT is granted. Necessary RPL Application fees have to be paid
- ACMT will give a copy of revised course structure and unit/subject offerings and will advise the student if course credit will affect the duration of the course for him or her. Course credits will be recorded in the student's file.
- If the course credit is granted **before** the student visa grant, the actual net course duration (as reduced by course credit) will be indicated in the Confirmation of Enrolment (CoE) issued for that student for that course, or
- If the course credit is granted **after** the student visa grant, the change of course duration will be reported (Student Course Variation) to DIAC via PRISMS under section 19 of the ESOS Act.



## Student Handbook

- If student is unsure of the appropriate unit or module to attend after being granted RPL and/or Credit Transfer, he/she can see the trainer or DOS for information.
- All documentation will be kept in student's file.
- At post assessment appointment, ACMT will gather feedback regarding the recognition process and how it can be improved.

### **NOTICE**

- Please refer to ACMT fee schedule for RPL/CT before applying RPL.
- ACMT will not provide more than 50% RPL/CT towards the course under any circumstances.
- Most units of competency at ACMT are clustered into modules/subjects. If all units of competency within that subject are not eligible for RPL/CT, then RPL/CT may not be granted. For more information contact ACMT before application.

### **INTERNATIONAL STUDENT TRANSFER TO AND FROM ACMT POLICY and PROCEDURE**

#### **Purpose:**

The National Code restricts approved providers of courses to international students ("registered providers") from enrolling transferring students prior to the student completing 6 months of their principal course of study.

This policy is designed to ensure that the Australian College of Management & Technology ("ACMT") does not enrol any transferring international student prior to 6 months of their principal course being completed, unless that student has a valid letter of release agreeing to such a transfer, or if other specific conditions are met.

This policy also details the procedures for assessing applications to transfer from ACMT to another registered provider within the initial 6 months of a student's principal course.

#### **Students seeking to transfer to ACMT from another registered provider:**

ACMT will not recruit or knowingly enrol a student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course of study except in the following circumstances:

- the original registered provider has provided a written letter of release;
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has had a sanction imposed on its registration by the government that prevents the student from continuing their principal course of study;
- a government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

International students seeking to transfer to ACMT must comply with ACMT's course entry requirements.



## Student Handbook

### **Procedure:**

Where an international student seeks to transfer from another registered provider before they have completed 6 months of their principal course of study the following procedure will apply:

1. ACMT receives an application from a student who is on-shore and is currently undertaking study at another registered provider.
2. Utilising information from the student's passport, including their study visa and the date the student arrived in Australia, ACMT will determine if the student has completed 6 months of their principal course of study with the other registered provider.
3. If the student has completed 6 months study in their principal course of study, the application process proceeds as for all other on-shore international student applications.
4. If the student has not completed 6 months study in their principal course of study they are required to provide a letter of release from the registered provider they are currently studying with. ACMT will provide the student with a "conditional" letter of offer which clearly states that an offer of a place is contingent on their obtaining a letter of release from the registered provider that they are currently studying with.
5. If the student is a government sponsored student, they are required to provide written support from their sponsor agreeing to the change which will stand in lieu of a letter of release.
6. Once a letter of release is received the application proceeds as for all other on-shore international student applications.
7. If the student does not provide a letter of release, the application process will be put on hold and the student informed that they are unable to transfer at this time. The student will be invited to re-activate their application when they have completed 6 months in their principal course of study.
8. In the circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required.

### **Students seeking to transfer from ACMT to another registered provider:**

ACMT will generally agree to a request from an international student to transfer to another registered provider prior to completing 6 months of their principal course with ACMT; however in assessing such a request the following factors will be taken into account:

- the student requesting a transfer does not have a clear understanding of what the transfer represents to their study options;
- the student has not made an attempt to discuss the reasons for seeking a transfer with the Director of Studies;
- the student has outstanding course fees owing to ACMT;
- it is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to DEEWR for failure to meet academic progress requirements.

Where it is assessed that one of the above factors applies, the student's request for a letter of release may be refused.

In the circumstance that ACMT does not grant a letter of release, the student will be provided with the reasons for refusing the request in writing and will be informed of their right to appeal the decision through ACMT's grievance handling procedures.



## Student Handbook

Where a letter of release is granted it will be issued to the student at no cost and will advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.

Students will be advised of the outcome of the assessment of their request within 5 working days of the request being submitted.

ACMT will maintain records of all requests from students for a letter of release and the assessment of and decision regarding the request on the student's file.

### **Procedure:**

The following procedure applies to international students wishing to transfer from ACMT to another registered provider within 6 months of commencement of their principal course of study:

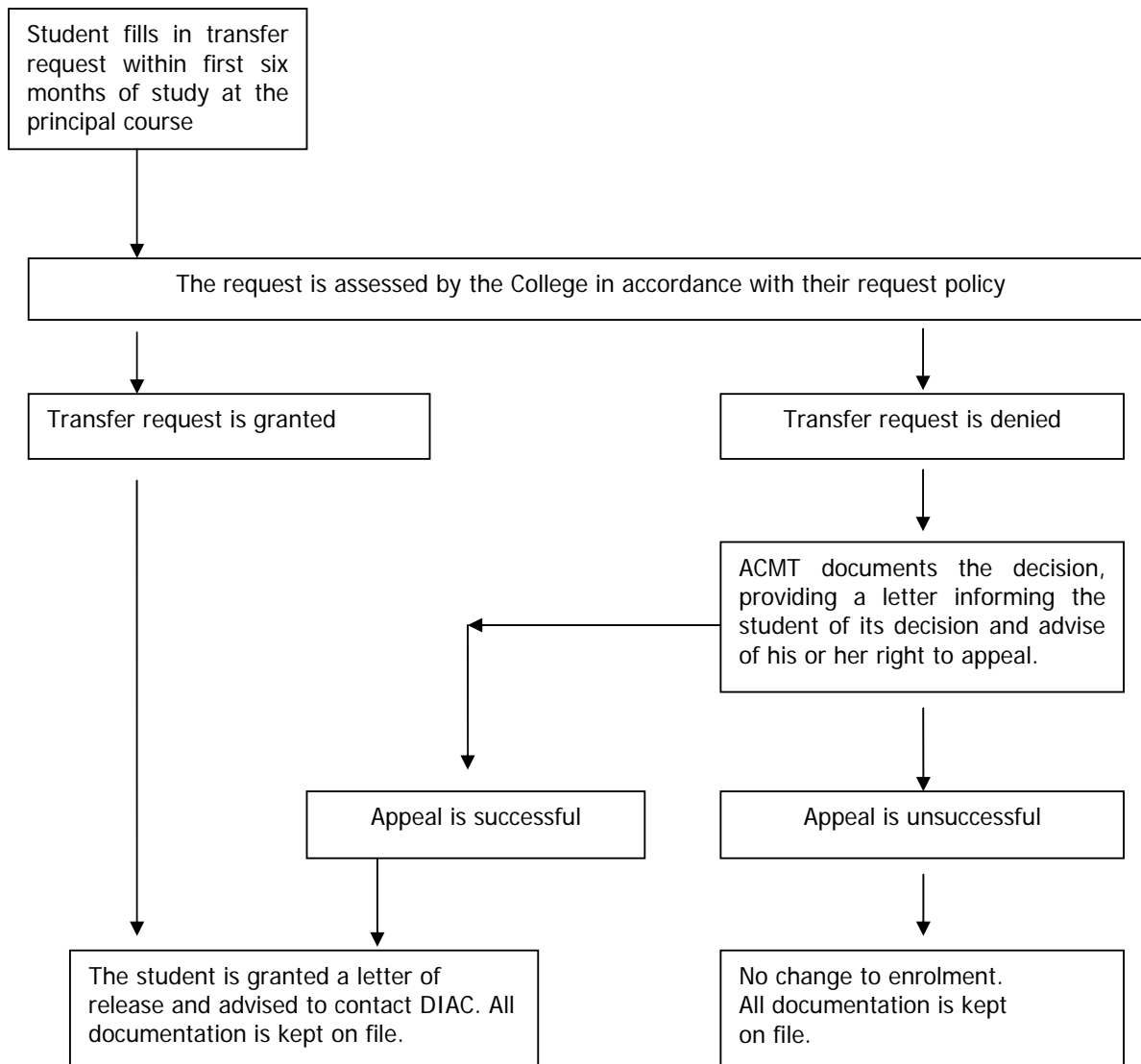
1. The international student will present, in person, to the Director of Studies and provide a written request that they wish to transfer from ACMT to another registered provider. The Director of Studies will arrange an exit interview where the student will provide an original copy of a valid letter of offer from the registered provider to which the student wishes to transfer.
2. The Director of Studies will check the financial status of the student to determine if there are fees owing or if the student is entitled to a refund under ACMT's refund policy. The Director of Studies will advise the student if there are any fees owing and discuss how payment will be settled or, if a refund is due, how much will be refunded and when. The Director of Studies will also check to see if there are any books or other items on loan to the student and make arrangements for their return.
3. During the exit interview the Director of Studies will:
  - discuss the reasons for the student wishing to transfer to another registered provider;
  - sight the original letter of offer from the registered provider that the student wishes to transfer to;
  - make a copy of the letter of offer.
4. Following the exit interview the Director of Studies will make an assessment of the student's request for a transfer to another registered provider taking into account the factors mentioned above and come to a decision on whether to provide the student with a letter of release.
5. If the Director of Studies agrees to the student's request for a transfer to another registered provider they will advise the student in writing within 5 working days that a letter of release is available from administration. The letter of release will be provided to the student at no charge and will advise the student of the need to contact DIAC to seek advice on whether a new visa is required.
6. The student must, if applicable, pay any outstanding fees or return any books or equipment before receiving the letter of release.
7. If the Director of Studies denies the student's request for a transfer to another registered provider, the student will be provided with reasons for refusing the request in writing within 5 working days and will be informed of their right to appeal the decision through ACMT's grievance handling procedures.
8. The request for transfer to another registered provider, a copy of the letter of offer from the other registered provider, a copy of the written advice to the student of the decision and, if granted, a copy of the letter of release will be placed on the student's file.
9. The Supervisor Admissions / Student Services will advise DEEWR/DIAC through PRISMS that the student has transferred to another registered provider.
10. The Director of Studies will ensure that the following tasks are undertaken:
  - an Academic Transcript is prepared for the transferring student, if applicable;



## Student Handbook

- e-mail the relevant personnel advising them that the student has withdrawn from the course so that records can be updated, the students computer access and e-mail account are deactivated, and the student's borrowing rights are cancelled.
11. Letters of release will always be provided when, or if:
- ACMT's registration or accreditation has been revoked;
  - sanctions imposed on ACMT by the government prevent the student from continuing in the course;
  - A government sponsor deems that the transfer is in the best interest of the student.

### Student request for release letter flowchart





# Student Handbook

## THE ORIENTATION PROGRAM (Sample)

We regularly conduct the orientation program for new students

Time	Topic
9 - 10 am	Greetings and introduction to the College by Managing Director, Director of Studies PowerPoint presentation about the College and study and living in Sydney
10 – 11 am	Issuing Student Handbook, extra information Student ID cards; Rules and responsibilities of students at our College College tour of facilities; Login into computers.
<b>11 – 11.20 am</b>	<b>Tea break</b>
11.20am – 12:30 pm	Essential information for your Course Textbooks and study information Timetables and subject information Teachers introductions, Student Welfare & Counsellor introduction
<b>12:30 – 1:30 pm</b>	<b>Lunch break</b>
1:30 –4.30 pm	Some important information regarding immigration requirements; Working regulations under student visa Information about Overseas Student Health Cover (OSHC); Introduction to Australian Health system Transport

## COURSE TIMETABLE

Each course has a different timetable every term.  
Timetables will also be handed out at the start of each term or subject.

All courses are offered at a full time study load which is based on 20 hours per week



## Student Handbook

### ***ASSESSMENT***

Assessment of your academic performance is progressive and takes place throughout the subject. Assessment may include class exercises, assignments, written and practical tests, case studies, presentations and final examination. Many subjects in our academic programs require students to learn technical knowledge and theory, then apply this in a practical sense. Some learning and assessments will be oral tests, asking questions while observing students working in small groups. This may be a different way of learning for you but it is very important in vocational education and as a part of the curriculum guidelines. You will be advised by your lecturers of the particular requirements of each subject and of the conditions pertaining to assessment.

It is the student's responsibility to ensure that all assignments, exercises, presentations and case studies be submitted personally to the relevant lecturer, or given to the Student Services officer for forwarding, on or before the due date. You must also note that all your submitted work must be of original thought, research and initiative, and must be your own work. Academic misconduct and plagiarism may lead to repetition of the subject in its entirety and/or may result to failure in the subject.

To satisfy the assessment requirements of each subject, you will need to show proficiency in each unit of competence and obtain an aggregate final mark equal to or in excess of 50% for the subject as a whole. At this point in the assessment process you will be deemed competent (C). If you are deemed as not yet competent (NYC), you may apply to the Director of Studies for supplementary assessment. Applications of this nature are considered and assessed individually, and may or may not result in the assignment of supplementary work, or the requirement to repeat the given subject in whole or in part. Applications of this nature must be submitted within 3 weeks after the completion of the relevant subject. The subject is said to be completed once the result "competent" has been attained. You must be deemed competent (C) in all subjects that form the requirements for the qualification in order to qualify for the award.

If a student feels that the assessment result provided is incorrect or unjust he/she may request that the assessment be reviewed. Initial contact should be made with the Director of Studies.

### **STUDYING AT AUSTRALIAN COLLEGE OF MANAGEMENT & TECHNOLOGY**

The Business and Technology Programs are designed around full time study of 20 hours per week over 4 terms in a year. There are 4x9 week terms to the academic year. The College has term breaks in which students can work, travel or return home at mid-year and the end of the year. Each course includes a number of subjects. There are lectures, supervised practical work, self-paced learning and major projects.

#### **FACILITIES**

ACMT has 4 classrooms including 3 technically-equipped computer rooms with good access for every student. ACMT has rooms which are spacious for students to learn and enjoy classes. Students will benefit from the state-of-art computer hardware and software that is installed on each computer; air-conditioned classrooms and the most up-to-date training materials available. Students have access to the computers for studying, internet research and for other academic purposes as it is equipped with high speed broadband internet. There is a specialist technical library and a study resource online through our server and the college is also equipped with digital projector, fax machine, photocopier, scanner and a printer.



# Student Handbook

## ***ATTENDANCE AND ACADEMIC PERFORMANCE***

All students are required to attend and participate in all enrolled classes as part of the competency based training and assessment. Attendance records are kept and good attendance is required to satisfy the academic requirements of the course. If your attendance is low and academic performance is not satisfactory you will be counseled under our Course Progress procedures. We will support students where possible to achieve their best academic standard.

### **For overseas students**

If unsatisfactory course progress is noted in your student records for the term, the College is obliged to commence an intervention procedure. Satisfactory progress is a condition of keeping your student visa. So we will do our best to make sure you keep up to standard and are aware of your situation. See the Course Progress section for more details.

### **CLASSES**

All classes are conducted in English and students are expected to be proficient in English at a level, which allows them to function in the course. The student welfare officer will be available for advice and support.

### **CLASS SIZES**

Class size is small at ACMT and depending on the subject, classes will vary in student numbers but everyone will have good access to computers and teacher support.

### **ACADEMIC SUPPORT FOR STUDENTS**

The College has skilled teachers who are available to support students needing advice on such matters are attendance, academic progress, language, literacy or special needs in relation to your course content and assessments. Reasonable adjustments can be made for students. We regularly meet with students to discuss academic progress.

## **ACMT Course Progress Policy & Procedure**

### ***Policy***

- ACMT monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled.
- ACMT assesses each student's progress at the end of each compulsory study period. Nine weeks is defined as one term at ACMT.
- At ACMT, unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the subjects attempted in 9 weeks study period. For example, if a student is doing 2 subjects in the term, the student needs to pass at least one subject in the term to be deemed course satisfactory. If the student is doing 3 subjects in the term, the student needs to pass at least 2 subjects in the term to be deemed course satisfactory.
- *Student must have attended at least 50 % of the class in order to pass the subject. Attendance taken is used to monitor student progress and behavioral requirements, but is not reported as breach.*



# Student Handbook

## **Notice**

*At ACMT students will be doing different number of subjects each term (9 weeks) in different courses. This will be explained again by the teachers during their subject outline.*

## ***Intervention Strategy***

ACMT has an intervention strategy for the student who is not making satisfactory course progress.

Procedures for contacting and counseling students

ACMT identifies and assists students who are at risk of not making satisfactory course progress. The trainers at ACMT will first identify and counsel the student. DOS will then assist the identified student to achieve satisfactory course progress

- By reassessing on the failed subjects and
- By providing additional support such as putting those students on tutorial/ study group, providing assistance with personal issues which are influencing the progress, academic skills support, additional English support
- By placing the student in a suitable alternative subject with in the course or suggest the student with suitable alternative course.
- By placing in more appropriate class
- By increased monitoring of the student

Once student has assessed as not meeting satisfactory course progress, ACMT then informs the students in writing of its intention to report the student. ACMT gives students 20 working days to access ACMT's complaints and appeal process.

After all complaints and appeal processes are finalized and a student is deemed to have failed to meet satisfactory course progress, ACMT will report the student to DEEWR via PRISM.

ACMT prints the section 20 notices that PRISMS generates and give this to the student and copy would be kept in student file.

## ***Strategies to assist identified students to achieve satisfactory course progress***

- ACMT assists students by advising of opportunities for the students to be reassessed for tasks in subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- At the end of each subject ACMT organizes the reassessment for those who did not meet the competency requirement in the particular subject. However \$100 reassessment fee may apply for reassessment. Reassessment is usually conducted with in two weeks of the end of each term.
- ACMT advises students that unsatisfactory course progress in two consecutive terms for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

The process by which the intervention strategy is activated

- At the end of each term, students are assessed against the course progress policy



## Student Handbook

- If a student is identified for the first time as not making satisfactory course progress, the intervention strategy will be implemented. The intervention strategy will be activated within the first four weeks of the following study period (term in the case of ACMT).
- If ACMT identifies that a student is at risk of making unsatisfactory course progress before the end of the term, ACMT implements its intervention strategy as early as practicable.
- If a student is identified as not making satisfactory course progress in a second consecutive term, ACMT notifies the student of its intention to report the student to DIAC for unsatisfactory progress.
- A written notice (of intention to report the student for unsatisfactory progress) will be given to the student that he or she is able to access ACMT's complaints and appeals process and allow student 20 working days in which to do so. A student can appeal on the following grounds:
  - ACMT's failure to record or calculate a student's marks accurately,
  - Compassionate or compelling circumstances, or
  - ACMT has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- If the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
  - If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that term), ACMT will not report the student, and there is no requirement for intervention.
  - If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through ACMT's intervention strategy, and ACMT will not report the student.
  - Compassionate or compelling circumstances are generally beyond the control of the student and they may impact the progress through the course. These could include serious injury or illness, bereavement of close family members such as parents and grandparents, natural disaster in home country and traumatic experience such as crime committed against student, involvement or witnessing of an accident.
- If the student has chosen not to access the complaints and appeals processes within the 20 working day period, or the student withdraws from the process, or the process is completed and results in a decision supporting ACMT (i.e. the student's appeal was unsuccessful), ACMT notifies the Secretary of DEST through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

### MAINTAINING A FULL TIME STUDY LOAD

Overseas students must maintain a full time study load. However, if you reach the final semester and have to repeat units/ subjects the full time study load is not required. Local student on Austudy will have to retain a full time study load based on 20 hours per week.



## Student Handbook

### STUDENT INPUT TO THE COLLEGE

The College will seek out various ways to hear the views of students, teachers, staff and parents on the quality of our course provision, our teachers, our staff and our services. We undertake to listen to complaints and receive feedback as an opportunity to improve the Australian College of Management & Technology.

### STUDENT WELFARE

The College is concerned about the welfare of students and offers support through the Marketing and Student Support staff, the Director of Studies and welfare officers. Check their details on our website. We assist all students with an orientation program and course induction. Advice on accommodation options, Austudy/Abstudy and Youth Allowance applications and other matters that may have an impact on a student's progress are available throughout the course. We will be quick to respond to unacceptable behaviour from students or staff. Discrimination, harassment or victimisation will be dealt with as per legislation and our procedures. Teaching and administration staffs are aware of their responsibilities to ensure that students feel safe and supported at our College.

### COURSE COMPLETION AND GRADUATION

To receive a qualification and graduate from ACMT students must achieve competency in each subject of their course. Certificates or Statements of Attainment will be issued at the completion and presented at the graduation ceremony or posted by arrangement. Graduation is a celebration of your achievements, a new career or admission to further university level study started at the Australian College of Management & Technology.

### **THE RESPONSIBILITIES OF AN INTERNATIONAL STUDENT**

Now you are an international student in Australia on a student visa and you have certain responsibilities, which you must take very seriously. The immigration and education legislation relating to your visa and information about conditions that must be met by the CRICOS College is on a number of websites.

Go to: Study in Australia [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

National Code and ESOS Framework <http://aei.dest.gov.au/AEI/ESOS> and [www.immi.gov.au](http://www.immi.gov.au)

### YOUR STUDY PROGRAM

Some students find study in Australia very different from home and may take time to adjust. In Australian schools and colleges you are expected to participate in your lessons, ask questions and do your own research. You can expect to spend less time listening to the teacher and writing down what is said and more time discussing and writing down what you think.

Every subject will have a text book or reading materials. Make sure that you get a copy of these materials and study and revise in your own time as well as in class. There may be difficult English language in the specialised area you are working in – Business Administration, Accounting or Information Technology all has their own terms and language.

Our classes are designed to allow time to explore the English terms that are needed to be successful in the subject so it is important to be at class and practice with your teacher and other students.



## Student Handbook

Every subject will set out the work to be completed week by week and the dates for assessments to be handed in. Keep a diary for your subjects so you can organise your study.

### **Study Includes Group Work, Oral Communication And Presentations**

Many subjects in our academic programs require students to learn technical knowledge and theory then apply this in a practical sense and demonstrate skills. Some learning and assessments will be oral, use questioning and observe students working in small groups. This may be a different way of learning for you but it is very important in vocational education and part of the curriculum guidelines. Most subjects also require students to give presentations to the class and teacher as part of assessment. We will introduce these methods gradually so you get plenty of practice in practical and oral assessments.

### **SPEAK IN ENGLISH WHILE YOU ARE AT THE COLLEGE**

It is your responsibility to use only English as far as possible when you are on college premises. It's hard not to use your own language when talking to classmates from your country but this will not help your progress in English.

### **MEDICAL INSURANCE AND SEEING A DOCTOR**

All international students have paid for Private Medical Health Insurance (Overseas Student Health Cover) before they arrive in Australia. This insurance is provided by Medibank Private and you will need to go to the office with your passport to confirm your arrival.

You can go to any doctor but you must take your Medibank Card with you to access the service you have paid for.

If you are sick you should see a doctor immediately. If you are in a home stay your family will help you.

### **LEGAL SERVICES**

If there is an unusual situation such as an accident or issues with your landlord during your stay as an International student you may need legal advice. We can counsel you to a point but then we will refer or recommend you to professional legal advisors that are available from Migrant Centres and from Solicitors that are known to the College. You can also visit the website of "The Law Society of New South Wales" at <http://www.lawsociety.com.au/> for more information on seeking legal advice.

### **COLLEGE ABSENCE**

If you are too sick to come to College you must telephone to let the Student Services Manager and let her know. You should then see a doctor and if he/she tells you to stay at home you must ask him/her for a medical certificate. You must bring this to the College when you come back after your illness so that your absence can be excused.

If you need to take time off College for an important reason such as an interview at a University you must write a letter asking for permission before you take time off in order to have your absence excused. If you do not ask for permission you will lose your attendance for that day.

If your parents wish to visit you they should visit in the College holidays so you do not miss lessons.



## Student Handbook

### **RE-ENROLMENT BY STUDENT AFTER EVERY TERM-BREAKS AND HOLIDAYS**

After every college term breaks and scheduled holidays, students are required by the college to re-enrol within 10 working days. Failure to do so, the college will assume that the student is indirectly informing ACMT of its intention to withdraw from the course. This will further result in your enrolment with ACMT to be terminated and DIAC/DEEWR will be notified immediately via PRISMS.

### **STUDENT EVALUATION, QUESTIONNAIRE AND FEEDBACK**

At the end of each term, a survey is conducted to obtain feedback from the students regarding the subjects that they undertake. This is carried out by the Director of Studies. Please ensure you carefully complete questionnaires at the end of each term. It is only through your feedback that we can continue to improve on the delivery of our courses.

### **FOOD, DRINK, MOBILE PHONES**

No food and drink is to be taken into classrooms, neither by staff nor students. Bottles of water, however, are allowed in classrooms.

Mobile phones should at all times be switched off or turned in silent mode while in classrooms.

### **SMOKING**

Smoking is not permitted anywhere in the premises of the college. If you wish to smoke, you need to go to the smoking area in front of the building.

### **CHANGE OF ADDRESS**

It is a condition of your student visa that the College must be able to contact you at any time. This means we need your current address and contact details. If you move from the address you give at the beginning of your course you must go to the office **within 7 days** and give them your new address.

### **BOOKS AND OTHER RESOURCES**

Textbooks and references are available in the college to help you with your homework and private study. If you need to borrow a book or a reference material, please ask the Student Services officer in the reception area.

There are computers available for use outside class time. You can use these computers for research and other academic activities.

### **REFUND POLICY**

ACMT's refund policy applies to both commencing and re-enrolling students. It is set out in the Terms and Conditions of Enrolment and below. All requests for a refund must be submitted on the appropriate refund application form and must be accompanied by official documentary evidence of the grounds for the request.



## Student Handbook

Your initial application and material fee to ACMT is not refundable.

Refunds apply only to tuition fees and will only be paid to the applicant through an Australian Dollar draft.

- All requests must be submitted in writing on the appropriate form to the managing director of the college and must be accompanied by official documentary evidence on the grounds for the request. Enrolment fees, material fee, accommodation placement fees and airport pickup charges are non-refundable under any circumstances.
- Refund applies only to the course fees and will be paid to the student in Australian Dollars only. AUD \$250 administration fee applies upon refund application.
- Where a student has been accepted into a package course, no refund will be granted for the second course after commencement date of the first course.
- All approved refunds will be provided within 28 days in accordance with ESOS Act 2000.
- Tuition fees will be refunded in full if the applicant is unable to obtain visa from an Australian Diplomatic Office before their first entry to Australia and the applicant provides visa rejection letter to the College. This does not include where a student visa renewal is rejected or a student visa has been cancelled because of a breach of visa conditions.
- If a student withdraws from the course more than four weeks before the student's commencement date, the college will refund 90% of tuition fees paid.
- If the student withdraws from the course 4 weeks or less before the student's commencement date, the student forfeits any tuition fee paid for the course.
- If the student withdraws from the course after it has commenced, no refund on any tuition fees will be made to students.
- False or misleading information in the application forms or during the course of study automatically disqualifies the student from any refunds.
- If a student is terminated due to serious breach of the College rules or breach of visa conditions including unsatisfactory progress, there is no refund.
- ACMT is not liable to refund any amount paid to your agent as commission from your tuition fees.
- In the unlikely event that ACMT is unable to deliver the course for which an offer has been made; students can transfer to another ACMT course or receive 100% refund on tuition fees. If ACMT is unable to run the course due to the provider defaulting, student's tuition fees are protected under the ESOS Act 2000 and the ESOS Regulations 2001.
- These above Conditions do not remove the right to complain and appeal through the College's Complaints and Appeals Processes and also take further action under Australia's Consumer Protection laws.
- ACMT's dispute resolution processes do not circumscribe the students' right to pursue other legal remedies.

### How to claim a refund:

To claim any refund, you must complete a *Refund Application Form* and return together with your receipt of course fees and certified copies of any supporting documents (such as Visa rejection letter, etc.) to the College. The refund will be paid in a Australian dollars and you will be provided with a letter explaining how the refund was calculated. It will be posted to your address in your home country within 4 weeks from the receipt of the *Refund Application form*.

The above refund policy does not remove your right to take action under Australia's consumer protection laws. Also, the College's dispute resolution processes do not circumscribe the student's right to pursue legal remedy.

### Provider default:

Default is a legal term and can occur if a course does not start on the agreed start date, or a course ceases to be offered or is not offered in full before an enrolled student has completed, or if the College closes. Such situations are covered by the provision of the Commonwealth government ESOS Act 2000 and the ESOS Regulations 2001. Through our insurance policies and CRICOS provider legislation students will be protected and able to get a refund which will be paid within 2 weeks of the default date and / or complete their course with another College.



## Student Handbook

### **Calculation and payment of the refund:**

- i. Where a refund is provided the student will receive a letter showing the breakdown of the amounts in the refund.
- ii. We will respond within 4 weeks to written requests for refunds and make payment within 28 days from the refund approval date.
- iii. Refunds for overseas students will be drawn by cheque or money order and paid to the student's country of origin within 28 days from the date the Managing Director approves the cancellation and refundable amounts.
- iv. Students will be made aware of their rights to pursue refunds under Australian Consumer law.

### **Deferment, Suspension and Cancellation of Study Policy and Procedure**

#### **Policy:**

Australian College of Management & Technology (ACMT) is committed to ensuring compliance with relevant Government regulations and legislation with regards to determining a student's enrolment status as deferred, suspended or cancelled.

Deferment: to delay or postponement of commencement of course  
Suspension: temporary postponement of enrolment during course  
Cancellation: cessation of enrolment in course

#### **Purpose:**

This policy and procedure is designed to provide a procedure for assessing, approving and recording deferment of the commencement of study, suspension of study or cancellation of study for International students.

***All students must be aware that the deferment, suspension or cancellation of his or her enrolment may affect his or her student visa.***

Under the requirements of the ESOS Act and National Code, if an international student has enrolled in a course at the Australian College of Management & Technology ("ACMT") they are not permitted to defer commencement of their studies, or suspend their studies, except on the grounds of compelling or compassionate circumstances beyond the control of the student. If a student defers or suspends their studies on any other grounds, ACMT must report the student to DEEWR/DIAC via PRISMS, as not complying with visa conditions.

Also ACMT may suspend or cancel a student's studies on the basis of student misbehaviour.

Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (where possible, a doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or



## Student Handbook

- Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologist's reports);

### **Deferred Studies**

Any international student wanting to defer their studies needs to notify ACMT before their course commencement date.

After 14 days of the course commencement date if no contact has been made by the student, ACMT will notify the Secretary via PRISMS of the non-commencement and the student's CoE will be cancelled.

#### **Procedure:**

The following procedure applies to international students applying for a deferment of commencement of study:

- 1.1 International students who wish to defer the commencement date of their course must advise ACMT in writing of their request accompanied by documentation clearly demonstrating the compassionate or compelling reasons why the deferment should be granted.
- 1.2 In the event that the request for deferment of studies demonstrates compassionate and compelling circumstances, ACMT will approve the application and advise the student in writing of the decision within 5 working days.
- 1.3 The Student Services will access PRISMS to advise DEEWR/DIAC the period of deferment granted.
- 1.4 If the request for deferment of commencement of study does not meet the requirements for compassionate and compelling circumstances, ACMT will not approve the application and will advise the student in writing within 5 working days of the reason for the decision and that the student has 20 working days to appeal the decision through ACMT's complaints and appeals procedures.
- 1.5 If the student chooses to access ACMT's complaints and appeals process, the student's enrolment will be maintained until the appeals process is completed and ACMT will not notify DEEWR/DIAC of any change to the student's enrolment status.
- 1.6 The request for deferment of commencement of study, any accompanying evidence and a copy of the written advice to the student of the decision will be placed on the student's file.

### **Suspended Studies**

#### **Suspension initiated by the student**

- Any student wanting to suspend their studies should be made aware that the Department of Immigration and Citizenship (DIAC) will only permit colleges to allow a student to suspend their studies in very limited circumstances i.e. for major illness, accident or other exceptional compassionate circumstances beyond the control of the student e.g. death in the family.
- Weddings, cultural and religious activities are generally not acceptable reasons for suspension of studies.



## Student Handbook

- The length of the leave is to be strictly in keeping with the reason for it.
- Students must apply for suspension of studies in writing using the form *Application for Suspension of Studies* available at the Reception and submit it with supporting documentation (e.g. medical certificate from a registered medical practitioner, death certificate, return air tickets) to a Student Services Officer. Any documents of a personal nature should be enclosed in an envelope and labeled CONFIDENTIAL.
- Suspension of studies will not be permitted unless all documentation is cited first.
- If suspension of studies is granted, it will not be granted for any duration less than 2 weeks.
- Should it become necessary for a student to cancel part or all of the leave, they should notify the College in person or in writing.
- Tuition fees have to be settled before the student can suspend their studies if the next payment date occurs during the leave period. No student will be granted an extension in the time before their next installment of fees falls due, on account of a suspension of studies.
- The maximum time allowed for a deferment or voluntary suspension of study is one term.

### **Suspension initiated by ACMT**

ACMT has the right to suspend students' enrolment on the following grounds;

- compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes) supported by evidence provided to support the claim; or
- misbehavior by the student

Regardless of whether the suspension of enrolment is the result of a student request for suspension or ACMT-imposed suspension of enrolment due to misbehavior, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations

### **Cancelled Studies**

#### **Cancellation initiated by the student**

- Any student wanting to cancel their studies must apply for termination of studies in writing using the form *Termination of Student Studies Prior to Completing the Course* available at the front office and submit it with supporting documentation. Any documents of a personal nature should be enclosed in an envelope and labeled CONFIDENTIAL.
- Where ACMT was unable to offer a pre-requisite unit;
- Inability to begin studying on the course commencement date due to delay in receiving a student visa
- Termination of studies will not be permitted unless all documentation is cited first.



## Student Handbook

- ACMT's *Cancellation and Refund Policy and Procedure* will apply for termination initiated by students.

### Cancellation initiated by ACMT

ACMT has rights to terminate student's enrolment on the following reasons;

- **Disciplinary reasons:** The procedure outlined in *Student Discipline Policy & Procedure* will follow. The *Student Code of Conduct Policy and Procedure* outlines the breaches that may result in cancellation of students' enrolment.
- **Non-Compliance with visa conditions:** If student has a poor academic performance or poor attendance, the process outlined in *Monitoring Course Progress and Monitoring Attendance* are followed.
- **Change in visa conditions:** When a student notifies ACMT in writing of change in his or her visa conditions (e.g. student is granted permanent residency or some other visa type that is not a student visa), his or her enrolment will be cancelled and students will be a local student. All local students are obliged to follow ACMT's Course progress, Attendance and Payment of fee policy outlined in enrolment agreement.
- **Non-payment of Fees:** If student is a defaulter in paying their college fee ACMT will follow the process outlined in ACMT's *Fees and Charges Policy and Procedure*
- **Student deceased**
- **Change of Provider:** If a student decides to go to another education provider and ACMT grants permission to change provider following the procedures outlined in *Assessing Applicants for Provider Transfer Policy and Procedure*, student's enrolment will be cancelled.
- **Cessation of studies:** If any student wishes to cancel their enrolment with ACMT the *Application for Course Termination form* must be completed.
- **Under-enrolment:** If a student is deliberately under-enrolling (taking less than a normal load without good reason) despite ACMT's advice, procedure outlined in Monitor Completion of course within Expected Duration will be followed. All course cancellations will be notified to DIAC via PRISMS.

### Student Appeals

ACMT will notify the student if ACMT intends to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has **20 working days** to access ACMT's *Complaints and Appeals Policy and Procedure* if they wish to appeal the decision made by ACMT. If the student accesses this appeals process, the suspension or cancellation of the student's enrolment must not take effect until the process is completed, unless extenuating circumstances relating to the welfare of the student apply, such as in the event that ACMT reasonably suspects or knows that the student is a danger to themselves or others.



## Student Handbook

### **NOTICE**

***International students applying to defer or suspend their studies will be reminded that a successful application may affect their student visa. International students are advised to contact DIAC regarding the effect any deferment or suspension of studies may have on their student visa prior to formally lodging an application to defer or voluntarily suspend their study.***

International students are advised of the circumstances and consequences regarding deferment or suspension of study prior to enrolment and during the student orientation process.

### **TERMINATION OF A STUDENT BY THE COLLEGE DUE TO DISCIPLINARY OR LEGAL BREACHES**

The College reserves the right to expel a student. Incidents leading to termination by the College and cancellation of enrolment and reporting to DEEWR include but are not limited to cheating, theft, willful damage to College property, possession of illegal drugs on our premises, behavior which is considered inappropriate, threatens the safety of other students or interferes with College operations.

Students terminated by the College will forfeit fees. Refunds for fees paid in advance will be negotiated on a case by case basis and will be adjusted to take in to account administration costs, repairs and damages or other expenses that may arise due to the circumstances leading to termination of the student.

Where the College decides to terminate a student from the College:

ACMT will inform the student of the intention to terminate, suspend or cancel the student's enrolment where this is not initiated by the student.

Give the student 20 working days to access the complaints and appeals process

If the student accesses the internal complaints and appeals process, the termination, suspension or cancellation of the student's enrolment can not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

### **NON-COMMENCEMENT OF STUDIES BY INTERNATIONAL STUDENTS**

If the student does not commence their course within 14 days of the commencement date, the student CoE will be cancelled and the Secretary will be notified through PRISMS. Under Section 19 of the Education Services for Overseas Students Act 2000:

(1) A registered provider (ACMT) must give the Secretary the following information within 14 days after the event specified below occurs:

(a) the name and any other prescribed details of each person who becomes an accepted student of that provider;

(b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;

(c) ***the prescribed information about an accepted student who does not begin his or her course when expected;***

(d) any termination of an accepted student's studies (whether as a result of action by the student or the provider or otherwise) before the student's course is completed;

(e) any change in the identity or duration of an accepted student's course;

(f) any other prescribed matter relating to accepted students.



# Student Handbook

## ACMT STAFF

At ACMT everyone on the staff is always willing to help you. The table below explains everyone's title, name and what they do. You will see the names of the staff and photos at the reception area in the College. .

Title	Name	Looks after....
Managing Director	Mr Suresh Basnet	..everything that happens in the college
Director of Studies	Mr Suresh Basnet	... All course delivery and students welfare
Student Services Officer	Ms Subhechya Adhikari	Enrolments, attendance, medical insurance, personal advice, homestay
Counsellors	On appointment basis	academic advice, career guidance, welfare and personal advice. Mon- Friday 1.00 – 3.00 pm by bookings.
Accounts and Marketing Manager	Ms Archana Basnet	Course Fees, Website and Marketing Promotions

## DEALING WITH PROBLEMS

It's difficult for people when moving to a new country and culture and sometimes you may have problems settling down. Occasionally the problem is because you do not really understand the way things are done in the new country.

The best way to deal with any problem is to talk about it.

Please refer to the notice board for the list of names you may need help from. If you have a problem the first person to contact is your teacher unless the problem is one with your teacher.

Here's who you should talk to if you have a problem. Don't forget that we can organise for a counsellor in College who is trained to help you with personal problems. This is a confidential service and there may be cost involved.

Problem	Talk to.....
Any problem or worry that you have	....your teacher or office staff
You do not get on with you teacher	... the Director of Studies
Any other problem with your study that your teacher can't help with	... the Director of Studies
Unhappy with your Homestay or help with finding new accommodation	... Student Services Officer



## Student Handbook

Medical problem	... Student Services Officer
Visa problem	... Student Services Officer
Money problem	... Student Services Manager
Personal problem... Homesickness, loneliness, any other personal problems	...Welfare Student Counsellor

### **Student Complaints**

All complaints must be dealt with in a constructive and timely manner.

#### **1. Talk to us as soon as there is a problem**

In the first instance you should talk to the Teacher. We encourage you to talk to us and explain your concerns in person to see if this can be quickly resolved. The staff will make a note of your concerns and follow up appropriately.

**2. Meet with the Student Services Officer or Student Counsellor** to explain your complaint. If the problem continues or is not easy to resolve informally, please ask for a meeting with the Student Services Manager or e-mail the Student Counsellor. If it helps, you can bring a friend along with you. You will be given the opportunity to present your case.

We will make notes of the meeting, the complaint and the proposed solution that is hopefully agreed at the meeting.

We undertake to investigate the matters you have raised and respond within a reasonable time.

We will keep a record of your complaint and the outcome in our register and on file.

We may ask you to sign this record, acknowledging your involvement in the complaints process.

#### **3. If you are still not satisfied, you may write a formal complaint to the Managing Director**

Please ask for the complaints forms at the office or download it from the website.

Your complaint will be dealt with within 10 working days and heard by an internal panel that will provide you with the opportunity to put your case. The panel's decision including the reasons will be provided in writing of the panel meeting. You will progress this as soon as possible.

#### **4. Mediation**

If the matter is still unresolved, we will suggest an independent mediation body to examine the matter. Mediation can be provided through three organisations:

- The Australian Council of Independent Vocational Colleges (ACVIC)
- The Training Complaints hotline
- A Migrant Resource Centre where bi-lingual support is available if preferred by the complainant.

If the unresolved matter is not related to training delivery, you could take your complaints to the Department of Fair Trading.

If your complaint is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The student will be notified of this follow up and corrective action.



# Student Handbook

## **RE-ASSESSMENT POLICY AND PROCEDURE**

### **POLICY STATEMENT**

Australian College of Management & Technology (ACMT) is committed to ensuring fair and equitable policies and procedures are in place regarding student re-assessment.

### **PURPOSE**

The purpose of this procedure is to define the process for re-assessment when a student receives a 'Not Yet Competent' in a specific unit of competency.

### **What are the criteria(s) for Appeal Against Assessment Grades?**

Students may appeal against an Assessment grade shown on their Assessment Notice under special criteria.

- **Criterion 1:** Subject requirements and assessment procedures were not published /told or were changed without notification in the beginning of subject.
- **Criterion 2:** Student claims that a mistake has been made in calculating the mark/grade for this subject. An appeal under this criterion does NOT normally mean that a complete re-mark of a candidate's paper will be made. It is a detailed check to ensure that no part of a student's performance has been overlooked.
- **Criterion 3:** Student has verifiable information regarding relevant and unavoidable circumstances, which directly and significantly affected student's performance in a subject. As a consequence, student believes that the result does not fairly reflect student's academic competence.

**DUE DATE:** Appeal against Term Results – lodge within 2 weeks after the date of results displayed on Notice board.

## ***PROCEDURE FOR MAKING AN APPEAL/REASSESSMENT***

Students are required to follow the TWO STAGE procedure below:

### **STAGE 1**

- *Step 1:* If student believes that the result awarded for a subject, does not fairly reflect student's competence in that subject then student should consider which Criterion may be used as a basis for an appeal. If a Criterion applies to the case, then student should complete the **Appeal Form** (available from Front Desk) Ensure student clearly mentions on the Appeal Form as to which Criterion the student is appealing against. Student may only make a Criterion 3 appeal if student can demonstrate that student satisfies the conditions as set out above. Attach any relevant documents that support student's case.
- *Step 2:* Take the completed Appeal Form to the Director of Studies (DOS) as soon as possible and discuss the reasons for student's result. If student can reach an agreement with DOS, i.e. the DOS agrees to change student's mark/grade or to set an alternative piece of assessment or student is satisfied with the outcome of the discussion, then STUDENT'S APPEAL IS COMPLETE. If not, student must complete Stage 2 in order to lodge an Appeal.

### **STAGE 2**

- If student still deemed 'Not Yet Competent' after the stage 1 appeal, they are required to do a re-assessment. Charge of \$100 for each subject will apply for sitting in re-assessment exam.



## Student Handbook

To sit for the re-assessment student are required to see DOS with signed re-assessment appeal form who will then advise student the date for reassessment.

- *Please note student can repeat failed subject only once. Subsequent failure will result in breach of student's VISA Condition (ESOS act 2000).*
- *When an overseas student is required to take extra units to complete a course of study, and the remaining units do not constitute a full-time load, this Code does not require the provider to enrol the student in full-time study. This paragraph applies to overseas student who are required to repeat units of study, however, the provider must not allow them to repeat any unit more than once.*

### Notes for students

- All Re assessment /appeals against assessment grades MUST be made on the prescribed appeal FORM.
- The appeal must be based on one or more of the criterion for appeal listed overleaf. Mention the Criterion you are appealing against.
- The procedure must be followed. Most appeals will be resolved at STAGE 1 by visiting the DOS.
- A formal STAGE 2 appeal may be lodged with DOS after paying the Re-Assessment fee.

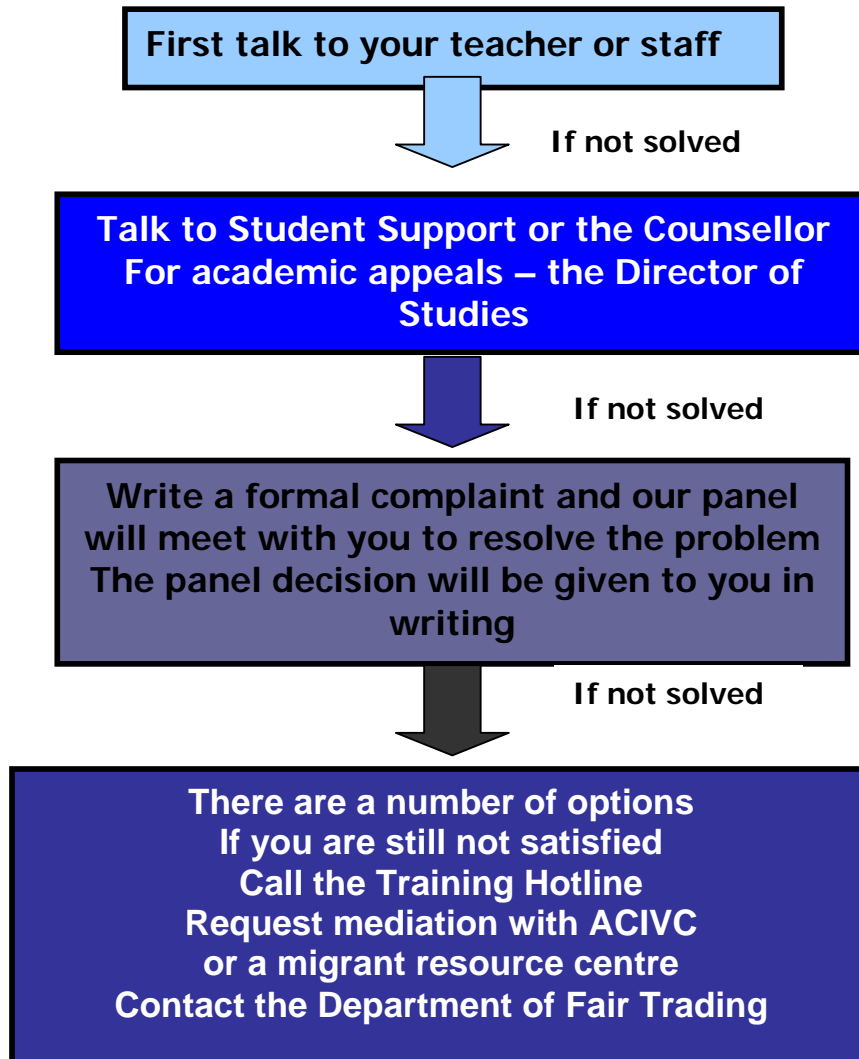
### Notes for DOS

- If it appears that an error has been made in assessing a student's result (i.e. clerical errors, omission of marks, misapplication of criteria, etc) it is not necessary for stage 2 appeals to proceed in order to change the result. Informing student service officer can amend results.
- The appeal form should be completed by the student with reasons on which the appeal is being based
- A copy of all the Re-Assessment and Appeal Form with the payment provided by the student should be submitted to the Student Services Officer.



### COMPLAINTS PROCEDURE

For any problems or difficulties:



Training Complaint Hotline 1800 000 674

Students have the right to be represented by a nominee at any stage if the student so chooses.<sup>1</sup>

You may use your friend, guardian, or an agent for third party mediation such as:

The Australian Council for Independent Vocational Colleges (ACIVC)

Tel: +61 2 8021 0842. More details on the website: [www.acivc.edu.au](http://www.acivc.edu.au)

We also have a list of bi-lingual and local agencies who you can talk to in confidence and away from the College. Please ask at reception for this list and look on the notice board.

---

<sup>1</sup> This dispute resolution procedure does not circumscribe the student's right to pursue other legal remedies.



# Student Handbook

## **STUDENT FEES AND CHARGES POLICY AND PROCEDURE**

### **POLICY STATEMENT**

Australian College of Management & Technology (ACMT) will charge a range of fees and charges for programs and courses in relation to market demand.

### **PURPOSE**

The purpose of this document is to outline and explain ACMT's Fees and Charges Policy and Procedure where applicable.

#### *Definitions*

Course Fees or Fees: Refers to the cost of the course a student has enrolled into.

Enrolment Fee: Refers to the administration, processing and handling fee for enrolling a student.

OSHC Fee: Refers to the Overseas Student Health Cover, which is a compulsory medical insurance scheme for international visitors coming into Australia on a Student Visa.

### **PROCEDURE**

#### *Enrolment*

Students enrolling at ACMT must pay the college, the fees and charges related to the course they have enrolled for. Fees and charges are available on ACMT's website or/and on ACMT's Student Handbook. There shall be no requirement for ACMT to issue any qualification prior to the completion of the course in which the student has originally enrolled for. ACMT may at its discretion vary this condition. Students are required to have a signed Enrolment Agreement in place prior to enrolment.

#### *Fee Payment For Local and International Students*

International student must have paid course fees, enrolment fee and OSHC fee to secure their enrolment with ACMT. Fees can be paid by cash, bank draft or via Telegraphic Transfer. Students will pay the same fee at time of enrolment until completion of the same course. However, rescheduling of any course or subject may incur fee increases. All fees are in Australian Dollars and are subject to change without notice. Enrolment in a new course will incur any new fee charged. Tuition fees are not transferable to another education provider. Enrolment fee and/or home stay placement fee are non refundable.

Fees can be paid in full or as a 6 months installment on enrolment. Balance of fees is to be paid on an installment program that is scheduled on enrolment. ACMT may restrict or withhold services or access to facilities from the student if fees are overdue.

#### *Notification to report (for international students only)*

- When a student fails to pay an installment of balance before the due date or a reassessment fee within the period of time specified on ACMT's Re-Assessment Policy and Procedure, there will be a late fee for \$100.00. Students are further given 48 hours to make the payment including the penalty incurred. Failure to do so, the student will then be sent an intention to report for non-payment of fees letter warning them of ACMT's intention to report them to the Secretary of DEEWR via PRISMS for non-payment of fees.
- The student is advised in the written notification that they have 20 working days to make an appeal. Students should refer to ACMT's Complaints and Appeals Policy and Procedure outlined in the Student Handbook.
- In the event a student lodges an appeal, the student will only be reported when the appeal process is completed that is, our internal appeal process and the appeal decision does not favour the student.
- The student is to maintain their enrolment throughout this process.



## Student Handbook

### *Leaving Course Originally Enrolled In*

By signing ACMT's Acceptance Agreement when confirming enrolment in (a) course(s) at ACMT, an applicant (or a person authorised to sign on his/her behalf) is entering in a legal agreement with ACMT for the course(s) selected. In the event a student wishes to leave the course(s) in which she/he has originally enrolled in, he/she must apply for termination using ACMT's Termination of Student Studies Prior to Completing the Course. Without an application completed and approved, termination will not be accepted. ACMT reserves the right to claim any outstanding fee for the course(s) the student has originally enrolled in. Refunds (if applicable) will be made in accordance with ACMT's Student Cancellation and Refund Policy and Procedure. International Students are generally not allowed by law to transfer to another education provider prior to completing the first six month in their principal course of study as specified in ACMT's Student Transfer Policy.

### *Deferment, Suspension or Cancellation of Course*

Students may be able to defer, suspend or cancel their course at ACMT in accordance with ACMT's Deferred, Suspended or Cancelled Student Enrolment Policy and Procedure.

In the event of deferment or cancellation initiated by a student before course commencement, ACMT will refund fees in accordance with the ESOS Act Section 27. In the event of student applying for suspension, the course fees remain due on the scheduled dates.

- In the event of student canceling enrolment, ACMT's Student Cancellation and Refund Policy and Procedure applies. ACMT may decide to defer, suspend or cancel a student enrolment in accordance with ACMT Deferred, Suspended or Cancelled Student Enrolment Policy and Procedure
- In the event of deferment or cancellation initiated by ACMT before course commencement, ACMT will refund fees in accordance with the ESOS Act Section 27 and the student agrees that there shall be no further entitlement to damages whatsoever.
- In the event of a suspension initiated by ACMT, the course fees remain due on the scheduled dates. In the event of ACMT cancelling student's enrolment, ACMT's Student Cancellation and Refund Policy and Procedure applies.

### *Course Reduction or Variation*

Students are not able to reduce or vary their course of study without ACMT's prior approval. Course reduction may result due to RPL and/or course credit but student must still pay fees for course originally applied for.

### *Re-Commencement of Course*

Students who have terminated their study at ACMT for any reason and wish to resume after being away for 12 weeks or more to continue their studies will be charged a re-commencement fee of \$200.

### *Course Materials*

ACMT course fees do not include the cost of buying textbooks, equipment, tools, etc. required for specific courses. Textbooks, tools required for specific courses will be charged to students in order to successfully complete their course of studies.

## GETTING TO KNOW SYDNEY

Sydney is a beautiful and interesting city, and we know you want to get to know about it. We can host excursions to interesting places like the Blue Mountains and historical sites. This helps you to understand your surroundings and settle in quickly.



## Student Handbook

It should be pointed out that you have to pay for the excursions. We keep the costs as low as possible. The average cost of an excursion would be at least \$20. We go on excursions from time to time.

### LIVING IN SYDNEY

The Department of Education, Science and Training (DEST) advises that the indicative cost of living is \$AUS 12,000 per year for a single adult. That works out to around \$250 per week assuming you are living in shared student accommodation.

If you are accompanied by school aged dependents you will be required to pay the full fees for their schooling.

Information sites for Sydney	
Accommodation We recommend a home stay option to get settled in Sydney. Maps and locations	<a href="http://www.homestay.com.au">www.homestay.com.au</a> <a href="http://www.realestate.com.au">www.realestate.com.au</a> <a href="http://www.property.com.au">www.property.com.au</a> <a href="http://www.whereis.com.au">www.whereis.com.au</a>
Telephone directories	<a href="http://www.yellowpages.com.au">www.yellowpages.com.au</a> <a href="http://www.whitepages.com.au">www.whitepages.com.au</a>
Newspapers Sydney Morning Herald	<a href="http://www.smh.com.au">www.smh.com.au</a>
Public transport	<a href="http://www.131500.info/realtime/timetableentry.asp">http://www.131500.info/realtime/timetableentry.asp</a>
Information on Sydney	<a href="http://www.sydney.com">www.sydney.com</a>
Website looking for a job	<a href="http://www.seek.com">www.seek.com</a> <a href="http://www.careers.com">www.careers.com</a>

### ACCOMMODATION

You may wish to find accommodation in a house or flat. It is quite common for young people in Australia to live in shared accommodation with their friends. In Sydney the cost of shared accommodation varies between \$100 and \$200 per week per person.

If you are going to live in a shared flat or house you will also need to pay a refundable bond which is usually equivalent to four weeks rent. The bond is used to replace or repair any damage you might be responsible for during the time you live in the accommodation. If there is no damage the full amount will be returned to you when you leave your accommodation.

There are several ways to find somewhere to live. One way is to check the advertisements in the newspaper. The Sydney Morning Herald has advertisements for flat and house shares every Saturday.



## Student Handbook

Also they have a very complete website, where you can search for houses or flats by price, number of bedrooms and suburb.

The web address is <http://www.domain.com.au/> . If you have trouble understanding anything in the advertisements ask your teacher or friends to help you.

You can also visit a real estate agent to see if they have any suitable property for you to rent. In this case if you rent a place yourself you may have to find other people to share with you.

Finally you can ask your friends or make contact with students in other colleges to see if anyone has a room they want to rent out. Our College does not assist with setting up rental accommodation. This is something that you will have to arrange independently

### Transport

ACMT is located in Kent Street, in the heart of the City. The College is about 500 m from the Sydney Town Hall railway station and many bus stops at the Queen Victoria Building. Being located in the very centre of the CBD there are many public transport options to all areas of the greater Sydney area.

If you are living in the immediate area of the College, you may wish to walk to and from College; if you are living in suburbs further away you will need to catch a train or bus. Trains run regularly throughout peak hours and Town Hall Railways Station is an interchange for most of Sydney's major rail lines.

Rail timetables are available at the station or can be consulted at [www.cityrail.info/](http://www.cityrail.info/)

It is recommended that you buy a weekly, monthly or period rail ticket in order to save on cost.

### Shopping

Most Sydney suburbs have a retail shopping area or mall where you can find a huge variety of shops. Fresh fruit and vegetables are cheap and plentiful and most other goods can be bought in our large supermarkets.

Australia has a multicultural population so it is easy to find food and other items from many countries readily available.

You should come prepared for our four seasons and the contrasting hot and cold weather, but if you have not you may need to stock up on seasonal clothing. Australians usually dress very casually so, you will not need any really formal clothes.

### Banking

You will need to set up an Australian bank account on your arrival in the country to avoid the necessity of carrying large amounts of cash. You will need to show your passport and evidence of residency.

Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Most banks open from 9.30 am – 4 pm Monday to Thursday, and 9.30 am – 5 pm on Friday. Most of the major banks such as Westpac, Commonwealth, St. George, ANZ, etc. are located very close to the College.



## Student Handbook

### CHOOSING A DOCTOR

Your health insurance allows you to consult the doctor of your choice but it may be difficult for you to choose a doctor. Your friends may advise you or even introduce you to their own doctor. If you cannot find a doctor you might wish to see one with a surgery close to the College. We have a list of nearby doctors. However, it is ideal to locate a doctor nearer to your residence.

### PERSONAL PROBLEMS

If you would like to see our counsellor please make a booking. ACMT has a list of external counselling services to help you with a personal problem or more serious issues and legal advice.

### GETTING A WORK PERMIT AND TAX FILE NUMBER

In order to be able to work you need two things;

**Tax File Number** – this is a nine-digit number that you must give to any employer, so that he/she can deduct tax from you. To get this number you can apply on-line at <http://www.ato.gov.au/> Click on “for Individuals” on the left side, and then choose “Apply for a Tax File Number.”

**WORK PERMIT** – the Immigration Department now requires you to apply for this on-line. First, when you arrive at the college you must fill a form – Application for Work Permit. This is so you can be “activated” and needs to be done before you can apply on line. When Reception tells you that you have been activated, then you go to [www.immi.gov.au/e\\_visa/](http://www.immi.gov.au/e_visa/) You will need a credit card, as it costs \$55 for the visa. To get a speedy reply, it helps if you have an e-mail address. If you need assistance, your agent, a teacher or the director will help you.

### EMPLOYMENT

Work is easy to find in Sydney.

The best way to get a job is through word of mouth – through friends, and fellow students. They can tell you of restaurants, supermarkets or shops that need employees.

For other jobs, look at the Saturday “Sydney Morning Herald” or the “Telegraph” or go on-line to <http://mycareer.com.au/> or [www.careerone.com.au/](http://www.careerone.com.au/) or [www.seek.com.au](http://www.seek.com.au)

### ACMT SOCIAL PROGRAM FOR STUDENTS

It is important for overseas students to enjoy their time living in Australia and Sydney has a lot to offer. The College believes that a successful student studies hard but also has some time to relax and make friends and enjoy a new country.

We will offer a social program and recreational activities including excursions and sporting events and parties. These are not compulsory and some activities may have a small fee to cover costs. This is not part of your tuition fee. We hope that all students will be involved in these activities and will encourage students to organise trips themselves and ask us for assistance.



# Student Handbook

## ACADEMIC CALENDAR (2008-2009)

### Year 2008

<b>Term 1 (2008)</b>	<b>11 Feb 2008 - 11 Apr 2008</b>
Start of Classes of classes	Monday, 11 Feb 2008
Last Day of Classes	Friday, 11 April 2008
Vacation/ Break	14 April 2008 - 25 April 2008
<b>Term 2 (2008)</b>	<b>28 April 2008 - 27 June 2008</b>
Start of Classes	Monday, 28 April 2008
Last Day of Classes	Friday, 27 June 2008
Vacation/ Term Break	30 June 2008 - 25 July 2008
<b>Term 3 (2008)</b>	<b>28 July 2008 - 26 Sept 2008</b>
Start of Classes	Monday, 28 July 2008
Last Day of Classes	Friday, 26 September 2008
Vacation/ Term Break	29 September 2008 - 10 October 2008
<b>Term 4 (2008)</b>	<b>13 October 2008 - 12 December 2008</b>
Start of Classes	Monday, 13 October 2008
Last Day of Classes	Friday, 12 December 2008
Vacation/ Term Break	15 December 2008 - 6 February 2009

### Year 2009

<b>Term 1 (2009)</b>	<b>9 Feb 2009 - 9 Apr 2009</b>
Start of Classes of classes	Monday, 9 Feb 2009
Last Day of Classes	Friday, 9 April 2009
Vacation/ Break	10 April 2009 - 24 April 2009
<b>Term 2 (2009)</b>	<b>27 April 2009 - 26 June 2009</b>
Start of Classes	Monday, 27 April 2009
Last Day of Classes	Friday, 26 June 2009
Vacation/ Term Break	29 June 2009 - 24 July 2009
<b>Term 3 (2009)</b>	<b>27 July 2009 - 25 Sept 2009</b>
Start of Classes	Monday, 27 July 2009
Last Day of Classes	Friday, 25 September 2009
Vacation/ Term Break	28 September 2009 - 9 October 2009
<b>Term 4 (2009)</b>	<b>12 October 2009 - 11 December 2009</b>
Start of Classes	Monday, 12 October 2009
Last Day of Classes	Friday, 11 December 2009
Vacation/ Term Break	15 December 2009 - 5 February 2010



## ACMT Fees Schedule

### Tuition Fees & Other Charges

Application Fee	\$200
Material Fee	\$100 (proposed from 2009)
Overseas Student Health Cover (Medibank Private)	\$354(single/p.a.) \$708(family/p.a.)
Standard Tuition Costs	\$1,500 to 11,250(depending on course)

### Refund Application Fee

Refund Administration Fee	\$250
---------------------------	-------

### Service Fees

Airport Pickup Fee	\$130
Accommodation Placement Fee	\$250

### Recognition of Prior Learning Fees

RPL Administration Fee	\$150
RPL Qualification Review Fee	\$150 per subject
RPL Assessment Fee	\$150 per subject
RPL Work Experience Review Fee	\$150 per subject

### Other Fees

Re-assessment Fee	\$100 per subject
Re-Commencement Fee	\$200
Re-issue of qualification, academic transcript, and attendance letters (Duplicate only)	\$250 (\$100 individually)
Changes to CoE details after it has been issued by ACMT	\$50
Non-Payment of tuition fees before due date	\$100

### Document Request Fees

Issuance of Lost ID Card	\$20
Request for Student Document (e.g. transcript, certificates, attendance, etc)	\$20/document

After the Confirmation of Enrolment (CoE) has been created for an international student, a fee of \$50 is payable to ACMT if any of the details on the CoE need to be altered and a new CoE needs to be issued because of an error or change in the enrolment information submitted to ACMT in relation to the student.

### *Change of tuition fees*

In the event ACMT decides to change its fee structure:

- Existing students will pay the same fee at time of enrolment until completion of the same course.
- Students to whom a letter of offer and invoice has been issued for a course to start will be allowed to enrol at the same price unless the letter of offer's validity has expired.
- If a letter of offer's validity has expired and the student or his/her representative requires new letter to be issued, a new letter of offer with the new fee structure will be issued.
- Students to whom a eCoE has been issued for a course to start will be allowed to pay the same fee at time of enrolment until completion of the same course.



## Student Handbook

- If a eCoE's validity has expired or the student or his/her representative requires a new eCoE to be issued (e.g. postponing a course start date), a new eCoE with the new fee structure will be issued.
- Agent will be informed in advance in writing (e.g. e-mail or letter) of the new fee structure in order to adjust any pre-approved internal marketing material related to the promotion of ACMT and its courses.
- All ACMT's promotional material will be amended or appended when possible (e.g. it may not be possible to dispose immediately of brochures because of price change) and distributed to agents &/or potential students accordingly.
- ACMT's website will be amended as soon as practicable to indicate the in advance.

### Notice

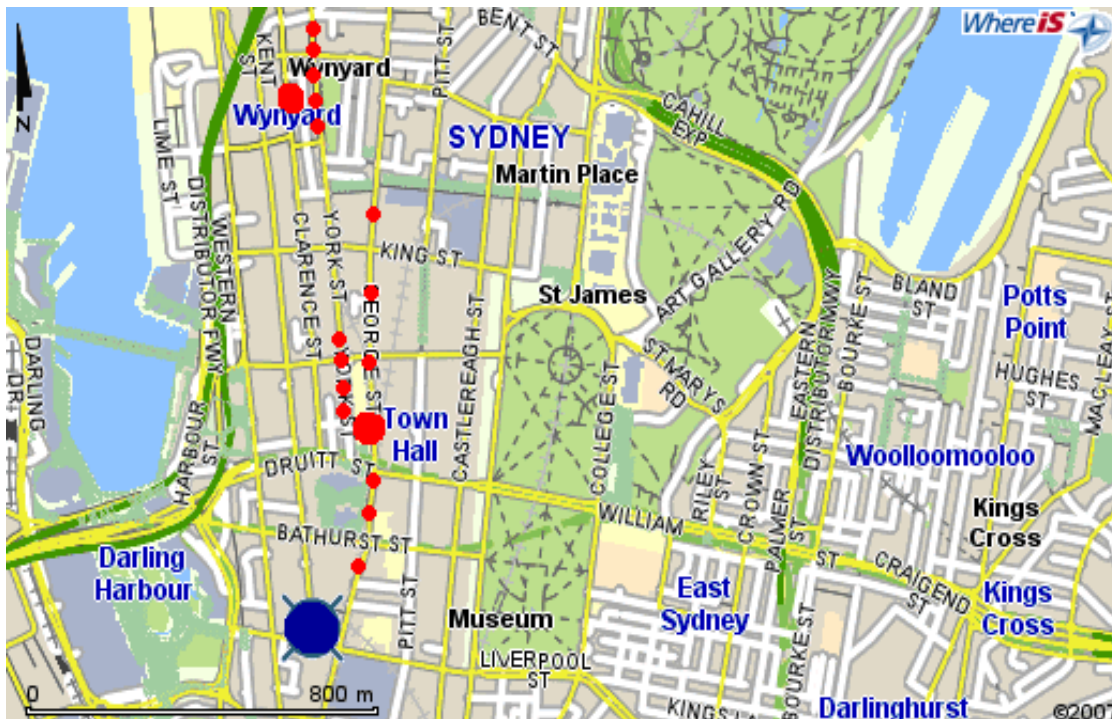
ACMT reserves the right to change its fees and other charges without prior notice.

### **COLLEGE LOCATION**

The College is located in the centre of Sydney City, behind Town Hall railways Station on Kent Street. The surrounding facilities include many of the City's best shopping centre's, places to eat and entertainment facilities. It is also a short walk to some of Sydney's most famous icons and destinations, including the Harbour Bridge, Opera House, The Rocks and Darling Harbour. The College building is centrally located in modern premises.

If ACMT decides to add a new location or relocate, we will notify students as early as possible and at least 1 month prior to moving.

Map showing College location, 541 Kent Street (Marked in Blue) and approximate locations of Train Stations and Bus Stops at Town Hall and Wynyard.



Map showing the College Premises at street level.



## Student Handbook

