



American College/ International Institute of Management is the trading name of

International Institute of Management Pty Ltd

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INTERNATIONAL STUDENT HANDBOOK

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180 Logan Road, Woolloongabba  
Brisbane, QLD – 4102, Australia

Email: [admin@americancollege.edu.au](mailto:admin@americancollege.edu.au)

Web: [www.americancollege.edu.au](http://www.americancollege.edu.au)

Phone: 61 (07) 3391 7599

Received by (name) .....

(Signature)..... Date.....

Date received .....

**Acknowledgement Declaration**

I acknowledge that I have read and fully understand the contents of the International Student Handbook, which outlines the conditions of my rights and responsibilities as a student of American College.

.....

Name

Signature

.....

Date

.....

Name of Witness

Signature of Witness

.....

Date

## **WELCOME TO AMERICAN COLLEGE**

On behalf of the staff at American College, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we hope will answer many of the questions you have about studying with us.

Please take the time to read this handbook and sign the acknowledgement form at the back of the book acknowledging that you have done so. If you haven't already done so, please sign the front cover of this handbook and hand it to the Administration Officer. This document will be photocopied and retained in your student file.

In accordance with the Privacy Act 1988 (Compilation Date: 27 November 2015) and Queensland Information Privacy Act 2009, American College would also appreciate your signing the consent form. If you would like further clarification, please feel free to talk to one of our staff members.

Copies of the acknowledgement and consent forms will be collected one month from today's date and will be retained in your student file.

If, after reading this booklet you have any questions, please ask your trainer or another staff member to explain.

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with American College is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

The Management Team  
American College

## INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with American College.

Thank you for considering training with American College.

### Mission of American College

Dissemination of the highest quality of education in order to empower aspiring minds; thereby, creating world leaders in different vocations on an individual level and proud, responsible, socially contributing citizens of the world on a global level.

### Vision of American College

To offer innovative, relevant and most up-to-date curriculum backed by excellent and latest facilities so that students acquire work-based experience supported by academic proficiency; thereby, building a strong foundation of work ethics and morals which promote sincerity, trust, goodwill, respect, honesty, collaboration, and teamwork in their respective chosen vocations.

**American College** is founded on the motto of "Empowering Aspiring Minds". Every thought, every word, and every effort of American College revolves around this dictum.

**American College** is devoted to imparting exceptional learning so that its students can avail of innovative, relevant and industry tailored courses taught and prepared by an internationally acclaimed faculty.

**American College** is distinguishable from its peers by its core emphasis on academic excellence, citizenship, leadership and public service with comprehensive hands-on training.

**American College** is introducing path-breaking vocational, job-oriented courses with special emphasis on agricultural development, social reform and human resources development. **American College** is proud to create a global intellectual wealth in the form of its students, who after having practical exposure with latest cutting-edge technology and facilities, go on to become leaders in their chosen vocations.

**American College** is the place to learn varied vocations so that upon completion, the student can immediately start earning, keep his head high, free from fear of financial insecurities, and participate in the society as a responsible citizen of the nation.

**American College** is registered training organisation (RTO) registered with the Vet Regulator.

**American College** aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

**American College** has training location in:

- 180 Logan Road, Woolloongabba, Brisbane, QLD – 4102, Australia

**Course Information**

American College offers a range of training products and services which includes the following:

Course Code	Course Name	CRICOS Code	Duration
BSB50215	Diploma of Business	087248A	52 Weeks (44 weeks study plus 8 weeks holidays)
SIT50416	Diploma of Hospitality Management	091062K	66 Weeks (66 weeks study plus 12 weeks holidays)
BSB60215	Advanced Diploma of Business	087514K	52 Weeks (44 weeks study plus 8 weeks holidays)
BSB51918	Diploma of Leadership and Management	098777G	78 Weeks (66 weeks study plus 12 weeks holidays)
SIT40516	Certificate IV in Commercial Cookery	095291J	78 Weeks (66 weeks study plus 12 weeks holidays)
BSB61015	Advanced Diploma of Leadership and Management	091427G	78 Weeks (66 weeks study plus 12 weeks holidays)
BSB60316	Advanced Diploma of Hospitality Management	096944B	104 Weeks 88 weeks study plus 16 weeks holidays)

As an RTO, American College is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to students follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

**Following are entry requirements set by American College**

International students must be at least 18 years of age and must have completed at least the equivalent of Year 10.

These students must also have an IELTS score of 5.5 or equivalent.

International Students may not be required to provide evidence of English Language competence where documented evidence can be provided to demonstrate any of the following:

- the student was educated for 5 years in an English-speaking country.
- the student has completed at least 6 months of a Certificate IV level course in an Australian RTO.
- The student has successfully completed their high school in English language
- the student has successfully completed AC English Placement Test
- **Workplace learning:** Students are required to have access to the workplace and must organise to complete 48 food service periods as per the training package. American College may help to find the appropriate workplace if required. (applicable to Hospitality course only)

*Please Note: All the students commencing this course are required to complete an LLN test at the time of enrolment to assist American College to identify student's needs for additional support during their study with American College*

### Service Commitment

American College is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for student s;
- Produce competent and confident workers that benefit the community and industry.

We will ensure that all our Trainers and Assessors will have as a minimum, the following combination of:

- Trainers must be able to demonstrate vocational competencies at least to the level of those being delivered
- Must hold the Certificate IV in Training and Assessment (TAE40116) from the Training and Assessment Training Package, or
- work and maintain current industry skills directly relevant to the training being provided,
- current knowledge and skills in vocational training and learning that informs their training and assessment.

Only leaders can create leaders, therefore American College continues to invest in its workforce and recruits, develops, and retains the staff needed to achieve the College's goals.

In any academic Institution, the quality of faculty is the most important. At American College, we pride ourselves in having some of the most talented and dedicated thought leaders in the country who come from the best institutions around the world. Not only are they academically and professionally amongst the best, but have high standards of moral and ethical values, so that they can be true role models.

At American College, the core faculty comprises distinguished academics from the best institutions and leading professionals from the corporate world with rich industry experience ably guided by the Director.

American College strives for excellence by providing the best vocational training that is available in Australia.

Employees and applicants rank the College as the employer of choice in the region, in part, because it continues to offer meaningful work, stable growth, appealing benefits, and competitive compensation

### American College Details

Telephone Number : +61 (07) 3391 7599  
 College Email : [admin@americancollege.edu.au](mailto:admin@americancollege.edu.au)  
 Director's Email : [bernard@americancollege.edu.au](mailto:bernard@americancollege.edu.au)  
 College Website : [www.americancollege.edu.au](http://www.americancollege.edu.au)

### CRICOS Registration Information

CRICOS Provider Code: 03149K

Registered as : International Institute of Management Pty Ltd

Trading as : American College / International Institute of Management

### Other Information

National Provider Number : 31897

ABN : 91 130 637 320

ACN : 130 637 320

### College Hours of Operation

Monday	9:00a.m. till 5:30p.m.
Tuesday	9:00a.m. till 5:30p.m.
Wednesday	9:00a.m. till 5:30p.m.
Thursday	9:00a.m. till 5:30p.m.
Friday	9:00a.m. till 5:30p.m.

Closed on All Public Holidays

## WELCOME TO AUSTRALIA

### Why Study in Australia?

It may surprise you to learn, but Australia is the third most popular choice for international students behind only America and the United Kingdom. This is because we boast an exceptional history of providing high quality education, consistently, over many years.

With an estimated population of 25 million, we are one of the least populated countries with most people settling near coastal areas. Owing to our natural resources, we are one of the most affluent.

As a country to visit we have so many points of natural beauty and world-famous landmarks you will not know where to begin your adventure. There are of course several thousand kilometres of beaches with Fraser Island in Queensland the world's only Sand Island.

Our landmarks include the sacred Aboriginal 'Uluru' or Ayers Rock, the Sydney Opera House and Harbour Bridge, Great Barrier Reef, Blue Mountains of New South Wales and the amazing beaches of Queensland. There are also many tropical rainforests and waterfalls which offer walking tracks through the beauty of the Australian Bush.

Australia consists of six states and two territories with the Southern States having temperatures a little more varied with snowfields active in winter, whilst the more Northern have a tropical climate all year around which sees winter days in Queensland range between 18-28 degrees.

We are also home to some of the rarest fauna and wildlife with kangaroos and koala being native to the land as well as emu, ostrich, camel, the dingo (wild dog) and some of the most amazingly marked birds with the distinctively sounding Kookaburra heard to chirp at sunrise and sunset denoting the opening and closing of each day.

With excellent transport networks, culture and lifestyle choices to meet all needs, Australia not only boasts a phenomenal track record in education but also an amazing experience for those who choose to study here.

### Living in Australia

*The following information is taken from the "Study in Australia" website. For more information visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)*

### Introduction

Australia is so big and diverse that it could never merely be the sum of its icons. The stunning architecture of the Sydney Opera House, the glow of Uluru (Ayers Rock) at dusk, a wave curled above a colourful reef – these are only part of the experience that unfolds once your feet touch the soil of this awesome country-continent.

Australia's natural beauty is one of its biggest attractions. The landscape varies from endless sun-baked horizons to tropical rainforests to chilly southern beaches. Its cities blend an enthusiasm for art and food with a love of sport and the outdoors. Visitors will have to re- think their grasp of geography in this huge country. The sheer vastness gives Australia – and its diverse population – much of its character.

Many things about this faraway island are different, even the things that sound familiar. You may have visited remote places, but not the sublime isolation of the outback, with its dazzling salt pans and sandstone towers. You would have encountered wildlife, but when did you last ride a camel among desert oak trees or have your camp site visited by a Tasmanian devil? Perhaps you've enjoyed seafood, but here you'll taste barramundi fish and delicious Moreton Bay bugs (a shellfish). From rainforest trails to fascinating museums, vibrant multicultural cities to a love of sport, Australia is unique.

### Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So, it may be a little confusing. If you plan to travel around October and March, be sure to double check the times of departure and if daylight savings affects you.

**Australian Eastern Standard Time (AEST)** GMT minus 10 hours

Australian Capital Territory, New South Wales,  
Queensland, Tasmania, Victoria

**Central Standard Time (CST)** AEST minus 30 mins

South Australia, Northern Territory

**Western Standard Time (WST)** AEST minus 2 hours

Western Australia

**Australian Daylight-Saving Time (ADST)** AEST plus 1 hour

End of October – End of March

Daylight Savings is only applicable to the following states:

Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria

### Seasons in Australia

Summer December – February

Autumn March – May

Winter June – August

Spring September – November

### The people

Australia's population on 20 January 2020 was 25,575,489. Population density is among the lowest in the world, with an average of 2.5 people per square kilometre – no-one's within cooee (shouting distance) in the outback. Most people live along the eastern seaboard, with a smaller concentration on the south western coast. Living in one of the world's most culturally diverse countries – 23% is foreign-born – Australians incorporate a wide variety of influences into the way they live and play.

### The places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop! This would mean over

14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you'd rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

### ATMs, Eftpos, Credit Cards & Bank Accounts



Branches of the ANZ, Commonwealth, National Australia Bank, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks.

Eftpos (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth - certificate or an international driving licence with photo.

### **Currency & Exchanging Money**

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or traveller's cheques (see following) is usually no problem at banks throughout Australia or at licensed moneychangers such as Travelex or Amex in cities and major towns.

### **Travellers Cheques**

The convenience of internationally linked credit and debit card facilities in Australia means that travellers cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known international brands of travellers' cheques are easily exchanged. You need to present your passport for identification when cashing travellers' cheques.

### **Food**

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new a go. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it's from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in March. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the

BYO is usually limited to bottled wine only (no beer, no casks) and a corkage charge is often added to your bill

### **Australia for Free**

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer.

### **Costs of living**

There is no doubt that Australia is the perfect place to enjoy a quality education and outstanding quality of life. What makes it even better is that Australia offers excellent value for money, with living expenses and tuition costs comparable to the United Kingdom and United States.

Australians enjoy one of the highest standards of living in the world - without the expensive price tag. An average international student in Australia will spend about \$360 a week on accommodation, food, clothing, entertainment, transport and telephone. Remember, though, that this figure depends on your location, lifestyle and even your course.

You can seek further information on living costs from the Institute.

### **Working while you study**

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

### **Medical assistance**

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet.

If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre

#### Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

#### Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### Accommodation Options

There are many options for accommodation in Australia to suit the different needs and budgets of all students. The following information is from the [www.studyqueensland.qld.edu.au](http://www.studyqueensland.qld.edu.au) website.

#### Homestay

You know that every family is different, even within your home country. So, you know that it will take you a while to settle in and get used to your new home. Be patient, accepting and try to have a sense of humour, even if you are tired or homesick.

There is a wide variety of what is “normal” behaviour for families in Australia. Australian families may have one parent (either the mother or the father) or both parents living together with children. Some households may include grandparents, aunts or uncles as well.

In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth. Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

#### Rental accommodation

Rental accommodation in Australia varies from one-bedroom apartments to large houses, which are normally rented by a number of tenants living together as “housemates”. Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start studies to allow yourself time to find accommodation, settle in and attend orientation at your institution.

### Studying in Brisbane - Queensland

Queensland is dominated by the coast. It's no surprise that most of the settlements and tourist attractions are concentrated in this narrow coastal strip, which has some amazing natural features such as the Great Barrier Reef and lush rainforests. Inland is the Great Dividing Range and the tablelands, fertile areas of flat agricultural land that run to the west. Then there's the barren outback, which fades into the Northern Territory. In the far northern Gulf Country and Cape York Peninsula there are huge empty regions cut by countless dry riverbeds, which can become overflowing rivers in the wet season.

Northern Queensland seasons are more a case of hot and wet or cool and dry than of summer and winter. November/December to April/May is the wetter, hotter half of the year, while the real Wet, particularly affecting northern coastal areas, is January to March. This is also the season for cyclones. Queensland doesn't really experience 'cold weather', except inland or upland at night from about May to September. Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and, while it doesn't suffer the stifling humidity, you'll find further north, the climate is still most pleasant in winter (June to August).

### Introducing Brisbane

It's Australia's third-largest city, but while other capitals compete loudly in their endeavour to reach top billing in the status stakes, Brisbane quietly executes its evolution in true, casual Queensland style. There's no need to advertise the virtues – locals already know it's one of the most desirable places in Australia to live. For visitors, the city is an outstanding summary of Australia; the big-city package exists here but the pretensions and speed are refreshingly absent.

Start with a metropolis that reclines over a tropical landscape. Dissect it with the winding Brisbane River and mix in a climate that attracts southerners by the chilly town-load every winter. Weave throughout a

smorgasbord of cultural flavours, simmering in cafes, theatres, art-house cinemas, concert halls, galleries, museums and live music venues. Pepper the vista with subtropical gardens and views from lookouts or river boats. Add to this a calendar stocked with festivals and an abundance of eateries and you'll realise what all the low-key fuss is about.

Brisbane's city centre is bound by a U-shaped loop of the Brisbane River. The action is centred on pedestrianized Queen St Mall, which runs down to the former Treasury Building (now a casino) and Victoria Bridge to South Bank. Across Victoria Bridge is South Brisbane and the South Bank Parklands; further south is the hip West End. Ann St runs northeast of the city centre into trendy Fortitude Valley.

#### Brisbane's Weather and Climate

Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and while it doesn't suffer the stifling humidity, you'll find further north, it's still most pleasant in winter (June to August).

#### Transport in Brisbane

Brisbane boasts a world-class public transport network. Information on bus, train and ferry routes and connections can be obtained from the Trans-Info Service on 13 12 30 or by visiting the website at: [www.transinfo.qld.gov.au/](http://www.transinfo.qld.gov.au/)

**Boat** – Brisbane's nippy blue City Cat catamarans run every 20 to 30 minutes, between 5:50am and 10:30pm, from the University of Queensland in the southwest to Brett's Wharf in the northeast, and back. Also useful are the Inner-City Ferries, which zigzag back and forth across the river between North Quay, near Victoria Bridge, and Mowbray Park.

**Bus** – The Loop, a free bus service that circles the city area, runs every 10 minutes on weekdays between 7:00am and 6:00pm. Other buses run every 10 to 20 minutes Monday to Friday, from 5:00am till about 6:00pm, and with the same frequency on Saturday morning (starting at 6:00am). Services are less frequent at other times and cease at 7:00pm Sunday and midnight on other days.

**Train** – The fast City train network has seven lines, which run as far as Gympie North in the north (for the Sunshine Coast) and Nerang and Robina in the south (for the Gold Coast). All trains go through Roma St, Central and Brunswick St stations.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

## Enrolment Process

### How to Apply

When you are ready to apply for the course of your choice you need to:

1. Read the International Student Handbook and/or visit our website completely ensuring you fully understand what is required of you as a student.
2. Visit our website [www.americancollege.edu.au](http://www.americancollege.edu.au) and complete the International Student Application Form. This can also be sent to you post or email. Make sure you complete the form in full and sign the Student Declaration page. This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within this International Student Handbook.
3. Attach the following items with the Enrolment Form:
  - Copy of current passport (certified/original signed) – Photo page and relevant visa page
  - Evidence of current English proficiency or equivalent; IELTS (Academic Module) 5.5 or Pearson's Test of English (PTE) (Academic Module) 43-50 or equivalent if required.
  - English Translations where applicable
  - Course entry documents (Year10) including academic history (certified/original signed)
  - Evidence of overseas Student Health Cover (original signed)
  - RPL/Course credit details - if applicable
  - Copy of visa - if applicable
  - Letter of release - if applicable
4. Send in your Application Form and supporting documents along with confirmation of payment of application fee to:

[info@americancollege.edu.au](mailto:info@americancollege.edu.au)

Web: [www.americancollege.edu.au](http://www.americancollege.edu.au)

Please Note: All the above documents sent to the American College must be certified or original presented in person.

American College reserves the right to check the validity of all documents tendered.

### Offer of Placement

Once the International Application Form, your supporting documentation and the non-refundable application fee of \$395.00 have been received and accepted, we will send you an official Letter of Offer & Student Agreement for entry into your chosen course. This will occur within 10 working days.

**NOTE:**

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full-time course.
- After you have received the Letter of Offer you will need to accept the Offer and pay the required fees to confirm your place in the course. Total fees for the course are included on our website and the Student Agreement you receive will include a detailed payment schedule.
- Upon receipt of payment, you will be issued with a Confirmation of Enrolment (CoE) and Student Identification Number. This will complete the enrolment process.
- When you receive the CoE, you may apply for an Australian Student Visa.

More Information can be found at <https://www.homeaffairs.gov.au/>

- If American College grants the student course credit, which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.
- If the course credit is granted after the student visa is granted, the change of course duration will be reported to DET via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Please Note the Letter of Offer will be based on the following conditions:

- American College agrees to recruit students in an ethical and responsible manner and provide them with information that enables each student to make informed decisions about studying with the Institute.
- That we have determined that you have met the entry requirements to enrol in the course.

**Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:  
<http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

## Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application.

You may wish to use a registered migration agent to assist you with your application, or the American College has a range of education agents who can assist you with the process of applying for a course and including assistance with visas.

Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process. If your visa is not approved, you will receive a full refund for the fees that you have paid.

## Visa Conditions

It is important that you abide by the conditions of your visa as failure to comply with these conditions may result in the cancellation of your visa.

You must comply with the following conditions:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

## Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive.

The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

### Arranging Travel and Documents to Bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by the Institute.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

### Migration Agents

You can also use a migration agent to assist you with the visa process. A migration agent is a person or an organisation which uses their knowledge of migration procedures to offer advice or assistance to a person wishing to obtain a visa to enter or remain in Australia, or to a person nominating or sponsoring a visa applicant. All migration agents who receive a fee or reward for their services must be registered with the Migration Agents Registration Authority (the MARA).

Migration agents must hold a current legal practising certificate issued in Australia. They are also required to follow a Code of Conduct (which is contained in the Migration Agents Regulations 1998). This code is legally binding on all registered migration agents.



Further information can be obtained by visiting the following website

<https://www.mara.gov.au/>

### **Student Induction and Orientation**

Student orientation day is conducted for all new students. It is essential for all new students to attend this session to understand the American College academic systems, rules and regulations and familiarise themselves with the facilities.

Students must bring with them; valid passport and current residential address. Typically, the orientation day includes:

- Introduction to American College facilities and the study environment
- Introduction to trainers and administration team
- Highlighting of information contained in the student handbook
- Introduction to course structure, academic calendar and timetable issues.
- Information about academic and attendance requirements governed by the Department of Home Affairs and student visa regulations.

At the end of the orientation day students will receive all student kits and resource manuals. Students will then be asked to sign a student handbook declaration form that acknowledges that they understand and agree to comply with student visa conditions and aware of their rights and obligations as a student of the American College.

### **Practical Training, Non-discriminatory Environment**

In order to avoid misunderstandings related to different cultural ways of life and religious beliefs in different countries, students should be aware of the following:

Classrooms at the American College are a non-discriminatory environment and in order to complete the course successfully students must participate in all practical training required by the Course Curriculum.

### **Student Timetable**

Following enrolment, students will be provided with a timetable for their course.

The timetable will include the days and times each student is required to attend the Institute.

For all international student's classes are scheduled for 20 hours per study week with a break in between terms. Additional breaks will be Australian public holidays.

Students are advised that in order to achieve prescribed skills and competencies it will be necessary to practice skills learnt and undertake self-study at home in further addition to class hours spent at the Institute.

### **Employment Advice & Assistance**

This is a very important part of further education. Many choose to study to improve their prospects within the job market in search of improved salary or conditions.

Education is but one portion of the equation with the other being how to successfully present yourself to perspective employers in cover letters, resume and ultimately, an interview.

Putting our many years of collective experience together we offer you a free service to help you find work and on how to present yourself in the best way possible.

Though we are unable to guarantee anything, we will do our utmost to use our extensive network to assist where possible in finding you employment. We have many contacts within the community who are happy to employ students before and after graduation.

### RIGHTS AND RESPONSIBILITIES

American College conducts training courses to suit student needs, course types, and learning styles. The following student etiquette guidelines will help foster a healthy learning environment for all students.

#### Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

#### Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

American College regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. American College has policies and procedures in place for dealing with assessment malpractice.

- **Cheating** -  
All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion** -  
Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.
- **Plagiarism** -  
Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs. You must follow referencing guidelines if you take another person's idea and put it into your own words.

#### Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons.

Student attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research.

If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or American College administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

### **Punctuality**

As a courtesy to other learners and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

### **Behaviour**

Students are always expected to behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

### **Misconduct includes -**

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating American College property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

### **Respect for others**

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

American College always retains the right to remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

### **Breaks**

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary:

- **10 minutes** duration for - Morning
- **20 minutes** duration for - Lunch breaks

### **Change of Personal Details**

Students are required to ensure their personal details recorded with American College are up to date at all times. Should your circumstances or details change please update your record through contacting our student service officer.

### **Disciplinary Processes**

American College may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

### **Dress & Hygiene Requirements**

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must always be worn;
- Since you will be working in proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is requested.

### **Duty of Care**

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so American College can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

### **You have a duty to:**

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by American College in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of American College;
- Ensure that you are not affected by the consumption of drugs or alcohol.

### **Evaluation and Feedback**

American College values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

American College has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

### **Learner Support services**

American College understands that there may be times when personal issues may affect your ability to undertake your training. American College has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning.

**Mentoring & Guidance**

American College can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

**Learning Materials**

Students receive a copy of training and /or assessment materials as part of the course fee.

**Making the Most of your Training**

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

**Mobile Phones**

**All phones must be turned off** during training, as a courtesy to the Trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

**Security**

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. American College accepts no responsibility for any belongings which may be stolen or go missing.

## COURSE INFORMATION

### Assessment Information

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. Students are expected to participate actively in class discussions and activities, attend practicum and fulfil all course requirements. If students are unable to achieve competency at the first assessment in a unit, Trainers will work with students to identify areas of need and support students' efforts to achieve competency. Opportunities are provided for students to re-sit assessments.

### Assessment Methods

Three methods of assessment will be conducted for each competency. Some of the methods are but not limited to:

- *Observation*: where the student will be observed performing a series of tasks a number of times to determine their competency.
- *Verbal question and answers*: when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
- *Written assessment*: In this instance the student will be given the opportunity to demonstrate their competency through written reports etc.
- Other methods include case studies, projects, essays, report, role plays, simulated etc.

All assessment tasks must consider any language and literacy issues, or cultural issues related to the task.

Once competency is achieved for a unit candidate will be marked **C** for **Competent**; if not they will be marked **NYC** for **Not Yet Competent**. Students concerned about their results should refer to American College's Appeal Procedure and Resit Policy.

### Competency Based-Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student achieves the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by American College will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Training and Assessment (TAE16)

### Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

<b>Competency Based Assessment</b>	Assessment must take place within a competency-based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Assessment (TAE16).
<b>Valid</b>	Any assessment decision of American College is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> <li>• Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• Assessment of knowledge and skills is integrated with their practical application;</li> <li>• Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.</li> </ul>
<b>Reliable</b>	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
<b>Flexible</b>	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> <li>• Reflecting the learner's needs;</li> <li>• Assessing competencies held by the Learner no matter how or where they have been acquired; and</li> <li>• Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
<b>Fair</b>	The individual learner's needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by American College to take into account the individual learner's needs. American College informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary

### Assessment Criteria

Assessments should provide opportunity for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information sessions will be included with the introduction of each subject to advise students of the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment.

Staffs are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Re-assessment is available on appeal; see further details in the appeal process section.

Students should be aware of the assessment criteria used by the trainers at American College. Assessment requiring essay or report writing will be based on the following criteria:

- **Answering the Question**

Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

- **Referencing**

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.

- **Accuracy of Spelling, Grammar and Punctuation**

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

**All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Director and dealt with accordingly. Students should keep a copy of their assessments.**

#### Format

- Cover sheet
- Assignments to be word-processed\*
- Double spacing to be used
- Use correct format, i.e. essay or report format, appropriate headings
- Bibliography

*\*NB: exception allowed where students are unable to access appropriate equipment. Handwritten assignments must be neat and legible.*

#### Due Date Information

The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

#### Presentation of Assessments

- If you are mailing an assignment, it must be received by the due date. American College does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.



- Students are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, students may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Students must re-enrol in the course again, paying the full course fee of the day.

### Assessment results

Students have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to students as soon as is practical. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

### Reasonable adjustments

Students with disabilities are encouraged to discuss with American College any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the American College to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

### Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

### Assessment Re-sit Procedure

#### Stage 1: Student undertakes in-class assessment

- Students will be notified within 14 days of undertaking an assessment of their performance.
- If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical or no evidence is provided, no administrative fee will be charged for re-sitting the assessment.

#### Stage 2: Student deemed Not Competent in FIRST assessment

- Students who are deemed to be Not Competent are to be provided with information identifying the areas in which they failed to achieve competency.
- Students will then have the opportunity to repeat the assessment task within 7 days of notification.

#### Stage 3: Student deemed Not Competent in FIRST re-sit

- If the student is again deemed Not Competent, they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification; no fee will be required to be paid for the assessment.

#### Stage 4: Student deemed Not Competent in SECOND re-sit

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- American College will determine the time at which the unit will be available.
- The student will be liable to pay a fee if the unit is retaken.

### Certificates

Students must be assessed competent in all units of competency before being issued a qualification (Certificate / Diploma / Advanced Diploma for the course in which they are enrolled. Students will only be issued a qualification upon completion of their course. American College will issue each student a list of the units of competency at the end of each course.

On successful completion of your course, you will receive:

- *Full Qualification* - a Certificate and a Statement of Results
- *Partial Qualification* - a Statement of Attainment for units completed

Certificates will only be posted to students at their nominated postal address as shown in their student files. The onus is on the student to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

### Course Delivery

American College ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by American College meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

### Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

American College offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace –based, Recognition of Prior Learning (RPL) or a combination of these.

### Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the American College must abide.

American College makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. American College can assist in providing this additional development prior to completing your enrolment into vocational skills.

*Please Note: All the students are required to successfully complete LLN test (LLN Robot) at the time of enrolment.*

## Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Credit transfer (CT); and

All students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified Assessor without completing the training.

American College believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

American College always aims to maximise the recognition of a learner's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by American College may seek recognition.

## Recognition of Prior Learning (RPL)

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training
- work experience, and/or

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

## Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

American College is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see American College Recognition policy.

### **Credit transfer**

American College recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Credit Transfer. Credit transfer is applicable when a Statement of Attainment or qualification provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for Credit Transfer. With Credit Transfer students are not required to undertake learning in the unit/s again, the student is exempt.

### **Special Needs**

Students intending to enrol for training with the American College are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the Director any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Director, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

### **Trainer and Assessors**

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

### **Academic Course Progress**

American College has adopted the Course Monitoring Policy. Student course progress is regularly monitored and assessed at the end of each study period. Students are required to successfully complete various tests, assessments, examinations, projects and practical demonstrations.

The assessment tasks and dates are shared by Trainers at the commencement of their course. If academic performance is unsatisfactory, students will be counselled through a series of support and intervention strategies as set out in the course progress procedures. American College will support students wherever possible to help to achieve their best academic standard.

### Course Withdrawal and Deferrals

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing to the College Director. As a general rule, no refund will be payable after course has commenced, however, exceptions will be considered on a case-by-case basis. (*See refund policy*)

The student will be issued with a nationally recognised Statement of Attainment for any units in which the student has been assessed as competent as recognition of partial completion of the course.

A deferral may be awarded on an individual basis. Please contact the American College Director to discuss your circumstances. Deferral requests must be submitted in writing.

The Leave/Deferral/Withdrawal form can be accessed either on American College Website or you can request the American College administration office to provide a hard copy of the form.

The completed form can either be emailed to [admin@americancollege.edu.au](mailto:admin@americancollege.edu.au) or dropped in person to the American College administration office.

### Academic Misconduct and Plagiarism

The Training Manager will **deal** with any dishonest assessments/examinations.

Dishonest assessments/examinations include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before cancelling the assessment and the student will be marked NYC (Not Yet Competent).

Students involved in any of the above will be set a new examination/assessment and will be counselled by the Director. Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the Director.

### Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainer will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course

### Statement of Authorship

All homework assignments, projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged. Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources,

will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by a student's statement of authorship, which is included on American College's Assessment Validation Checklist at the completion of assessment for each unit.

## POLICIES

### Access and Equity

American College is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

American College abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within American College's scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Director.

Some examples of support offered include:

- Language and Literacy support of students who have difficulty with written or spoken English.
- Numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

### Course Progress Policy & Procedure

#### Purpose

The purpose of this policy is to ensure that American College systematically monitors students' course progress which includes recording, monitoring, assessing, counselling and reporting the course progress of each student.

#### Definitions

*Compassionate or Compelling circumstances*: is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- b) Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,
- d) A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports)

e) Inability to begin studying on the course commencement date due to delay in receiving a student visa.

f) Where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

### Policy

American College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

American College will assess each student's progress at the end of each study period. Each study period will equal one term which equates to *approximately 3 months of study. This may vary according to course requirements, duration and number of assessments to be completed the program*

*Note: 10-12 weeks is usually considered the minimum length of time in which it is reasonable for the provider to make an assessment of a student's course progress. For the purposes of this policy, the maximum length for a study period is three months. Where a provider does not divide courses into study periods, course progress must be monitored at least every three months.*

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

American College defines in the timetable the course requirements for each study period and can identify when a student has not passed 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

American College has and will implement an intervention strategy for any student who is not making satisfactory course progress. The intervention strategy is for students at risk who, at minimum, have failed or are not competent in 50 per cent or more of the units in a study period.

It must be made available to staff and students and must specify:

- i. procedures for contacting and counselling students;
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA and cancellation of his or her visa, depending on the outcome of any appeals process.

At the end of each study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined above and in the “Intervention Strategy Document” is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if a provider identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the provider is encouraged to implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second **consecutive study period** in a course, the provider **must notify** the student of its intention to report the student to DHA for unsatisfactory progress. The provider does this through the written notice described below.

The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the registered provider’s complaints and appeals process under Standard 10 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- i. provider’s failure to record or calculate a student’s marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student’s appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. 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 study period), the provider does not report the student, and there is no requirement for intervention.
- ii. 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 must be provided to the student through the provider’s intervention strategy, and the provider does not report the student. (See notes at the end of this document)

Where:

- i. the student has chosen not to access the complaints and appeals processes within the 20 working day period; or
- ii. the student withdraws from the process; or
- iii. the process is completed and results in a decision supporting the registered provider (ie. the student’s appeal was unsuccessful);

American College must notify the Secretary of DET through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

#### **Related Policies and Procedures:**

- Early Intervention Strategy

#### **Procedures**



**Procedure for assessing satisfactory course progress and determining the point at which the student has failed to meet satisfactory course progress**

To ensure fairness, equity and maintain an open process, American College will use the following process for determining the point at which the student has failed to meet satisfactory course progress

1. The Trainer and Assessors will assess and monitor the course progress of students by:
  - reviewing attendance records
  - reviewing class participation
  - evaluating assessments
  - checking overall competency
2. All Trainers are required to record and access the progress of each student at the end of each semester to identify students at risk of progressing.
3. If the Trainer identifies a learner at risk of not meeting their course progress requirements they will implement the appropriate Early Intervention Strategy.

**Procedure for implementing intervention strategy for students at risk of failing to achieve satisfactory course progress**

If a student is identified as being at risk of not completing the course in time or failing to meet the required 50% completion rate in a study period, the following process should be followed.

1. The Trainer will contact the student by way of letter or email requesting a meeting with the Director, do develop strategies to ensure the student maintains satisfactory course progress.  
  
(Staff to use the following document to contact student and place similar wording into an email - *Letter to Student - Early Intervention.doc*)
2. All staff to follow "Early Intervention Strategy"

**Procedure for notifying students of unsatisfactory progress in two consecutive study periods**

If a student is identified as failing to meet the required 50% completion rate in two consecutive study periods, the following process should be followed.

1. The Trainer drafts a letter using the template (Letter to Student - Intent to Report.doc)
2. The Director will review the letter before authorising it to be sent using registered post to the student.
3. The Trainer or Customer Service Manager will post the letter to the current address on file.

**Copy of all correspondence must be put on student file for future reference**

4. The Trainer or Customer Service Manager will contact the Student within 4 working days of sending the letter, either by phone and / or email, to ensure they have received the letter.

5. The Trainer or Customer Service Manager will note and set a reminder in a calendar when 20 working days has lapsed and check if an Appeal has been lodged.
6. If no appeal has been lodged, they will proceed to report the breach on PRISMS.
7. If an appeal has been lodged, the appeals process will begin.

#### Procedure Reporting Students for Unsatisfactory Progress by Notifying DHA of Visa Breach

The following process should be followed when reporting a student for breach of their visa requirements relating to unsatisfactory course progress.

Refer to the “PRISMS – Provide User Guide” to assist in the following process

1. If appeal lodged, wait until appeal is heard and finalised before progressing. Once finalised and the intent to report is to proceed continue.
2. If no appeal lodged or it is finalised, Trainer advises the Director of intent to advise breach on PRISMS.
3. The Director checks all the facts and documentation related to the case and if everything is in order, authorises Campus Manager to report the student under course progress via PRISMS.

#### Extension to an expected course duration

- Extensions to the course duration specified on the COE are only allowed where:
  - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
  - An approved deferral or suspension of studies has been granted in accordance with American College’s *Deferral, Suspension and Cancellation Policy and Procedures*. Compassionate or compelling circumstances apply, (suitable evidence must be provided), which may include but is not limited to:
    - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
    - bereavement of close family members such as parents or grandparents;
    - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; <sup>[LTTT]</sup><sub>[SEPPSEP]</sub>
    - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists’ reports); or
    - where American College is unable to offer a pre-requisite unit.
    - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department of Education and Training (DET) via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, American College will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

**Note:**

- *Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive study periods, and the student has not made a successful appeal against this assessment.*
- *If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the provider does not report the student for unsatisfactory course progress.*
- *When a student is reported for unsatisfactory course progress, DHA will, in all but exceptional circumstances, cancel the student's visa. DHA will rely on the provider's report of unsatisfactory course progress, as the report cannot be made until the provider has completed the complaints and appeals process. If a student is dissatisfied with the provision of a complaints and appeals process, the student may lodge a complaint with DET.*
- *Section 19(2) of the ESOS Act 2000 requires providers to report the student for unsatisfactory course progress 'as soon as practicable' after the breach occurs. Good practice would be to report the student through PRISMS within 31 days of finalising the decision to report.*

**Standard 8**

Overseas student visa requirements

Monitoring overseas student progress, attendance and course duration

- 8.1 The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
- 8.2 The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
- 8.3 The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's COE.
- 8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting

those requirements.

- 8.5** The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

#### Vocational education and training (VET): course progress and attendance requirements

- 8.6** The registered provider of a VET course as defined in the NVETR Act must have and implement a documented policy and process for assessing course progress that includes:
- 8.6.1** requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct
  - 8.6.2** processes for recording and assessing course progress requirements
  - 8.6.3** processes to identify overseas students at risk of unsatisfactory course progress
  - 8.6.4** details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress
  - 8.6.5** processes for determining the point at which the overseas student has failed to meet satisfactory course progress.
- 8.7** The registered provider must have and implement a documented policy and process for monitoring the attendance of overseas students if the requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of the provider's registration by an ESOS agency.
- 8.8** If an ESOS agency requires a VET provider to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.
- 8.9** If an ESOS agency requires a VET provider to monitor overseas student attendance, the registered provider must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:
- 8.9.1** the method for working out minimum attendance under this standard
  - 8.9.2** processes for recording course attendance
  - 8.9.3** details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent
  - 8.9.4** processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

#### Reporting unsatisfactory course progress or unsatisfactory course attendance

- 8.10** Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give

the overseas student a written notice as soon as practicable which:

- 8.10.1 notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
  - 8.10.2 informs the overseas student of the reasons for the intention to report
  - 8.10.3 advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- 8.11 The registered provider must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
- 8.11.1 the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
  - 8.11.2 the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
  - 8.11.3 the overseas student has chosen not to access the external complaints and appeals process, or
  - 8.11.4 the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- 8.12 The registered provider may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and:
- 8.12.1 for VET courses, the student is maintaining satisfactory course progress

#### Allowable extensions of course duration

- 8.13 The registered provider must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:
- 8.13.1 there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or
  - 8.13.2 the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
  - 8.13.3 an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).
- 8.14 If the registered provider extends the duration of the student's enrolment, the provider must advise the student to contact Immigration to seek advice on any

potential impacts on their visa, including the need to obtain a new visa.

#### Modes of delivery

Note: Online learning is study where the teacher and overseas student primarily communicate through digital media, technology-based tools and IT networks and does not require the overseas student to attend scheduled classes or maintain contact hours. For the purposes of the ESOS framework, online learning does not include the provision of online lectures, tuition or other resources that supplement scheduled classes or contact hours. Distance learning is any learning that an overseas student undertakes off campus and does not require an overseas student on a student visa to physically attend regular tuition for the course on campus at the provider's registered location.

- 8.15** A registered provider must not deliver a course exclusively by online or distance learning to an overseas student.
- 8.16** A registered provider must not deliver more than one-third of the units (or equivalent) of a higher education or VET course by online or distance learning to an overseas student.
- 8.17** A registered provider must ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
- 8.18** The registered provider must take all reasonable steps to support overseas students who may be disadvantaged by:
- 8.18.1** additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning
  - 8.18.2** inability to access the resources and community offered by the education institution, or opportunities for engaging with other overseas students while undertaking online or distance learning.

### Complaints and Appeals Policy & Procedure

This policy will be given to students before a contract is entered into or before an amount of money has been paid, whichever happens first.

Written records of all complaints including the outcomes and appeals will be kept in detail on student files and provided to the student.

All Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution as soon as practicable.

American College will, in the first instance, always endeavour to resolve complaints/disputes informally. Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

American College is committed to dealing with complaints/disputes in a fair and timely manner.

- Where possible the complaint will be dealt by the Campus Manager and/or the Director.
- Students and/or College staff may be accompanied and assisted by a support person at any relevant meeting.
- Each Complainant or Appellant is given the opportunity to formally represent his or her case as minimal or no cost to him or herself.
- The formal complaints process will commence within 10 working days of the College's receipt of a written complaint or appeal and supporting information.
- American College will take all reasonable steps to finalise the process within 21 days from commencement or as soon as practicable. A written response, advising of the outcome will be provided.
- The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome.
- If a student chooses to access American College's complaints and appeals processes, American College must maintain the student's enrolment while the complaints and appeals process is ongoing.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, American College must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.
- If the student is not satisfied with the result or conduct of the College's internal complaints handling and appeals process, American College will assist the student to access independent mediation at minimal or no cost to resolve the dispute. This advice will be given to the student within 10 working days of the completion of the internal complaints handling and appeals process.
- Nothing in the College's Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.
- If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the college must advise the student of his or her right to access the external appeals process at minimal or no cost.
- Students can contact the Overseas Student Ombudsman directly.
- American College may or may not be required to continue to offer learning opportunities throughout the complaints or appeals process. The college may decide to exclude a student from
  - Attending classes but continue to provide work to complete outside of the classroom environment. The College acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favor.
- Any substantiated complaint will be acted upon. All complaints and appeals will be recorded in detail including the outcome of each stage.
- A complaint can be forwarded directly to the staff member.
- American College will not report a student for unsatisfactory progress until the student has had the opportunity to access our internal and external complaints and appeals process.
- American College will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.
- For appeals on American College decision to defer, suspend or cancel a student's enrolment, the College only needs to wait until the internal complaints/appeals process is completed (if in favor of the College) to notify DET/DHA via PRISMS.

#### ACADEMIC COMPLAINTS / APPEALS

- Complaints/appeals against **academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.**
- Assessment will be reviewed having due regard to submissions made by the participant.
- An independent facilitator/trainer will be assigned to assess the complaint.

### Suspension/Cancellation of Enrolment

- Where the appeal relates to the College's decision to defer/suspend or cancel a student's enrolment for misbehaviour/breach of College rules, the College will only await the outcome of the **internal appeals** process if it supports the College before notifying DET and DHA through PRISMS of the change to the student's enrolment.
- If the outcome of the internal or external appeals process results in a decision favouring the student, the College will immediately implement any corrective action, decision or measures required and advise the student of the outcome.

### EXTERNAL COMPLAINTS AND APPEALS

The College will only await the outcome of external appeals process before reporting/taking action against the student for course progress or attendance.

Where the appeal relates to the College's decision to defer/suspend or cancel a student's enrolment for misbehaviour /breach of College rules, the College will only expect the outcome of the **internal appeals** process if it supports the College before notifying DET and DHA through PRISMS of the change to the student's enrolment.

Independent mediation is available through the Queensland Government.

<https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/mediation>

Phone: 13 74 68

#### Brisbane QGSC

Upper Plaza, 33 Charlotte Street  
Brisbane Qld, 4000

For details of centres located around Queensland -

<https://www.qld.gov.au/about/contact-government/contacts/government-service-offices>

If mediation is sought, the mediator is required to report the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the college receives the report of the outcomes from independent mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the grievance.

### OVERSEAS STUDENTS OMBUDSMAN

The Ombudsman provides an external complaint and appeals process for overseas students of private education providers.

*If you wish to lodge an external appeal or complain about a decision made by the college, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website*



<http://www.oso.gov.au> or phone 1300 362 072 for more information. Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

### COMMONWEALTH RTO AND CRICOS REGULATOR

If the student is concerned about the actions of the provider they may approach the Australian Skills Quality Authority (ASQA), the Registration Authority for CRICOS RTOs. The Australian Skills Quality Authority (ASQA) has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. To lodge a complaint with ASQA visit <http://www.asqa.gov.au/complaints/make-a-complaint---overseas-students/make-a-complaint---overseas-students-1.html>

#### National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Email:** [ntch@education.gov.au](mailto:ntch@education.gov.au)

### COMMONWEALTH ESOS REGULATOR

Department of Education and Training (DET) through the ESOS helpline PHONE: 1300 615 262  
<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

The student may send through a complaint at any point, including after he or she has exhausted the provider's internal appeals process and the external appeals process. DET will only intervene where American College appeals process was not conducted correctly or if American College did not make the appeals process available to the student. DET will only look at whether the appeals process met the requirements of the National Code. The DET role is not to judge whether the outcome was right or wrong.

### COMPLAINTS PROCEDURE

All students will be given the opportunity to present their case. The student should undertake the following steps:

1. In the first instance, an informal approach is encouraged to be made to the person with whom the student has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If not satisfied or unable to undertake Step 1, the student is then to lodge the complaint in writing for investigation.
3. Students lodging a complaint will be provided with a copy of the *Complaints and Appeals policy* outlining all their rights and responsibilities with a 'Complaints / Appeals form'.
4. All complaints must be recorded.
5. Camus Manager will review the complaint and endeavour to have the matter resolved.
6. An investigation **must be** commenced within 10 working days of written/formal lodgement.
7. The student (and support person if required) will be invited to attend a meeting to discuss / formally present the complaint/appeal at no cost to them.

8. The investigating officer must provide a written outcome of the complaint/investigation to the complainant and to the Director within 21 days of written receipt wherever possible or as soon as practicable.
9. The written outcome is to include that if the student is not satisfied with the outcome, of their rights to access independent mediation at minimal or no cost to resolve the dispute.
10. Students who are not satisfied with the process/decision may contact the Overseas Students Ombudsman or other Regulator as outlined in our policy for assistance.
11. American College will only maintain the student's enrolment while a complaints/appeals process is ongoing as outlined in the policy.
12. American College will not report a student for unsatisfactory progress or attendance until the student has been allowed to access external complaints and appeals process.
13. Full details of all complaints/appeals, outcomes and any corrective/preventative action are to be kept on the student file.
14. A signed copy (signed by student and investigating officer) of the conclusions/outcome of the complaint/appeal provided to the student is also to be kept on the student file.
15. If the internal or external complaint or appeal process results in a decision that supports the student, American College will immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.
16. Written records of all complaints and appeals will be kept in detail at each stage (including corrective and preventative action, reasons and outcomes) on student files and provided to the student.
17. Standard 10 of the National Code must be adhered to at all times.
18. If for whatever reasons it takes more than to 60 days to resolve the complaint, student will be notified in writing.

## Attendance Monitoring Policy and Procedure

International Institute of Management Pty Ltd t/a American College policy is students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours must be maintained to avoid being reported to the Department of Home Affairs (DHA).

The College believes good attendance is important in order to achieve the desired educational outcomes. American College will monitor your attendance regularly.

Maintaining satisfactory attendance is a student visa requirement.

Students must contact the College every time they will be absent *prior to the regular class time*, via email, phone or SMS to a member of staff.

Students who do not advise the College of absences will be contacted/counselled by a Student Support Officer or another staff member.

Regular class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine / bona fide student.

American College will *at the minimum* contact and counsel students who are at risk of not attending for at least 80 per cent of the scheduled course contact hours.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file.

Student attendance is monitored twice daily by trainers. Students must sign a roll at the beginning and end of each day. Student absences are tracked and monitored each week.

All absences due to illness should be accompanied by a medical certificate.

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Trainer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- Trainer will counsel student on the importance of notifying the College when absent.

**Once a student's attendance drops below the defined levels and there is no possibility of the student reaching that level by the end of the study period the formal process will begin.**

### Students excluded from class for misbehaviour

American College will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

Also refer Standard 9 Deferring, suspending or cancelling the overseas student's enrolment Policy and Procedure.

### WARNING 1

**90% Attendance**

Students whose attendance falls to **90%** or less will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with the Student Support Officer.

**WARNING 2****85% Attendance**

Students whose attendance fall to **85%** will be contacted by letter/email and/ or SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Student Support Officer ASAP for assistance/advice. Students may take along a support person.

**Intention to Report (Less than 80% Attendance)**

As soon as the College is aware a student will not achieve 80% attendance, the College will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access the College's complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.

*NOTE: American College will await the outcome of our internal and external appeals process before reporting a student for unsatisfactory attendance (if found in favour of the College).*

If a student chooses NOT to access the complaints and appeals processes within the 20-working day period, withdraws from the process or the process is completed, and the decision is in support of American College, the College will notify the Secretary of DET via PRISMS that the student is not achieving satisfactory attendance **as soon as practicable (within 5 working days)**.

The College *may* decide not to report a student for 80% attendance where the College feels the student is a genuine student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours *and* maintaining satisfactory academic performance, where the College is satisfied they are a genuine/bona fide student and where they provide:

- documentary evidence demonstrating compassionate or compelling circumstances for their absences e.g., medical illness supported by a medical certificate, **AND**
- attendance has not fallen below 70%, **AND**
- academic progress is satisfactory.

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the Director will assess whether a temporary suspension of studies is in the best interest of the student. Refer *Deferment, Suspension and Cancellation Policy*.

*'Medical certificate' means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. American College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.*

*'Satisfactory course attendance' means attendance of at least 80% of scheduled course contact hours for the study period.*

*'Attendance will be monitored every 26 weeks'*

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; and*
  - witnessing or being the victim of a serious crime, and*
  - this has impacted on the student (these cases should be supported by police or psychologists' reports) or where the College was unable to offer a pre-requisite unit.*
  - Any other circumstance would require evidence to be considered as compassionate or compelling.*

If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, American will notify DHA via PRISMS of termination of the student's studies within 14 days of the event via a Student Course Variation. The College in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund unless at the discretion of the Director.

#### PROCEDURE

- Trainers are to mark the roll a twice of once per day. Students must sign in and out on the roll will be countersigned by the Trainer as correct.
- Student Support Officer or delegated staff member is to SMS/ring or email all students who do not notify the College of their absence before close of business on the day of absence.
- Student Support Officer/Campus Manager will analyse student absences a minimum of weekly and take action as per below for students 'at risk'.

*\* All absences due to illness should be accompanied by a medical certificate. Student Support Officer is to follow up on medical certificates. However, these are still counted as absent on the roll.*

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- If still unable to contact student or agent the next of kin will be contacted.
- Student Support Officer will counsel student on the importance of notifying the College when absent.
- If contact cannot be made the Student Support Officer will discuss with Director and the relevant authorities will be notified (eg police, DHA)

#### WARNING/ PREVENTATIVE ACTION PROVIDED TO STUDENTS:

**Once a student's attendance drops below the defined levels below and there is no possibility of the student reaching that level by the end of the study period the formal process must begin.**

##### **90% Attendance warning**

- Letter/email and SMS (if available) sent to alert student their attendance is at risk.
- Students will be advised to discuss the matter with the Student Support Officer.
- Student Support Officer will counsel/assist student to rectify the issue.

- All documentation/notes to be kept on student file.

#### **85% Attendance**

- Students whose attendance falls to **85% or below** will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DHA and they **must** make an appointment with the Student Support Officer ASAP for assistance/advice.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file

#### **Intention to Report (80% Attendance)**

- As soon as American College is aware a student will not achieve 80% attendance, the College will send the student an 'Intention to Report letter' which shall inform the student that they have **20 working days** in which to access the College's **complaints and appeals process**. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.
- Students may wish to request an interview with the Director.

#### *REFER - COMPLAINTS AND APPEALS POLICY*

- If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of the College, the College will notify DHA via PRISMS that the student is not achieving satisfactory course progress **as soon as practicable (BUT within 5 working days)**.
- Student is reported via PRISMS should the complaint/appeal not be substantiated (found in favour of the College).
- American College *may* decide not to report a student for 80% attendance where the College feels the student is a genuine / bona fide student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours *and* maintaining satisfactory academic performance. However, the College will issue a warning letter with counselling and support as outlined at 85%. In this instance once the student's attendance has fallen below 70 per cent, the College **must issue a notice of intention to report** the student for unsatisfactory attendance, informing the student of his/her right to appeal.
- Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the Director will assess whether a 'suspension of studies' is in the best interest of the student. *Refer Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy and Procedure*
- All evidence including action taken eg counselling student, **MUST** be retained on the student file.

National Code Standard 8 must be adhered to at all times.

Standard 8: Overseas student visa requirements

## **Deferral, Suspension and Cancellation Policy**

### **Purpose**

To provide a documented process for assessing, approving and recording a deferment of the commencement of study or the suspension/cancellation of study for the overseas student, including keeping documentary evidence on the student's file of the assessment of the application. (9.1)

### Scope

This policy applies to American College and all overseas students and enrolling overseas students.

American College may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances, as defined below.

### Definitions

**Deferral:** means to delay the commencement of a course.

**Suspension:** means to temporarily delay the enrolment once the course has commenced.

**Cancellation:** means the cessation of an enrolment on a course.

**Withdrawal:** Means a student that wishes to withdraw from a commenced course

**Compassionate or Compelling circumstances:** is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- b) Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,
- d) A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports)
- e) Inability to begin studying on the course commencement date due to delay in receiving a Student VISA
- f) Where American College is unable to offer a pre-requisite unit
- g) Marriage of the student or sibling
- h) Unable to pay the fee as per the student agreement

Student Misconduct: also, misbehaviour, is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times.

## Policy Statement

### Acceptable reasons for suspension or cancellation

- In accordance with the National Code 2018, American College can defer or temporarily suspend a student's enrolment on the grounds of: (9.2)
- Compassionate or compelling circumstances,
- In addition, American College can suspend or cancel a student's enrolment including, but not limited to, the following factors:
  - Student misconduct (9.3.1)
  - Failure to comply with the Offer of Terms as outlined in the Letter of Offer and Acceptance (Written Agreement) for Course Progress or attendance, and any formal warning issued by American College against these processes, which are in accordance with Standard 8 (Overseas student visa requirements) (9.3.3)
  - The non-payment of fees in accordance with the Offer of Terms as outlined in the Letter of Offer and Acceptance (Written Agreement) and Payment Schedule (9.3.2)
  - The suspension or cancellation of the overseas student's enrolment for these reasons may not take effect until the internal appeals process is completed, unless the health or wellbeing of the overseas student or the wellbeing of others, is likely to be at risk (9.6)

### Deferral

Applications for deferral of the commencement of the course must be made by completing an "Application for Leave / Deferment/ Suspension Form (LDS)" with any additional evidence and submitting it to American College Admissions Staff prior to the course commencing.

- a) The LDS Form can be submitted via Email, Mail or in Person.

Once American College has processed the deferral request, the student will receive a written correspondence of the outcome.

- a) An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new training plan.
- b) American College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

### Suspension

Applications for suspension of enrolment must be made by completing a LDS Form with any additional evidence and submitting it to American College International Student Support Officer.

- a) Applications must be received at least 10 working days prior to the requested suspension date.
- b) Applications received less than 10 working days prior to the requested suspension date will not be processed.
- c) In the event of an emergency situation requiring suspension, the submission timeline of 10 working days may be waived by the American College.

Once American College has processed the suspension request, the student will receive a written correspondence of the outcome.

- a) American College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

### Cancellation

Applications for cancellation of enrolment must be made by completing a LDS Form with any additional evidence and submitting it to American College International Student Support Officer.

- a) The LDS Form can be submitted via Email, Mail or in Person
- b) The International Student Support Officer will then check all information is attached and send the cancellation request to the Campus Manager for review against Policy & Procedures.



- c) The Campus Manager will process the request via PRISMS.

Once American College has processed the cancellation request, the student will receive a written correspondence of the outcome from Customer Service Manager.

- a) If the request is granted, the student will receive a Letter of Release. Once the cancellation has been processed, American College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.
- b) If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

### **Withdrawal**

Applications for Withdrawal from a course must be made by completing an Application for Leave/Deferment/ Suspension form (LDS) Form with any additional evidence and submitting it to American College International Student Support Officer.

- Any withdrawal must be done formally with evidence of why the student is withdrawing
- American College has the right to refuse a withdrawal where a student has not completed six (6) months of their principal course
- American College has the right to refuse a withdrawal on the grounds that the student has outstanding fees or if the student is in the debt recovery process as 'unresolved'
- Any refund application will be processed in accordance with the refund policy
- Certification of any description will only be processed after all outstanding fees are paid
- Certification will be issued within 30 calendar days of these conditions being met
- All documentation will be recorded in the student file
- In this instance the reasons must be documented and recorded to justify this decision
- Should the student wish to withdraw and return to their home country, the student must advise Department of Home Affairs to cancel their student visa

### **Prior to suspension or cancellation**

In any given situation that leads to a deferment, suspension or cancellation of studies, instigated by American College, prior to imposing a suspension/cancellation:

- Formal written notification will be provided to the student of the intent and reasons for suspension/cancellation (9.4.1)
- Inform the parent(s)/legal custodian(s) of the student if the student is younger than 18 years of age
- The student will be informed of their right to appeal this decision, as well as the timeframe and process for doing so (9.4.2)
- The student shall have 20 working days to access American College 's Internal Complaints and Appeals process in accordance with Standard 10 (Complaints and appeals)

### **Complaints and Appeals Process**

The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

- In the case of students under the age of 18, a copy of the formal notification will be forwarded to the Parent or Legal Guardian and a resolution formulated
- At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, American College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

### **Deferral, suspension or cancellation advising and reporting obligations**

In the instance of deferral, suspension or cancellation action going ahead American College will inform the overseas student regarding the need to immediately contact Immigration for advice on the potential impact to the student's visa. (9.5.1)

American College will report the change to the overseas student's enrolment as per section 19 of the ESOS Act. (9.5.2)

\*American College will not suspend student's studies up to 14 days, if the student's leave was approved for offshore and will not record a variation on PRISMS. Student's learning plan will be adjusted accordingly to meet the course requirements.

#### **Guidelines and Implications of Suspension or Cancellation**

Should a student enrolment be temporarily suspended for a period of 14 days or longer, the student must return home, unless special circumstances exist.

Students are to be made aware that:

- Students can only temporarily suspend enrolment for a maximum period of six months based on compelling and compassionate grounds,
- Deferral, Suspension or Cancellation of enrolment may affect the student's VISA,
- If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by Department of Home Affairs

#### **Provider initiated suspension or cancellation**

- American College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
  - misbehaviour by the student (including plagiarism, collusion and cheating)
  - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
  - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in American College's *Course Progress Policy and Procedures*.
- Standards of behavior required are outlined in the International Student Handbook.
- Where American College suspends or cancels a student's enrolment, before imposing a suspension or cancellation American College will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

#### **Provider-initiated suspension or cancellation of enrolment**

Procedure	Responsibility
<p><b>A. Suspend student</b></p> <ul style="list-style-type: none"> <li>• Inform student in writing that they are temporarily suspended because of misbehaviour and that they will need to continue to attend classes except where behaviour is considered to be such that the student needs to complete work outside of the class.</li> </ul>	<p>Campus Manager</p>

Procedure	Responsibility
<ul style="list-style-type: none"> <li>Notify DET within 14 days of the suspension via a course variation in PRISMS of the suspension as per the instructions in the PRISMS user guide.</li> <li>Investigate student misbehaviour that led to suspension decision.</li> </ul>	
<p><b>B. Decide on action and implement decision</b></p> <ul style="list-style-type: none"> <li>Arrive at an appropriate decision e.g. issue a warning, charge for any damage caused, request a formal apology or suspend or cancel studies.</li> <li>Where the decision is to cancel the student's enrolment, provide the student with a <i>Notice of Intention to Cancel Enrolment Letter</i> informing them of their right to access the <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>Where the student accesses the Complaints and Appeals process and the decision following the internal appeals process is to cancel the student's enrolment, DET should be informed via PRISMS.</li> </ul>	Campus Manager

### Responsibilities

Role within RTO	Area of responsibility
Director	Approval Authority
Director/ Campus Manager	Development/Review
Director/ Campus Manager	Monitoring and Evaluation
Director/ Campus Manager	Compliance
Director	Implementation

All documentation relating to deferment, temporary suspension or cancellation of studies will be held in the student's file and managed by International Student Support Officers.

In addition, any discussions with the student and relevant staff members relating to the deferment, temporary suspension or cancellation of studies will be recorded and placed as minutes in the student's file as well as being noted in the Student Management System.

### Related Legislation and Regulations

- \* The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 9
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000
- Australian Qualification Framework (AQF) and its Policies

### Completion of Studies in the Expected Duration of the Confirmation of Enrolment

International Institute of Management Pty Ltd t/a American College staff will constantly monitor student assessments and workloads and record any changes /variations on the student file.

International Institute of Management Pty Ltd t/a American College will monitor every student's enrolment load a minimum of once per study period (per term / 3 months) to ensure students can complete the course in the duration as per the Confirmation of Enrolment (COE).

A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy, Refer to *Course Progress Policy and Procedure*.

Trainers will discuss any concerns with students and offer assistance as situations arise to help prevent students falling behind in their course progress. Trainers will constantly monitor the progress of students and report any concerns to the Director as soon as identified.

Any student that fails a unit of competency in their course may be considered 'at risk' to not complete the course in the expected duration and intervention strategies can be commenced at any point, at the discretion of the Director.

As part of an intervention strategy, students may take a normal, reduced or increased study load in a study period, if the workload is monitored to ensure the student completes the course within the duration specified on the CoE, and, that it does not have a detrimental effect on the principal course of study.

The expected course duration for overseas students should not differ from the expected duration for domestic students.

American College will only extend the duration of a COE -

- Under **compassionate or compelling circumstances**, when it is clear the student will not be able to complete by the end date of the COE.
- where intervention strategies have been implemented for students at risk of not completing satisfactory course progress
- where there is an approved deferment or suspension of study

Student progress is assessed and recorded at the minimum on completion of each unit of competency / or once each study period.

Any intervention required is acted upon and discussed with students as needed.

Students are encouraged to increase their workloads to 'catch up' on any missed units. The College is open 5 days per week to further assist students.

*Compassionate or compelling circumstances may be deemed as serious illness; bereavement of a closely related family member (evidence will be required); natural disasters; traumatic experience or political upheaval in home county.*

Should students refuse to maintain an agreed/approved workload; the student will be firstly counselled and then warned of impending visa implications.

If there are compelling or compassionate reasons, American College may grant the student a less than 'full time' workload. This would be monitored as part of the student's intervention strategy.

American College will issue a new COE should the student need to extend the duration of their course.

A student who deliberately under-enrols (therefore deemed as a non-genuine student) may represent a risk for American College's compliance of Standard 8. This could result in a cancellation of the student's enrolment as per '*Student Code of Conduct*'.

In this instance American College would implement one of two options -

- Cancel the student's enrolment when the student refuses to enrol in an appropriate load; *or*
- Document the student's behaviour and, if the student requests an extension of duration of study, refuse to extend the CoE.

Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented.

Intervention Strategies could include:

- attending academic skills programs
- attending tutorial or study groups
- receiving individual assistance / mentoring
- attending study groups
- attending counselling
- receiving assistance with personal issues which are influencing progress
- being placed in a suitable alternative subject within a course or a suitable alternative course; *or*
- a combination of the above and a reduction/increase in course load.

#### *Definitions:*

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

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

*And this has impacted on the student (these cases should be supported by police or psychologists' reports) or where American College was unable to offer a pre-requisite unit. Any other circumstance would require evidence to be considered as compassionate or compelling.*

**NOTE:** A student is expected to complete their course within the duration of their COE **unless** compassionate and compelling circumstances are approved where the student was unable to attend classes e.g. due to illness or American College was unable to offer a pre-requisite unit; the student is under an intervention strategy identified as at risk of not meeting course progress or the student has an

approved deferment or suspension of studies granted refer *Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure*, Standard 9.

## PROCEDURE

The progress of each student is monitored, recorded and assessed for each unit of competency in which they are enrolled.

Student progress must be monitored to ensure they are on track to complete within the duration of their COE. This is recorded by the trainers and relevant notes etc kept on student files.

The Campus Manager will monitor PRISMS a minimum of monthly to ensure CoEs are issued no longer than the approved duration as registered on CRICOS via the *Course Duration Comparison Report*.

**Any change to the course's approved delivery mode, must first be sought by the regulator before implementation.**

American College teaching staff will monitor every student's enrolment load a minimum of once per study period and on completion of each unit of competency to ensure students can complete the course in the duration as per the Confirmation of Enrolment (COE) and add notes/records to the student file.

After all results are available, Trainers must request to the Campus Manager to authorize the addition of units that have been failed in the previous term to be added to the student's current term timetable to enable the student to complete units within the expected duration and fulfil pre-requisite requirements. Every case is to be assessed individually. Support /intervention would be offered to the student at this time.

American College will only extend the duration of a COE -

- Under **compassionate or compelling circumstances**, when it is clear the student will not be able to complete by the end date of the COE.
- where intervention strategies have been implemented for students at risk of not completing satisfactory course progress
- as approved deferment or suspension of study

Staff are to firstly encourage students to increase their workloads to 'catch up' on any missed units. The College is open 5 days per week to further assist students. Trainers must consult with the Campus Manager before increasing or decreasing student workloads.

Where American College decides to extend the duration of the student's study due to any of the conditions above, American College will report via PRISMS and/or issue a new CoE if required. PRISMS will indicate to the user if a new CoE is required. This reporting must be done within 31 days of the determination that the student will need to change/extend the duration of their COE.

### CoE changes performed by Admission staff

- When the student is required to repeat units in a study period, Admissions staff will be notified by the Campus Manager in writing, whether a change to the student COE and/or an update in PRISMS is required.
- Any record of variations to student enrolment must be kept on the student's file and updated in PRISMS as applicable.

A student who deliberately under-perform may represent a risk for American College's compliance of Standard 8 (*refer Student Code of Conduct*). In this instance American College would implement one of two options -

- Cancel the student's enrolment when the student is unable to enrol in an appropriate load as outlined in American College's *Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure, Standard 9 and stated on the written agreement Std 2 & 3*.

Or

- Document the student's behaviour and, if the student requests an extension of duration of study, refuse to extend the CoE as outlined in American College's *Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure, Standard 9*

American College must inform the student of its intention to cancel the student's enrolment and notify the student that he or she has 20 working days to access the Complaints and Appeals process.

If the second option is chosen American College must make the reasons for not granting a further CoE clear to the student.

Regardless of the option chosen, American College must be able to demonstrate that it has monitored the student's course progress and taken action to keep the student on track to finish within the duration.

*Course duration comparison reports* (PRISMS) are monitored by the Campus Manager a minimum of monthly to ensure COEs are not generated over the allowed durations. All entries on the report must be investigated/noted/corrected as applicable.

### **Student Enrolment**

To enrol in a training program simply do so via our website or contact the Administration Office on (07) 3391 7599 and we will send out an enrolment form and the information flyer about the course. Simply complete an Enrolment form and send to us, either by email or post. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment an interview will be scheduled. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test to determine your learning needs
- Confirm the date of the mandatory orientation session

### **Enrolment Confirmation**

All students receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

### **Student Induction**

Induction for all new students includes the provision of this manual. All students must complete and return the *Induction Checklist*, which can be found in *Appendix 1*.

### **Student Records**

American College has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

American College maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a back-up system and are protected from unauthorised access by password controls. Only those American College personnel who need to have access to your file for training and assessment purposes can access it. No other person/student can and will have access to your personal student file without your prior written permission.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis. Further computer system protection is provided by the firewall software which monitors and protects American College's computer systems from unauthorised access from the internet.

Definitions:

Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- student enrolment data,
- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, course progress),
- documentation / records of complaints, appeals,
- Recognition of Prior Learning (RPL/RCC) process documents (application and results).

We are committed to maintaining and safeguarding the confidentiality and privacy of all of American College's individual student's information. American College will document and implement procedures to assure the integrity, accuracy and currency of all student records.

Student results will be archived for a period of not less than 30 years.

Individual student assessment will be stored for a period of six months from the date on which the judgement of competence for the student was made.

Training records other than student results and student assessment tools will be collected and stored for a period of seven years unless otherwise required.

### **Student Training Records Procedure**

- Each individual student will have a personal file for storage of training records.
- Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).
- All Trainers/assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of the American College.

As a student, you should be aware that our lecturing staff is required to:



- Supply in a timely manner accurate records of student's academic performance for each unit of the course which the Trainer delivers and/or assesses.
- Supply in a timely manner as per American College's procedures accurate course progress records of student(s) for each session they deliver.
- Refrain from engaging in or permitting any practices that could result in false course progress records.
- Sign and verify course progress records for each and every session which they deliver or supervise.
- If Trainer is aware that a student has been absent for more than five consecutive days, the Trainer is required to notify management.
- Assist in ensuring that students are not allowed to repeat any unit more than once.

### Access to Student Training Records

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records,
- Individuals authorising releases of specific information to third parties in writing,
- American College staff who require this information as part of their job role,
- officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations and User Choice,
- Legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

Students wishing to access their records may do so by presenting photo ID to Administration Department.

### Course Fees

American College has developed a fair and equitable process for determining course fees, refunds and payment options.

#### Flexible payment options

American College accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard, Direct Deposit.

Course fees are payable in advance and enrolments are considered tentative until payment is received.

### Cancellation & Transfers

#### Enrolment cancellation / withdrawal / deferral / amendment

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

#### Student Transfers

- a) **Transfer to another "Course date"** – Students can transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another "Course"** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.

### RTO Cancellation of courses

American College reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. American College has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by American College.

### Equal Opportunity

American College is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

### Rights and Responsibilities

American College has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

American College is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. American College is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

American College will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the campus Director should be contacted.

As a student of American College, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

### Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

## **Harassment, Vilification and Bullying**

All employees, contractors and students have an equal opportunity to work and study. American College will not tolerate behaviour, which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students.

### ***Harassment***

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

### ***Vilification***

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

### ***Bullying***

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students.

## Sexual harassment

American College will not tolerate sexual harassment in the learning or work environment.

The American College deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

### *Forms of sexual harassment*

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

## Student Code of Conduct

### Students' Rights

American College recognises that students have the right to:

- expect American College to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all American College's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement,
- appeal for a review of the results of an assessment,
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it,
- learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- be treated with dignity and fairness,
- expect that American College will be ethical and open in their dealings, their communications and their advertising,
- expect that American College will observe their duty of care to them,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.,

- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.
- access the information the Institute holds about them.
- have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- provide feedback to the Institute on the client services, training, assessment and support services they receive.
- be informed of any changes to agreed services, and how it affects them as soon as practicable.

### Students' Responsibilities

Students are responsible for:

- satisfy the Student Visa conditions.
- treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- not harass, victimise, discriminate against or disrupt others.
- maintain Overseas Student Health Cover (OSHC) for the period of your stay.
- meet the term of agreement with American College.
- notify American College as soon as possible and in writing if any changes to of Student Visa details.
- maintain satisfactory course progress
- follow course progress policy (if applicable)
- understanding and accepting the enrolment conditions for the courses they undertake.
- providing accurate information about themselves at time of enrolment, and to advise American College of any changes to their address or phone numbers within 7 days.
- paying of all fees and charges associated with their course and providing their own course requirements, where notified.
- recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- regular and punctual course progress.
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- the security of their personal possessions while attending a course.
- promptly reporting all incidents of harassment or injury to American College administration office.
- respecting American College property and observing policy guidelines and instructions for the use of equipment.
- seeking clarification of their rights and responsibilities when in doubt.

### Theft

As the premises of American College are open to the public, students are advised not to leave their valuables unsupervised. American cannot be held responsible for anything which may be stolen from its premises.

### Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

## Behaviour on Campus

Students are expected to reflect the ideals and code of behaviour of American College in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in the effective running of American College.

Our organisation strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person.
- to assist in maintaining the self-confidence and self-esteem of others.
- to maintain constructive relationships with all staff and fellow students.
- to take the initiative to assist in making things better.
- to always lead by example.
- to always respect the property of American College, staff and fellow students.
- to refrain from using inappropriate language with the understanding that to do so will not be tolerated.
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at American College . Water bottles in classrooms are acceptable.

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

## Student Discipline

American College will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and wellbeing of all students and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a student:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- brings onto or consumes on the premises any alcohol,
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damages or removes any property or resource belonging to American College or any training venue hired by American College,
- assaults (physically or verbally) any person or persons on the premises or any training venue hired by American College,
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises,
- exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present,
- enters any part of American College's premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.

When disciplinary action is taken, the Director will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual file
- Where the behaviour continues after the verbal warning, the Director will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual file,
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student's individual file.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow American College's complaints and appeals procedure.

American College expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the Director and the appropriate action will be taken.

### Privacy

American College abides by the Privacy Act 1988 (Compilation Date 27 November 2015) and Queensland Information Privacy Act 2009 and respects students, staff and trainer/assessors' right to privacy.

As a RTO, American College is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

American College collects information from students upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. The American College may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

American College will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see American College Privacy Policy.

### Refund Policy

#### Overseas Students

International Institute of Management Pty Ltd Trading as American College has a fair and equitable refund policy and procedure that is compliant with NVR and ESOS requirements. This policy is provided to students prior to signing the International Enrolment Form being completed, or prior to any payment of the course (whichever happens first).

American College acknowledges that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start of the agreed starting date which is notified in the Letter of Offer and Acceptance Agreement.
- The course stops being provided after it starts and before it is completed.
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator.
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

Refunds under the above conditions will be paid in full to the student within 14 working days.

American College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the College will not be liable to refund the money owed for the original enrolment. In signing the International Enrolment Form to enrol in a course(s) at the College the Applicant acknowledges:

1. That the information provided by the applicant in their application is complete and correct.
2. Agrees to be bound by the College rules and regulations and any amendments made to the rules and regulations.
3. Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by the College.
4. Agrees to update the College on any change of contact details as soon as practicable.
5. Agrees to obey DOHA student visa requirements.
6. Agrees to pay all fees required on or by the due date as notified in writing by College or as per the invoice. The College reserves the right to charge a late fee up to \$200 accumulating over 14 working days if the student defaults on the agreed payment plan.
7. The College will access these fees in accordance with the procedures established by the State Government and Department of Education.
8. The College reserves the right to accept or reject any application for enrolment at its discretion.
9. The College reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and, in that event,, shall refund all payments received from the Applicant.
10. Refunds are made in accordance with the policy below and full refunds of amounts owed to the student will be made within 28 days.

#### Deposit

A deposit of 25 % of the cost of the course is payable to secure a place in a course at American College. Tuition fees are refunded in full if you are originally NOT a holder of a student visa (which includes student bridging visa) and your application for a student visa is rejected or **American College** is unable to offer the course.

The term "Overseas Student" includes an intending overseas student

#### Refund Conditions

Enrolment Fees of AUD \$395	No refund of Enrolment fee of AUD \$395 will be done
Visa refused prior to commencement (offshore students)	All FEES minus the NON-REFUNDABLE application/enrolment fee of AUD \$395.00
Visa extension refused/ Visa cancelled due to actions of the student (before course commences – on-shore students)	Full refund of course fees less AUD \$395.00 (Administrative Fee)
Visa extension refused/ Visa cancelled due to actions of the student (after course commences – on-shore students)	Refund will be calculated as per refund amount calculator# and there will be no refund on any non-tuition fees paid
Withdrawal at least 8 weeks prior to course commencement date	Full refund of course fees less AUD\$395 (Administrative Fee)
College is unable to provide the course for which the original offer was made before commencement (Provider default)	Full refund of course fees
Course withdrawn by the College after commencement (Provider default)	Calculation as per Refund amount calculator# (Default period of Provider taken in count)



Residency status change from International to Permanent resident <i>(Provide application along with proof of visa status changes with copies from passport)</i>	Fee status will change from next study period (If status is changed after the start of any study period)
Airport pick-up	No refund
OSHC Refund Policy (Calculation of refund will be done as per the policy provider)	If American College has organised the OSHC, we will refund the OSHC directly to the student under following conditions: <ul style="list-style-type: none"> <li>• Student request to cancel OSHC</li> <li>• Student Visa Rejected</li> <li>• Change of OSHC provider</li> </ul>
<b>Refund Calculator (ESOS Calculation of refund specifications 2014) #</b> Source: <a href="https://www.legislation.gov.au/Details/F2014L00907">https://www.legislation.gov.au/Details/F2014L00907</a>	
Weekly Tuition Fees	Total tuition fees for the course/number of calendar days in the course
Weeks in default period	7
Refund amount#	Number of calendar days from the default day to <u>the end of the period to which the payment relates</u>
Course Fees	7
	Weekly tuition fees X Weeks in default period
	Sum of Tuition and Non-Tuition fees

**American College reserves the right to withhold granting the Qualification or Statement of Attainment completed by the student, if student tuition fees remain outstanding.**

#### Application for refund form

- If a student wishes to withdraw their enrolment, they are required to complete a **American College Application for Withdrawal and Refund form** and forward it to the Administration Officer. Your application will be processed within 14 days of the application being received.
- The application should arrive at **American College** prior to course commencement (see *Refund Conditions* for details of expected refund amounts).
- If the organisation is unable to offer the course, the refund will be processed within 14 days.

**If American College defaults the student is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001. Please note this before making payment to American College.**

#### Provider default.

In the unlikely event that American College is unable to deliver your course in full, you will be offered a refund of all course money you have paid to date or alternately, American College will offer you the opportunity of studying in an alternative course at no extra cost to you. **Students may choose preferred option.**

Students will be required to sign an agreement outlining preferred options co-signed by the Director.

**Should students choose the refund option;** the refund will be paid **no later than 28 days** of the day on which the course ceased being provided.

**Only** where a student's visa is refused or where there is no compliant written agreement in place, American College will report that they have discharged their obligations to the students within 7 days after the end of the obligation period of 28 days, which is in total **35 days** after the default occurs.

If American College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you.

Finally, if you cannot be placed in a suitable alternative course, the Secretary of the Tuition Protection Services will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Secretary of the Tuition Protection Services.

### **Student rights**

**"This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."**

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies. **Please see American College's Complaints and Appeals Policy available on the website [www.americancollege.edu.au](http://www.americancollege.edu.au) .**

The processes in the American College's Complaints and Appeals policy do not circumscribe the student's right to pursue other legal remedies.

### **Recipient of refund**

American College will **pay the refund to the person who enters into the International Enrolment Form** with the College, unless the person gives a written direction to American College to pay the refund to someone else – (The legislation does not allow the refund to be paid to an agent.)

The refund will be paid in the **same currency in which the fees were paid** unless this is impractical.

**The refund will be paid no later than 28 days after it is lodged with American College.**

### **Provision of refund information to students**

The refund policy will be given to students in their handbook prior to enrolment (signing of International Enrolment Form) and made accessible on the American College website [www.americancollege.edu.au](http://www.americancollege.edu.au) . It will also be explained at induction and orientation so that it is clearly understood by overseas students.

Course deferment, suspension of studies, or cancellation (Procedure for application for deferment is available in the student handbook) and on the website [www.americancollege.edu.au](http://www.americancollege.edu.au).

### **Refund Policy Procedure**

- The student is required to complete a Withdrawal and Refund Form.
- The completed form is then handed over to the Administration Officer
- The Administration Officer advises the applicant that the turnaround time is a maximum of 28 days.
- The Administration Officer then takes the completed application to the Director for his review.
- The Director then reviews the application and checks it against the eligibility of the refund.
- If the applicant is eligible for a refund, then a cheque is provided for the amount to be refunded.
- The applicant then signs an acknowledgment for the amount that is received and is kept in their file.
- If the applicant is not onshore then the amount would be refunded to either the student / nominated person (on consent of the applicant) and a record of the same is kept.

### Grounds for deferment / suspension / cancellation of enrolment

American College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances*. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where American College was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa;
- Student failure to meet unit prerequisites;
- Unavailability of units/subjects;
- Non-payment of fees;
- Student behaviour;
- Marriage and marriage of a sibling.

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times.

You need to complete the application for deferral form and send to the Director for consideration.

### Workplace Health and Safety (WHS)

American College is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

The Workplace Health and Safety Act 2011 QLD requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the workplace. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,

- a clean and suitably designed workplace with the safe storage of goods such as cleaning chemicals.

American College encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

American College recognises its responsibility under the Workplace Health and Safety and related regulations. The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participant,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

#### **Duty of Care**

American College is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

#### **American College Management:**

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to American College Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

#### **Staff, contractors, student s and visitors:**

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant American College WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the Director.

### **Accidents, Injuries and Near Misses**

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

American College will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

American College is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

### **Investigating incidents and accidents**

The Director is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the Director will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the Director
- Once action is approved, communicates outcomes and planned actions.

### **Accidents**

All accidents must be reported at Reception and recorded on the Incident Report Form, which must be signed by the Director. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

### **First Aid**

In the event of a student requiring First Aid, a trainer or staff member must hold first aid certificate to administer the First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary, will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

### **Smoking**

American College premises (including classrooms, toilets, and general office areas) are smoke free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

### **Critical Incident Policy**

This policy applies to all students and staff in compliance with the ESOS Framework. The critical incidents covered in this procedure include, but are not limited to, those incidents which occur at our premises and/or training and assessing locations either during or after hours.

A Critical Incident is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.

Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff
- A missing student
- Serious illness, such as any illness which causes the deterioration of the student /staff member's health over time
- Serious Injury which prevents or severely affects the student's ability to complete the course
- Physical or Sexual assault
- Occupation Health & Safety Risk
- Student or Staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, explosion, gas or chemical hazard
- Drug or Alcohol abuse
- Damaging Media attention
- Traumatic events that affect students; such as
  - Sexual Assault
  - Mental Health Crisis
  - Drug / Alcohol Overdose
- In the case of younger overseas students, under the age of 18 years, any event causing the disruption of Accommodation and Welfare arrangements constitutes a critical incident
- If an overseas student under the age of 18 years cannot be contacted and their whereabouts and wellbeing are not about to be confirmed, this too constitutes a critical incident
- In the event of a report or accusation of harm (abuse, neglect or other) against a caregiver or other by an overseas student under the age of 18 years, a critical incident will be registered

This policy should not be confused with the standard incident reporting policy and procedures that pertain to staff and students contained within the college or whilst on Work Based Placement.

Should an incident be deemed to meet the above criteria, that incident report can be upgraded to a Critical Incident and be subject to the following information within this policy.

The American College Critical Incident Response Procedures will address the actual management of a Critical Incident and include the following items:

- The time of the incident
- The type of incident
- Immediately after the incident
- Following the incident
- Post the incident
- Review the Critical Incident management

This policy shall be disseminated to all Staff and Student's to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the orientation process.

Overseas students will be provided with information about assistance available and how to seek assistance or and report any incidents. Assistance will also be available for reporting and seeking assistance through Student Support Services and staff.

American College will provide students access to a range of services, either by providing the services in-house or having an arrangement to refer students to affordable externally provided services.

Services may include:

- English and academic support services;
- Tutoring support;

- Counselling and mental health support

### Critical Incident Response

- If a member of American College's staff believes that a critical incident has occurred, that staff member is required to contact emergency services (if required) and contact the Director immediately
- The staff member shall contact emergency services (if appropriate) immediately
- Wherever emergency services are required to be contacted' all personnel are to be cleared from any dangerous area without delay
- In the instance of injury or onset of illness on premises, American College First Aid Officer should be notified whenever a student or staff member requires assistance
- Contact should be made with the family of any student involved in situation requiring emergency services
- Parents/legal custodians of any younger student involved in any form of critical incident must be contacted and informed
- A Critical Incident Report Form is to be completed by the appropriate staff member involved in the incident
- The Critical Incident Report Form is to contain as much information as possible and indicate the people directly involved in the incident
- If an overseas student under 18 years of age experiences disruption to their welfare and accommodation, this incident is considered a critical incident and all reasonable actions are taken by student support to resolve the disruption and notify the student's family and notify Australian Department of Home Affairs.

The Critical Incident Response Team includes:

<u>Name</u>	<u>Position</u>	<u>Contact Details</u>
Dr. Bernard Malik	Director/ISSO	0448 456 789 <a href="mailto:director@americancollege.edu.au">director@americancollege.edu.au</a>
Dr. Harmeet Singh	Campus Manager/ISSO	0433 728 075 <a href="mailto:harmmeet@americancollege.edu.au">harmmeet@americancollege.edu.au</a>
Mr. Shubham Jain	Student Support/Representative	0415 087 012
Ms. Sharanjeet Kaur	Student Support/Representative	0402 195 181



Critical Incident Report Form

Critical Incident Report Form			
Section 1 –Details of student or staff raising Critical Incident			
Full Name:		Student Number:	
Contact Tel:		Mobile:	
Address:			
Email:			
Section 2 – Details of Critical Incident			
Date of Critical Incident:		Time:	
Type of Incident: please circle CI type if not listed please give details in Other section.	Description	Location of CI	Who have you contacted
	Missing Student		
	Physical violence		
	Verbal Abuse		
	Natural disaster		
	Death of family member		
	Death		
	Sexual Assault		
	Serious injury		
	Drug or alcohol abuse		
	Witness a crime or violence		
	Mental health issue		
	Other:		
Reported to:		Position Title:	
In the event that a student is deceased American College staff are to contact next of kin or emergency contact as listed on enrolment form and advise embassy or consulate officials of the deceased student’s passport nationality.			



<b>Summary of the Incident</b>					
<b>Action Taken Internally</b>					
<b>Action Taken Externally (If Applicable)</b>					
<b>Critical Incident Response Team:</b>					
Name	Position	Date of Effect	Date of completion	Available after hours	
				Yes	No
				Yes	No
				Yes	No
				Yes	No

<b>Section 3 – Witnesses to Incident</b>			
<b>The following persons witnessed the incident:</b>			
<b>Name 1:</b>		<b>Contact:</b>	
<b>Address:</b>			
<b>Signature 1:</b>		<b>Date:</b>	
<b>Name 2:</b>		<b>Contact:</b>	

Address:					
Signature 2:			Date:		
<b>Section 4 – Outcome</b>					
Concluded		<input type="checkbox"/>			
Under Monitoring		<input type="checkbox"/>			
<b>If Concluded</b>					
Solved Internally		<input type="checkbox"/>	Date: Final Status		
Solved Externally		<input type="checkbox"/>	Date: Final Status		
<b>If Under monitoring</b>					
Internal		<input type="checkbox"/>	Date: Staff Responsible Follow up Discussion		
External		<input type="checkbox"/>	Date: Staff Responsible Follow up Discussion		
<b>Section 5 – Signatures and End of Critical Incident Report</b>					
Campus Manager name:		Signature		Date:	
Student 1 name		Signature		Date:	
Student 2 name		Signature		Date:	
Director name		Signature		Date:	

CIRT informed of closure of CI:	Yes/ No	Signature		Date:			
<b>Communications Log</b>							
Name	Method of contact	Date of contacts and Initial					
		date	Initial	date	Initial	date	Initial

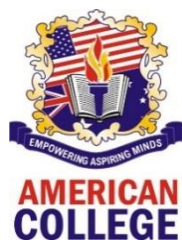
ABN: 91 130 637 320

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Ph: +61 (07) 3391 7599 Email: [admin@americancollege.edu.au](mailto:admin@americancollege.edu.au)



## Complaints and Appeals form

Complainants should read the American College Complaints and Appeals Policy before completing this form

### Stage One (Academic) – Informal

The first step is **direct communication** between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. The complainant should communicate the matter to the relevant staff member within **5 working days** of becoming aware of the problem. In most cases resolution may be verbal and investigation into the complaint will commence within **48 hrs** of the complaint being made.

### Stage Two (Academic) - Formal Complaints and Appeals Process

If, after undertaking Stage One, or in situations where Stage One is not possible, complainant should **lodge their complaint in writing** (using the relevant form) to the Administration Officer (or nominee) within **5 working days** of the receipt of the stage one response. Within **48 hrs** American College will commence an investigation into the complaint. Within **5 working days of receipt of the appeal**, the Office Administrator (or nominee) will **provide in writing the outcome** of this step of negotiations to both Complainant and respondent.

### Stage Three (Academic) – Complaints and Appeals Committee

Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

- they did not have sufficient opportunity to present their case to the decision maker; or
- the process was not carried out in accordance with American policy or procedures; or
- the decision was made contrary to the evidence provided;

The complainant can lodge a written statement of their complaint with the Director. This statement should be lodged within **5 working days** of receiving the written notification of the outcome of Stage Two negotiations

### Stage Four - External Agencies

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Complaints and Appeals committee the process was not carried out in accordance with American College Complaints and Appeals policy or procedures they may request that the matter to be referred to American College's nominated independent appeals reviewer.

### Independent Appeals Reviewer:

This independent agent will review the case, seeking input from all parties before making recommendations to American College within **15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the College within **10 days**, so that time is allowed for this process.

**STUDENT DETAILS**

Given name: \_\_\_\_\_ Family name: \_\_\_\_\_

Student ID: \_\_\_\_\_ Date of birth: \_\_\_\_\_

**COMPLAINT DETAILS (tick off the correct box)**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Assessment Outcome      | <input type="checkbox"/> Workplace Health & Safety | <input type="checkbox"/> Access & Equity    |
| <input type="checkbox"/> Marketing & Advertising | <input type="checkbox"/> Record Management         | <input type="checkbox"/> Training Resources |
| <input type="checkbox"/> Fees & Charges          | <input type="checkbox"/> Student Refund            | <input type="checkbox"/> Other              |

Complainant comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Complainant signature: \_\_\_\_\_ Date: \_\_\_\_\_

**AMERICAN COLLEGE OUTCOME – Office Use Only**

Date grievance was addressed: \_\_\_\_\_

Name of person addressing the complaint: \_\_\_\_\_

1st Stage: \_\_\_\_\_ Follow up date: \_\_\_\_\_

Result of investigation/ intervention:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of person addressing the complaint: \_\_\_\_\_

2nd Stage: \_\_\_\_\_ Follow up date: \_\_\_\_\_

Result of investigation/ intervention:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of person addressing the complaint: \_\_\_\_\_

3rd Stage: \_\_\_\_\_ Follow up date: \_\_\_\_\_

Result of investigation/ intervention:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Corrective Action Taken:  Yes  No

Reasons for final decision:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Administration Officer's signature: \_\_\_\_\_ Date:  
\_\_\_\_\_

Complainant's signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Improvement to policy or procedure required: Yes  No

Details of improvement:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**If student/staff is not happy with outcome, complaint to be referred to independent arbitrator for further assistance.**

Independent mediator's name (Please print): \_\_\_\_\_ Date:  
\_\_\_\_\_

ABN: 91 130 637 320  
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Incident Report Form

Name

.....

Date of Incident ..... Time of Incident

.....

**Details of Incident**

.....  
.....  
.....  
.....  
.....

Signature ..... Date

.....

**Details of Action Taken**

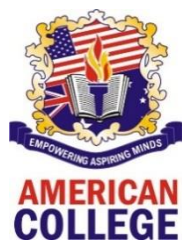
.....  
.....

**Follow up Action Taken**

.....  
.....

Director's Signature .....

Date .....



## Change of Details Form

<b>Former Name (if applicable)</b>		
Student ID: _____	Family Name: _____	Given names: _____
<b>New Personal Details</b>		
Family Name:		Given Names:
Residential Address:		
Postal Address: (if same as residential address please write AS ABOVE)		
City:	Post Code:	State:
Home: (__) _____	Mobile: _____	Email: _____
<b>New Emergency Contact Details <u>LOCAL</u></b>		
Emergency Contact Details:		
Name: _____		Relationship to you: _____
Address: _____		Contact No: _____
<b>New Emergency Contact Details <u>INTERNATIONAL</u></b>		
Emergency Contact Details:		
Name: _____		Relationship to you: _____
Address: _____		Contact No: _____
<b>New Medical Details:</b>		
Family Doctor details:		
Name: _____		Contact No: _____
Address: _____		
Signature: _____ Name: _____ Date: / /		

Please hand a completed form to American College Admin Officer or trainer.

ABN: 91 130 637 320

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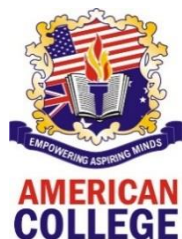
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## Application for Withdrawal and Refund

(Processed within 14 working days after the student has provided the necessary documents.)

Student Personal Details		
Family name:	Given Names:	
Student Id:		
Gender: ↑Male ↑Female	Date of Birth: (dd/mm/yy): ___/___/____	
Postal Address:		
City:	Country:	Postcode:
Home phone: ( )	Mobile No:	
Email Address:		

## Reason for Withdrawal and Application for Refund

Course Details	
<b>Tick the course/s you are applying to withdraw from and requesting a refund for:</b>	
BSB50215 Diploma Of Business (CRICOS Code 087248A) - 52 weeks including 8 weeks of holidays	
BSB60215 Advanced Diploma of Business (CRICOS Code: 087514K) – 52 weeks including 8 weeks of holidays	
BSB51918 Diploma of Leadership and Management (CRICOS Code: 098777G) – 78 weeks including 12 weeks of holidays	
BSB61015 Advanced Diploma of Leadership and Management (CRICOS Code: 091427G) – 78 weeks including 12 weeks of holidays	
SIT40516 Certificate IV in Commercial Cookery (CRICOS Code: 095291J) – 78 weeks including 12 weeks of holidays	
SIT50416 Diploma of Hospitality Management (CRICOS Code: 091062K) – 66 weeks including 10 weeks of holidays	
SIT60316 Advanced Diploma of Hospitality Management (CRICOS Code: 096944B) – 104 weeks including 16 weeks of holidays	

- |   |                                       |  |
|---|---------------------------------------|--|
| <input type="checkbox"/> Visa Refusal             | <input type="checkbox"/> Cancellation | <input type="checkbox"/> Credit Transfer |
| <input type="checkbox"/> Visa Renewal Refusal     | <input type="checkbox"/> Withdraw     | <input type="checkbox"/> Deferment       |
| <input type="checkbox"/> Visa Breach of Condition | <input type="checkbox"/> Transfer     | <input type="checkbox"/> Other,          |

Please elaborate on your circumstances.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you are leaving, when do you intend to leave Australia? \_\_\_\_\_

[If refund approved please fill in the following details]

**Bank details to which refund is to be processed:**

Account holder Name: \_\_\_\_\_  
Bank Name: \_\_\_\_\_  
BSB Number: \_\_\_\_\_  
Account Number: \_\_\_\_\_  
SWIFT CODE (if applicable): \_\_\_\_\_  
Bank Branch Code: \_\_\_\_\_

Amount Paid: \$ \_\_\_\_\_ AUD

Date paid: \_\_\_\_\_

Branch Address:

\_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**American College - Office Use Only**

Evidence Given: Yes †                      No †

Type of documents: \_\_\_\_\_

Refund approved †      Refund not approved †      No refund necessary †

Method: \_\_\_\_\_

Date refunded: \_\_\_\_\_

Amount refunded: \_\_\_\_\_

Comments:

\_\_\_\_\_  
\_\_\_\_\_

Director Signature: \_\_\_\_\_

Date: \_\_\_\_\_

ABN: 91 130 637 320

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Credit Transfer Application Form

Credit transfer is the process whereby competencies gained through a previous course are recognised.

Students who have completed or partly completed a course at another institution and have been deemed competent may apply for exemptions in a course, a unit of competency. The student must have a certificate or statement of attainment to show this.

**To apply for Credit Transfer:**

- gather all documentation - all certificates must be authentic or certified copies and presented for sighting
- complete an application form
- submit the application and documentation to your trainer for assessment

You may also be required to attend an interview with the staff member handling your application, if they require further information.

.....  
.....

Signed

Date

.....

Print Name

**Application for Credit Transfer**

**Name:** .....

**Course:** .....

**Competency/Competencies for which Credit Transfer is being requested:**

.....  
.....  
.....

In support of your application, please answer the following questions

1. Why did you decide to apply for Credit Transfer for these units of competency?

.....  
.....

2. Where did you study and complete these units of competency - refer to qualifications and certificate documents

.....  
.....

(Enclose supporting documentation)

.....  
.....

Signed

Dated

.....

Print Name

Application received by  
(Name of staff member)

.....

.....  
.....

Signed

Dated

ABN: 91 130 637 320

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Special Needs Form

Special Need Identified .....

Assistance offered by College .....

.....

.....

I understand that, while acceptance of the assistance documented above will support me in my studies, it does not in any way assure me of successful completion of the course.

.....

Applicant's signature

Date

.....

Interviewer's signature.....

Date

Authorisation by Training Manager or their representative

I hereby authorise.....

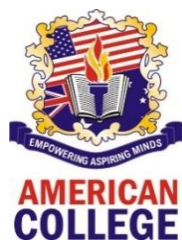
I agree to arrange the assistance required.

Name .....

Signature .....

Position.....

Da



### RPL Application Form

Recognition of Prior learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term "recognition processes" refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the Australian Qualifications Framework, competencies may be attained several ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

#### **To apply for RPL:**

Please attach to this application supporting evidence which you believe will assist your application; for example copies of any statements, references or articles about your employment, evidence of education and training that you feel is relevant, a detailed Curriculum Vitae, letters references from previous employers / clients.

Also Include:

- Relevant work samples such as contracts, completed work projects, a folio of examples of previous work which indicates your level of competence
- Outlines of any formal or short courses which you have undertaken which demonstrate competence
- Any other information that you feel might aid your assessment (work experience life experience, ongoing training)

#### **Section A**

##### **Personal Details:**

Given Name:

---

Family Name:

---

Address:

---

---

Contact Number:

---

Email:

\_\_\_\_\_

Date of Birth: \_\_\_\_\_

Gender:  Male

Female

Course:

\_\_\_\_\_

Student Number: \_\_\_\_\_

**Section B- Course Detail**

Course Code/Name: \_\_\_\_\_

Units for which RPL is sought (code and name)

Unit Code/Name: \_\_\_\_\_

Unit Code/Name: \_\_\_\_\_

Unit Code/Name: \_\_\_\_\_

Unit Code/Name: \_\_\_\_\_

Unit Code/Name: \_\_\_\_\_

Unit Code/Name: \_\_\_\_\_

Unit Code/Name: \_\_\_\_\_

Unit Code/Name: \_\_\_\_\_

Unit Code/Name: \_\_\_\_\_

Unit Code/Name: \_\_\_\_\_

**Section C- Documentary Evidence Supplied**

List the documents here and attach them to the application in the order in which it is mentioned.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

**Section D- Applicant Profile**

- 1. Describe the skills that you have that relate to this course / subject and how these skills were obtained in a workplace setting or other setting.
  
  
  
  
  
  
  
  
  
  
- 2. Identify the evidence that you have which supports your Application for RPL, indicating clearly:
  - 1. Your skills, knowledge and competencies
  - 2. How these skills specifically relate to the unit/s you are claiming RPL for
  - 3. Documentary evidence to support these skills, knowledge and competencies
  
  
  
  
  
  
  
  
  
  
- 3. Identify any relevant broader experience that you believe you have that may have been gained while working in other than an employment situation E.g. clubs, organisations and committees

**RPL Assessor feedback** (include details of units granted RPL):

**Section E –Referees** (at least two people who can support the claims)

**Referee 1:**

Last Name: \_\_\_\_\_  
 Given Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Place of Work: \_\_\_\_\_  
 Relationship to Applicant: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Contact Number: \_\_\_\_\_  
 Email Address: \_\_\_\_\_

**Referee 2:**

Last Name: \_\_\_\_\_



Given Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Place of Work: \_\_\_\_\_  
Relationship to Applicant: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Referee 3:**

Last Name: \_\_\_\_\_  
Given Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Place of Work: \_\_\_\_\_  
Relationship to Applicant: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Referee 4:**

Last Name: \_\_\_\_\_  
Given Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Place of Work: \_\_\_\_\_  
Relationship to Applicant: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Section F -Student Declaration**

I declare to the best of my knowledge the information supplied by me is true, correct and complete in every respect. I acknowledge that the submission of false, incorrect or misleading information may result in delay in application processing or my request for RPL being rejected.

I acknowledge that it is my responsibility to provide all necessary documentary evidence of qualifications or experience. I authorize American College to verify such records or grant my consent for other educational institutions or government bodies to disclose about my qualifications directly to American College.

Student Signature: \_\_\_\_\_

Student Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Privacy Policy:**

Information provided in the Complaint Form is subjected to the Privacy Policy of American College. Please visit our website [www.americancollege.edu.au](http://www.americancollege.edu.au) for more details.

\*\*\*\*\*

**OFFICE USE ONLY**

Received By: \_\_\_\_\_ RPL Application Number Issued: \_\_\_\_\_

Received Date:    /    /

RPL Reason: \_\_\_\_\_

Approver Name: \_\_\_\_\_

Date of Outcome:    /    /

Outcome:     approved                       ected

Outcome Approval Reason:  
\_\_\_\_\_  
\_\_\_\_\_

Outcome Rejection Reason: \_\_\_\_\_  
\_\_\_\_\_

Approver Signature: \_\_\_\_\_

Approval date:    /    /



**Application for Leave/Deferment/Suspension**

Full Name: \_\_\_\_\_ Student I.D: \_\_\_\_\_

Address: \_\_\_\_\_

**Leave Type:** (please tick appropriate box)

Holiday Leave

Sick Leave

Deferment – please specify reason for deferment:

Suspension – please specify reason for suspension:

\_\_\_\_\_

\_\_\_\_\_

**Please elaborate on your reason for Leave request:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please specify the date in which you request to begin and conclude leave:**

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Length: \_\_\_\_\_ days

**Please provide the following in support of your leave request**

Return ticket

Evidence: [explain what type of evidence you have provided] \_\_\_\_\_

Filled Application Form

**Are you travelling outside Australia?**

Yes  No If Yes, please specify which country: \_\_\_\_\_

If Yes, please provide at least one method of contact (email, phone number, postal address)

**Person of Contact**

**Within Australia:**

Name: \_\_\_\_\_ : Phone Number: \_\_\_\_\_

Relationship: \_\_\_\_\_

**Overseas:**

Name: \_\_\_\_\_ : Phone Number: \_\_\_\_\_

Relationship: \_\_\_\_\_

**Terms & Conditions**

I, \_\_\_\_\_ hereby understand that as part of the International Student Enrolment Form, Refund Policy, International Student Payment Plan, that it is solely my responsibility to maintain course progress and uphold my Payment Plan payments whilst on leave. I understand that this suspension or deferment or leave of absence will be reported via PRISMS and may affect my student visa.

.....  
Applicant’s Signature Date

*A Letter of Approved Leave will be posted to you upon approval. If your leave is not approved, an American College representative will contact you.*

---

**Authorisation by the American College Director**

I hereby authorise for .....  
to \_\_\_\_\_ days leave/deferment.

.....  
Director’s Signature Date

ABN: 91 130 637 320  
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