STUDENT INFORMATION HANDOUT
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A MESSAGE OF WELCOME

Congratulations on your decision to enrol with ACPE Academy!

We look forward to working with you as you strive to achieve your desired outcome, whether it is the career of your dreams or a pathway to university or further studies.

The first few days at the Academy can be a confusing time, and that is why we provide you with this booklet of practical information. Take the time to become familiar with the details – it will help you!

We wish you every success with your studies and trust that you will find your course to be both challenging and enjoyable.

Elizabeth Lovell
Operations Director Australasia
Study Group Australia Pty Limited

Cherie Diaz
National Head of Academy

Registered Training Organisation: Study Group Australia Pty Limited, trading as ACPE Academy
Registered Training Organisation Code: 5806
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National CRICOS Provider Code: 01682E
ABOUT ACPE ACADEMY

At ACPE Academy, we strive to equip our graduates with the necessary skills to help them build exciting, long-lasting careers. As part of one of Australia’s largest private providers of career training, which has over 30 years of experience, we have prepared thousands of students to enter careers in many different sectors of the business community.

ACPE Academy is a trading division of Study Group Australia Pty Limited, which is part of Study Group Pty Limited, a respected provider of academic programmes and training courses with schools and colleges in Australia, New Zealand, the United Kingdom, and the United States of America. This offers our students increased opportunities with a wider range of courses on offer and closer links to universities.

As well as having training and professional qualifications, many of the teachers employed by the Academy own their own businesses. All have worked in the area in which they teach. This vocational experience is used to enhance training delivery.

The teachers are here to help and guide you, but they cannot learn for you, nor can they complete your assessments. Your results will reflect the time and effort you have committed throughout the course.

We urge you to see your time at ACPE Academy as an investment in your future. You should take every opportunity to learn all you can so that when you graduate, you will be in a position to ‘stand out from the pack’ as you build your career.
A GENERAL INFORMATION FOR STUDENTS

The purpose of this Student Information Handout is to introduce you to the Academy’s facilities and to outline your responsibilities as a student of the Academy. It is essential that you understand the handout and if you have any questions regarding policies and/or procedures, these should be resolved before you sign the Student Statement attached.

The Academy reserves the right to make such changes in regulations, curricula and charges as it deems necessary without previous notice. Information published on the website relating to VET FEE-HELP (refer Section 2 below) will only be varied in accordance with the relevant statutory guidelines.

Parents or guardians, as well as the students of ACPE Academy must agree to accept the terms stated in this document and to abide by the regulations of the Academy.

Each student is responsible for knowing and complying with the information and rules of the Academy.

1 TUITION FEES

Tuition Fees are payable in accordance with the course requirements, and the instalment plan relevant to your enrolment. Alternatively, eligible local students enrolled within certain courses may choose to apply for VET FEE-HELP assistance (refer Section 2 below). The options would have been discussed with you at the time of enrolment.

These fees include the instructional materials appropriate to each course. Textbooks are additional. Your Course Convenor will be able to advise you of which local book stores stock Academy textbooks.

2 VET FEE-HELP

VET FEE-HELP assists eligible local students undertaking certain Diplomas at ACPE Academy to pay for all or part of their tuition costs. It does not cover accommodation and general living expenses.

Students approved for VET FEE-HELP assistance will have a loan with the Australian Government which will pay the tuition fees to the college on the students’ behalf. The debt is then repaid through the taxation system once the graduate’s income is above the minimum repayment threshold level set for compulsory repayment.

To find out if you are eligible for VET FEE-HELP and how to access it, obtain a VET FEE-HELP Information Booklet from Student Services or online at http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications#VETFEE-HELPloan, or alternatively visit http://studyassist.gov.au/sites/studyassist/helppayingmyfees/vet-fee-help/pages/vet-fee-help. Then speak to Student Services to apply ... it’s as easy as that! Don’t delay though as there is a deadline by which applications must be received for each study period; it is called the Census Date.
2.1 VET FEE-HELP Important Dates

If you undertake a course that is VET FEE-HELP enabled (whether you opt to make up-front payment or apply for VET FEE-HELP assistance), it is mandatory to adhere to certain dates that will govern your study. You will find these dates published in the relevant Schedule of Fees on the Academy's website: http://academy.acpe.edu.au/admissions/vet-fee-help.html.

It is essential you do understand the importance and meaning of these dates prior to commencement of your study.

2.1.1 Start Date

The Start Date is the day that the study period officially commences for each of the Unit/s of Study in which you are enrolled. The Academic Calendar can be accessed from Study Smart for both on-campus and online students.

2.1.2 Census Date

The Census Date is the deadline for various requirements, including submitting your completed Request for VET FEE-HELP Assistance form (1296A) for a VET FEE-HELP loan. If you miss the Census Date, you will not be eligible to access a VET FEE-HELP loan for that study period and will be required to make up-front payments of your tuition fees.

The Census Date is also the deadline for changing subjects or withdrawing from your study without incurring the full cost of your Units of Study or a VET FEE-HELP debt.

2.1.3 End Date

The End Date is the day that the study period officially finishes for the Unit/s of Study in which you are enrolled. All required work and assessment activities must be completed and submitted to the Academy by close of business on this date, unless special arrangements have been made in advance.

2.2 Still have questions about VET FEE-HELP?

Visit the FAQs site:

2.3 Withdrawal from VET FEE-HELP Eligible Courses

Once you have provided the Academy with the completed Request for VET FEE-HELP Assistance form, you will not need to submit another unless you change your enrolment to a different VET FEE-HELP eligible course.

Should you choose to withdraw from a VET FEE-HELP Unit of Study or cancel your enrolment, you must complete and submit the correct form to the Academy before the close of business of the Census Date applicable. The form can be accessed through Student Services.

If the Academy does not receive the completed form on or before the Census Date, you will incur a debt with the Australian Government, and your FEE-HELP balance will be reduced unless special circumstances apply.

3 SECURITY

ACPE Academy will NOT be responsible for any loss or damage to personal property. Valuables and cash should not be left unattended anywhere.

4 EMERGENCY DRILLS

The Academy holds emergency drills at regular intervals. These are always to be treated seriously. Please note the following important points.

- There are two different alarms – the alert signal and the evacuate signal.
- The alert signal is just that – an alert. You do not need to respond to this signal. Its sound tells the Floor Wardens that they need to investigate the cause of the alarm and report to the Chief Warden.
- When you hear the evacuate alarm sound, your teacher will tell you to stop work. Collect your valuables only and leave large bags in the classroom.
- Upon direction from your Floor Warden, move to the entrance to the fire stairs as indicated on the building emergency control plans displayed on each floor of the building. Wait there until the Floor Warden and your teacher give you further instructions, such as the meeting point for your group.
- The Floor Warden will tell you when to start moving down the stairs. Stay close to the left-hand rail as you move swiftly down the stairs (without running), ensuring that you leave the right-hand side of the stairs clear for the emergency workers. Leave the building through the closest exit. Stay with your class group and move to the meeting point.
- Do not re-enter the building until the Floor Wardens advise it is safe to do so.

5 ADDITIONAL HOURS

Students are encouraged to spend extra hours at the Academy studying and practising skills. It is important, however, that students who wish to enter a classroom to study or use a computer in their free time first seek approval from the instructional staff. (Please note that priority for assistance by instructional staff is given to students who are timetabled into that classroom.)

6 TELEPHONE CALLS

Students may not accept calls on the main switchboard. Only in EXTREMELY URGENT circumstances will messages be taken and relayed personally to students.
7 USE OF MOBILE PHONES

If it is necessary to bring a mobile phone to Academy, you are required to have it turned off during all classes, when meeting with Academy staff, and when using the Library facilities. Mobile phones cannot be taken into assessment rooms.

8 CHANGE OF ADDRESS

All students must notify Student Services within seven (7) days of any change of address and/or telephone number. Student Services can supply you with a Change of Address Form for this purpose.

9 STUDENT SUPPORT SERVICES

Study Group Australia Pty Limited, over its decades of operation, has helped thousands of students to resolve confusion with transport or money, learn new social customs and cope with homesickness. We know what to expect and how to help.

Our expert Student Progress staff will advise you in all areas, from logging on to Study Smart, updating your contact details, assisting with accommodation, opening a new bank account, and registering with a doctor or dentist, through to organising social activities where you will begin making friends with your fellow students.

The associated Australian College of Physical Education (ACPE) is a Higher Education provider and also part of Study Group. They are co-located with ACPE Academy and have fully functioning student services provisions. Opportunities will be developed for Academy students to integrate into these services. More information of these services can be found within the Student Support Area of Study Smart, or by contacting the Student Progress staff.

10 COUNSELLING SERVICES

The Academy staff members maintain an ‘open door’ policy and students are encouraged to consult with them during Academy hours.

If you feel the need for counselling of a personal nature, the Academy will be able to provide the names and contact details of appropriate professionals.

ACPE have counselling services available to Academy students. More information is available by contacting the Student Progress staff.

11 SPECIAL CONSIDERATION

ACPE Academy welcomes students who have a disability. If you have a physical or sensory impairment, a severe long-term or recurrent medical condition and/or treatment, learning disability or other condition that could negatively impact on your studies, you are encouraged to contact the Course Convenor to discuss this privately.
12 STANDARDS OF CONDUCT

The Academy Standards of Conduct Policy and Procedure can be found on our website at http://academy.acpe.edu.au/college-policies.html. You are expected to observe these Academy regulations, to follow the directions given by staff and to conduct yourself in a manner that is a credit to the Academy and your fellow students.

Faculty members are carefully selected for their academic qualifications, their industry knowledge, and for their capacity to encourage and develop individual abilities. Staff, therefore, maintain a congenial relationship with students in order to encourage personal development.

12.1 Cigarette Smoking

Cigarette smoking is not permitted in the building (including in classrooms, specialised training facilities, student common rooms, elevators, rest rooms, and foyer area).

Make sure you know the law in relation to cigarette smoking in this State; severe fines may apply.

12.2 Dress Code

Students are required to present themselves in an appropriate manner while attending the Academy.

In particular, you should remember the following:

- wear appropriate footwear at all times; it is not permitted for anyone to enter the Academy premises in bare feet;
- do not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness or because it features slogans, cartoons or any symbol or graphic work that is inappropriate to a workplace;
- be adequately clothed in accordance with workplace health and safety requirements;
- wear the ACPE Academy shirt during practical placement activities when representing the college;
- do not wear hats or caps in class; and
- do not wear motorbike helmets on Academy premises.

Extreme fashion trends are not acceptable.

13 ATTENDANCE POLICY – LOCAL STUDENTS

The Academy monitors attendance closely. It is proactive in notifying and counselling local students who are at risk of failing to meet the attendance requirements of at least 80% of all scheduled contact hours for the duration of the course.

Students with children in child-care should, where possible, have alternative arrangements for care if the children are ill and cannot attend such child-care.
13.1 Absence Due to Illness

It is advisable for a student who is ill to obtain a medical certificate. This certificate is to be produced for recording, and then retained by the student. (A medical certificate does not cancel an absence; it only provides an explanation and must be presented within one month of its date of issue.)

A student who is too ill to immediately continue his/her studies may apply for special leave and have his/her enrolment temporarily suspended on the grounds of compassionate or compelling circumstances. (Refer to the Student Application to Defer or Temporarily Suspend Studies Policy for further information.)

Medical and dental appointments should be made for outside Academy hours when they will not conflict with scheduled classes.

13.2 Attendance Monitoring

Lessons commence promptly - please do not be late.

Each student’s attendance is recorded on the classroom roll for every class for which he/she is scheduled. This data is collated, stored electronically, and used to calculate the individual student’s attendance for every week for the duration of the course.

The Academy will review attendance records weekly, and will contact any student identified as having unsatisfactory attendance (i.e. less than 80%) within any 10-week study block or who at any time is absent for more than 5 consecutive scheduled days without prior approval. The contact will be in the form of a written warning, reminding the student of the condition of at least 80% attendance of all scheduled contact hours for the duration of the course, and asking him/her to meet with the nominated staff member.

Should the student’s overall attendance level continue to fall until it is between 80% to 85% for the entire course, a further written warning will be issued to the student, again reminding him/her of the condition of at least 80% attendance of all scheduled contact hours for the duration of the course, and asking him/her to meet with the nominated staff member.

If a significant improvement is not immediately noted, and the student’s attendance level continues to fall and he/she is unable to achieve at least 80% through total attendance for the remainder of the course, then the Academy will place the student on Provisional Enrolment.

The student will be required to sign a Provisional Enrolment contract, which sets out the Academy’s conditions in relation to attendance for a specified period. If these conditions are not met, then the Academy will notify the student in writing of its intention to cancel the student’s enrolment for not maintaining satisfactory attendance. The written notice of the Academy’s decision will inform the student that he/she is able to lodge an appeal through the Academy’s Complaints and Appeals process, and has 20 working days from the nominated date in which to do so.

A copy of the written notification will be placed on the student’s file along with records of all contact and counselling given in relation to attendance.
13.3 Special Consideration
The Academy appreciates that from time to time, a student may not be able to attend classes due to circumstances beyond his/her control. In such circumstances, the Course Convenor will use his/her professional judgement to assess each case on its individual merits, using the evidence provided. The Course Convenor may decide not to place the student on Provisional Enrolment if:

i) there is documentary evidence demonstrating that compassionate or compelling circumstances apply; and

ii) the student is maintaining satisfactory academic progress; and

iii) the student attended at least 70% of the scheduled course contact hours.

A copy of the evidence will be retained in the student’s file.

14 ATTENDANCE POLICY - INTERNATIONAL STUDENT VISA HOLDERS

The Academy will systematically monitor students’ compliance with the student visa mandatory condition relating to attendance. It will be proactive in notifying and counselling students who are at risk of failing to meet the attendance requirements of at least 80% of all scheduled contact hours for the duration of the course. It will report students under Section 19 of the ESOS Act who have breached the applicable attendance requirements as stated below.

If a student has questions about the student visa condition relating to attendance, and the possible outcome of breaching the condition, he or she should contact the Department of Immigration and Border Protection (DIBP).

14.1 Absence Due to Illness

It is advisable for a student who is ill to obtain a medical certificate. This certificate is to be produced for recording, and then retained by the student. (A medical certificate does not cancel an absence; it only provides an explanation and must be presented within one month of its date of issue.)

A student who is too ill to immediately continue his/her studies may apply for special leave and have his/her enrolment temporarily suspended on the grounds of compassionate or compelling circumstances. (Refer to the Student Application to Defer or Temporarily Suspend Studies Policy for further information.)

Medical and dental appointments should be made for outside college hours when they will not conflict with scheduled classes.

14.2 Attendance Monitoring

Lessons commence promptly - please do not be late.

Each student’s attendance is recorded on the classroom roll for every class for which he/she is scheduled. This data is collated, stored electronically, and used to calculate the individual student’s attendance for every week for the duration of the course.
The Academy will review attendance records weekly, and will contact any student identified as having unsatisfactory attendance (i.e. less than 80%) within any one ten-week study period or who at any time is absent for more than five consecutive scheduled days without prior approval. The contact will be in the form of a written warning, reminding the student of the condition of at least 80% attendance of all scheduled contact hours for the duration of the course, and asking him/her to meet with the nominated staff member.

Should the student’s overall attendance level continue to fall until it is between 80% to 85%, a further written warning will be issued to the student, again reminding him/her of the condition of at least 80% attendance of all scheduled contact hours for the duration of the course, and asking him/her to meet with the nominated staff member.

The student will be required to sign a Provisional Enrolment contract, which sets out the Academy’s conditions in relation to attendance for a specified period. If these conditions are not met, and the student’s attendance level continues to fall and he/she is unable to achieve at least 80% through total attendance for the remainder of the course, then the Academy will notify the student in writing of its intention to report the student for not maintaining satisfactory attendance. The written notice of the Academy’s decision will inform the student that he/she is able to lodge an appeal through the Academy’s Complaints and Appeals process, and has 20 working days from the nominated date in which to do so.

A copy of the written notification will be placed on the student’s file along with records of all contact with and counselling given in relation to attendance.

14.3 Special Consideration

The Academy appreciates that from time to time, a student may not be able to attend classes due to circumstances beyond his/her control. In such circumstances, the Course Convenor will use his/her professional judgement to assess each case on its individual merits, using the evidence provided.

He/she may decide not to report a student for breaching the 80% requirement if:

i) there is documentary evidence demonstrating that compassionate or compelling circumstances apply; and

ii) the student is maintaining satisfactory course progress; and

iii) the student has attended at least 70% of the scheduled course contact hours.

A copy of the evidence will be retained in the student’s file.

14.4 Reporting of International Students

If a student visa holder who has not met the mandatory attendance condition, accesses and activates the Complaints and Appeals process within the nominated 20 working days, and the process results in a decision that supports the Academy then as soon as is practicable the Academy will notify the Secretary of the Commonwealth Department of Education (DOE) through PRISMS, that the student is not achieving satisfactory attendance. A copy of the written notification provided to the student will be retained in the student’s file, along with evidence of the appeals process.
Where an international student who has not met the mandatory attendance condition, chooses not to access the Complaints and Appeals process within the nominated 20 working days, the Academy will notify the Secretary of DOE through PRISMS, as soon as practicable that the student is not achieving satisfactory attendance. A copy of the written notification provided to the student will be retained in the student’s file.

15 SUSPENDING STUDIES

The Academy designates holiday periods for each year. Students do not need to apply for leave for these periods; your studies will be automatically put on hold for that time. These dates are available from Student Services.

Other than these designated holiday periods, you may apply for special leave if you have good reason for doing so (i.e. compassionate or compelling circumstances). The Academy may grant or decline your request for special leave, based on the reason provided and potential impact that the temporary suspending of your studies may have on your academic progress. (Refer to the Student Application to Defer or Temporarily Suspend Studies Policy on the ACPE Academy web site at http://academy.acpe.edu.au/college-policies.html for further information.)

Before making an application for special leave, international students should refer to the DIBP web site (http://www.immi.gov.au/), or telephone the Helpline 131 881, or visit the local DIBP office for advice on how the potential change to enrolment status may impact on your visa. (Note - DIBP does not consider such events as a wedding, a holiday or financial difficulties as appropriate grounds for course deferral.)

16 DISMISSAL

The Academy reserves the right, in the exercise of its sole judgement, to place on probation or dismiss a student on any of the following grounds: non-conformity with the general spirit and regulations of the Academy, conduct detrimental to the reputation of the Academy or its students, failure to make satisfactory progress, or poor attendance.

The written notice of the Academy’s decision will inform the student that he or she is able to access the Academy’s Complaints and Appeals Process and has 20 working days from the nominated date in which to do so. (Information on the Complaints and Appeals Policy and Procedure is located below and on the ACPE Academy web site at http://academy.acpe.edu.au/college-policies.html.)

17 COMPLAINTS AND APPEALS

17.1 Complaints and Appeals Policy

ACPE Academy is committed to developing and maintaining an effective, timely, fair and equitable complaint handling system which is easily accessible and offered to complainants (i.e. the person’s lodging the complaint) at no charge for internal review of a complaint or appeal, and at a reasonable cost for the external review of an appeal.

The Academy aims to:
i) develop a culture that views complaints as an opportunity to improve the organisation and how it works;

ii) set in place a complaints handling system that is client-focused and helps the Academy to prevent complaints from recurring;

iii) ensure that any complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality;

iv) ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised at any stage of the process; and

v) ensure that there is a consistent response to complaints.

A complaint can be defined as a person’s expression of dissatisfaction with any aspect of the Academy’s services and activities, including:

i) the enrolment, induction/orientation process;

ii) the quality of education provided;

iii) academic matters including student progress, assessment, curriculum and awards in a VET course of study;

iv) handling of personal information and access to personal records; and

v) the way someone has been treated.

This Complaints and Appeals Policy and Procedure is designed to ensure that the Academy responds effectively to individual cases of dissatisfaction.

Students or potential students are entitled to access the Policy and Procedure regardless of the location of the campus at which the grievance has arisen, their place of residence, or the mode in which they study.

17.2 Procedure

This procedure can be utilised by eligible students, including potential students enrolled or seeking to enrol in a course with the Academy, to submit a complaint of an academic or non-academic nature. Complaints of an academic nature include matters related to student progress, assessment, curriculum and awards in a VET course of study. Complaints of a non-academic nature cover all other matters including complaints in relation to personal information that the Academy holds relating to the complainant.

During all stages of this procedure the Academy will take all steps to ensure that:

i) the complainant and the respondent will not be victimised or discriminated against;

ii) the complainant has an opportunity to formally present his/her case and each person involved may be accompanied and assisted by a support person at any relevant meetings;

iii) a detailed written explanation is provided of decisions and actions taken as part of the process; and

iv) where the internal or external complaint handling or appeal process result in a decision that supports the complainant, the Academy immediately implements any decision and/or corrective and preventative action required, and advises the complainant of the outcome in writing.
There is no cost to the complainant for utilising the internal complaints and appeals process; however, there may be a specified cost for utilising the external part of the process.

17.2.1 Before an Issue Becomes a Formal Complaint

If a person feels dissatisfied with some aspect of the Academy’s service, he/she is encouraged to first speak to the person responsible. For example: if the grievance concerns a classroom matter, the student should talk honestly to the trainer about the concerns. A Homestay problem is best resolved with the Homestay Co-ordinator, and issues about fees should be discussed in the first instance with the Bursar. He/she can be confident that there will be no negative consequences from doing so. (Information on the Grievance Policy and Procedure is located at http://academy.acpe.edu.au/college-policies.html.)

If he/she has attempted to resolve the issue, but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with the Campus Grievance Counsellor. He/she may be accompanied or assisted by a support person during this process.

Students at this campus should contact Dayne Walker in regard to any grievance or complaint.

The Campus Grievance Counsellor will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the person(s) concerned.

The Campus Grievance Counsellor will provide the complainant and the person(s) concerned with a written report summarising the actions that were taken, or will be taken, to resolve the issue.

If the complainant is not satisfied with the outcome, a formal complaint can be lodged under this policy.

17.2.2 Formal Complaints

Formal complaints must be submitted in writing to the Campus Grievance Counsellor.

To commence the formal process, the complainant must complete a Complaint Lodgement Form (available from Student Services) or write a letter and send it to the Campus Grievance Counsellor at the campus at which he/she is studying or applying to enrol.

The following information needs to be provided in writing:

i) details of the complaint;

ii) supporting information that he/she wishes to have considered;

iii) an explanation of the steps already taken to try to resolve the complaint informally and why the responses received are not considered satisfactory; and

iv) what he/she thinks needs to be done to address the concerns.
The Campus Grievance Counsellor will commence the process of considering the complaint within 10 working days of receiving the written Complaint Lodgement Form or letter, and will acknowledge receipt of the complaint in writing. He/she will ensure all steps are taken to resolve the complaint as soon as is practicable.

In considering the complaint, the Campus Grievance Counsellor will arrange a meeting with the complainant to enable formal presentation of the case. The complainant may be accompanied or assisted by a support person at any such meeting.

The complaint will be investigated by the Campus Grievance Counsellor who will discuss the issues with the person(s) concerned, and may confer with the relevant staff. If the Campus Grievance Counsellor considers that the complaint is upheld, a recommendation will be made to the Course Convenor (or nominee).

If the Course Convenor (or nominee) agrees then he/she will immediately notify relevant staff to implement the actions required to resolve the complaint. The complainant will be provided with a written report of the steps taken to address the complaint within 20 working days of the commencement of the complaint process.

If the complaint is not upheld, then the complainant will be given a written explanation detailing the reasons for that decision. He/she will also be advised of the right to access the internal appeals process if not satisfied with the outcome of the formal complaint.

The Grievance Counsellor will retain a written record of the complaint and its outcome.

17.3 Internal Appeals

If a student is dissatisfied with a decision made by the Academy, he/she has 20 working days from the date nominated in the written notification by the Academy in which to lodge an Internal Appeal to have the case reviewed at no cost to the student. This includes decisions relating to complaints outcomes and assessment appeals, as well as notifications of unsatisfactory course progress, unsatisfactory attendance, misbehaviour, and/or pending cancellation of enrolment by the Academy.

Appeals should be lodged in writing on an Appeal Request Form, available from the Campus Grievance Counsellor, or in a letter.

The appeal will be considered by the National Head of Academy (or nominee), who may decide:

i) to make a determination based on the appeal;

ii) to establish an appeals panel; or

iii) that there are insufficient grounds to take further action, thus concluding the consideration of the matter under these internal appeals procedures.

If the decision is to convene an Internal Appeal Panel, the panel will meet within 20 working days. The complainant will be informed of the membership of the panel and the procedure to be followed at least 5 working days in advance of the panel’s meeting. The panel will consist of the National Head of Academy (or nominee) as Chair, and two other senior staff members of Study Group who have not been involved in the complaint so far.
The review will take into consideration all relevant facts. The complainant may attend and can be accompanied by a support person who may speak and act on his/her behalf, including providing evidence. If the complaint involves another person(s), that person will also be invited to present his/her case to the panel. A written record of the meeting will be taken.

The complainant will be notified of the decision of the internal appeals process in writing within 5 working days of the decision. If the appeal is upheld he/she will be informed of the actions to be taken to resolve the complaint. If the appeal is not upheld, then he/she will be given a detailed written explanation including the reasons for that decision, and advised of the right to access the external appeals process if not satisfied with the outcome of the internal appeal.

17.4.1 External Appeals – International Students

In the event that the complainant remains dissatisfied with the result or conduct of the Academy’s internal procedures for handling of the complaint, he/she has the right to access an external appeals process at minimal cost.

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 the Academy. For further information, visit the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia’s consumer protection laws. Also, these procedures do not circumscribe an individual’s rights to pursue other legal remedies.

17.4.2 External Appeals – Local Students

A student enrolled in a VET FEE-HELP eligible course who wishes to lodge an external appeal or complain about a decision made by the Academy, may apply to the Administrative Appeals Tribunal (AAT) for review of a decision.

Further information about the AAT, including the required application forms and current costs, can be obtained from their website at: [http://www.aat.gov.au/AboutTheAAT/IntroductionToTheAAT.htm](http://www.aat.gov.au/AboutTheAAT/IntroductionToTheAAT.htm) or by calling telephone 1300 366 700.

<table>
<thead>
<tr>
<th>LOCATION AND CONTACT DETAILS OF THE ADMINISTRATIVE APPEALS TRIBUNAL OFFICES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Queensland and Northern Territory</strong></td>
</tr>
<tr>
<td>Administrative Appeals Tribunal</td>
</tr>
<tr>
<td>Level 4, Harry Gibbs Building</td>
</tr>
<tr>
<td>Commonwealth Law Courts</td>
</tr>
<tr>
<td>119 North Quay</td>
</tr>
<tr>
<td>BRISBANE QLD 4000</td>
</tr>
<tr>
<td><strong>New South Wales</strong></td>
</tr>
<tr>
<td>Administrative Appeals Tribunal</td>
</tr>
<tr>
<td>Level 7, City Centre Tower</td>
</tr>
<tr>
<td>55 Market Street</td>
</tr>
<tr>
<td>SYDNEY NSW 2000</td>
</tr>
</tbody>
</table>
Domestic students who are enrolled in courses which are not VET FEE-HELP eligible who wish to lodge an external appeal or complain about a decision made by the Academy may take action under Australia's Consumer Protection laws by contacting the Office of Fair Trading in their state, or the Australian Skills Quality Authority on [http://www.asqa.gov.au/](http://www.asqa.gov.au/).

Also, within each state there are Dispute Resolutions Centres; details of these can be accessed through the links following:


This lodgement is to occur within twenty (20) working days from the date nominated in the written outcome of the Internal Appeal, unless special circumstances apply.

### 17.5 Enrolment Status

If the complainant chooses to access this policy and procedure, his/her enrolment will be maintained while the complaints and appeals process is ongoing, except where the appeal is against the Academy’s decision to suspend his/her enrolment due to misbehaviour in which case the Academy will only wait for the outcome of the Internal Appeals Process. Should that outcome be in favour of the Academy, then the cancellation and required notifications will occur.

### 17.6 Record-keeping and Confidentiality

Records of all complaints handled under this procedure and their outcomes will be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to the Academy. Records of complaints will be maintained at the last campus at which the student studied or in the case of prospective students at the campus to which he/she applied.

All records relating to complaints and their outcomes will be treated as confidential and will be kept in a separate file in a secure environment in accordance with the Academy’s Records Management and Privacy and Personal Information Policy and Procedures.
18 ESOS FRAMEWORK

Australia has a reputation as a safe, progressive and dynamic place to study. We maintain this reputation by providing quality education delivered in accordance with the ESOS Framework which is the consumer protection specifically developed for overseas students. A description of the ESOS Framework is available electronically at the following web site: https://aei.gov.au/regulatory-information/pages/regulatoryinformation.aspx.

19 PRIVACY POLICY

ACPE Academy is bound by Commonwealth law to handle Personal Information in accordance with the Australian Privacy Principles. These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law. The principles cover issues such as the collection, storage, use and disclosure of information, as well as giving you the right to access information we hold about you.

We collect the information that you provide on your enrolment form; details of your academic progress (including results of assessments); your attendance record; the outcomes of formal interviews you may have with staff during your course to discuss your progress; your special requests or requirements, records of grievances, complaints or appeals; and records of payments of fees and charges. In other words, we only collect information that is necessary to ensure that we deliver to you the services promised in our brochure and on our web site.

We take all reasonable steps to protect the personal information we hold about you from misuse or loss or from unauthorised access, modification or disclosure. It is stored in electronic form in our administration database and can only be accessed by authorised staff. These staff members are issued with their own Login Identifier they must use to gain access to our systems.

Please note that we need the personal information we keep about you to be accurate. It is especially important that you notify us of any changes to your circumstances, such as change of contact details or change of name.

The full Privacy Policy can be accessed on the website: http://www.acpeacademy.edu.au/college-policies

20 REFUND POLICY

Students who are considering withdrawing from the course after having commenced their studies, should refer to the Cancellation and Refund Policy shown in the current ACPE Academy course guide and on the Academy web site at http://academy.acpe.edu.au/college-policies.html. These will provide guidance on both the process to follow and the Academy policy.

21 BLENDED LEARNING MODEL

ACPE Academy uses a blended learning model, which requires you to participate in training provided in the classroom and specialised training areas
by the instructional staff. This is supported by learning resources and additional activities within the online learning platform, Study Smart.

22  STUDENTS COMPLETING HSC/QCE/VCE

Students completing a New South Wales Higher School Certificate (HSC)/ Queensland Certificate of Education (QCE)/ Victorian Certificate of Education

If your studies with the Academy are to count towards your HSC/QCE/VCE, you are obliged to notify the Academy prior to commencement of your course. This information should be provided with your Learner Unique Identification (LUI) - or Qld/VIC equivalent - and any other relevant data.

If you have not yet advised the Academy of the above, please contact Student Services immediately.

Relevant Department websites for reference:
NSW Board of Studies <www.boardofstudies.nsw.edu.au>
Queensland Studies Authority (QSA) <www.qsa.qld.edu.au>
VIC Department of Education and Early Childhood <www.education.vic.gov.au>

23  ACPE LIBRARY

Welcome! The ACPE Library is a specialist independent vocational and tertiary library providing access to print and electronic information resources in support of the teaching, learning and research needs of ACPE, and the Academy. The Library has a collection of more than 34,000 items, including print, electronic and audio-visual resources, print and electronic journal titles, e-books, and a range of full-text electronic databases. Access to the Library’s e-resources is available on campus as well as remotely to support your research and study needs 24/7.

The Library was relocated to new premises at 1 Figtree Drive in December 2010. Note that the entrance to the Library is at the rear of the building. Additional space for students, both independent and group study, was a major focus of the development as was the provision of additional computers for student use. Wireless access is available.

23.1  Library programs and services

The Library provides a reference and research service for students at the Information Desk, with lending and customer service assistance at the Loans Desk. An online reference service, including a KnowledgeBase and an FAQ, is available to provide assistance to students whilst working off campus. A Chat reference service facilitates immediate assistance when only a brief response is required. Note that these services are available during Library opening hours.

The Library also provides orientation sessions and Information Literacy skills training showing students how to identify, retrieve and cite scholarly information for assignments. IT training for all students, including Microsoft Office suite of programs - Word, Excel, PowerPoint and Publisher - is available if required. Please ask at the Information Desk.
The Library welcomes requests from students for individual research assistance and training. Please ask staff at the Information Desk.

### 23.2 Library Opening Hours

Library opening hours are published on the Library website: [http://library.acpe.edu.au/](http://library.acpe.edu.au/)

<table>
<thead>
<tr>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>8:00 am – 5:00 pm</td>
</tr>
<tr>
<td>Saturday &amp; Sunday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

Our library staff look forward to welcoming you to the Library and to assisting you with your research and study.

### 23.3 Printing and Photocopying

The college has implemented a Bear Solutions PCEFTPOS photocopy and print solution for the convenience of students wishing to use the photocopying and printing facilities. EFTPOS rechargeable software allows the recharging of the student photocopy/print account in a cashless environment. All labs have printers installed and there is an EFTPOS rechargeable workstation located within the Library.

Additional details on photocopying and printing can be found in the policy document *Library Rules*, a copy of which is available on the college website.

### 23.4 Copyright

It is the student’s responsibility to ensure that photocopying and printing does not infringe Australian copyright law. Generally the *Australian Copyright Act* permits the copying, or printing, of up to 10% of a publication, or one journal article per journal issue, for educational purposes. Please refer to the copyright notices which are displayed in the Photocopy Room and in the computer laboratories. For additional information on Library copying and printing please refer to Library staff.

### 23.5 Student Library Loans Policy

The purpose of this policy is to outline the rules and guidelines for student use of the resources contained within the ACPE Library.

Library resources are provided in support of academic research and the academic programs of the Academy, and the ACPE Academy. The *Student Library Loans Policy* assists in ensuring that the use of Library resources is ethical and fair, and that the lending of Library resources is managed in an effective manner. Users are required to respect, and comply with this policy which helps to facilitate effective access to Library materials by Library users.

By virtue of using of the ACPE Library, students agree to abide by the *Student Library Loans Policy*.

Full details of this policy are available through the ACPE website.
23.6 Library Rules

The purpose of this policy is to outline the rules, guidelines and procedures for student use of the ACPE Library.

Library facilities are provided in support of academic research and the academic programs of the Academy. The Library Rules assists in ensuring that Library use is ethical and fair, that the library is a pleasant, quiet place of study, and that the behaviour of Library users does not impinge on the rights of others. Users are required to respect, and comply with, the Library Rules to ensure an appropriate environment for study, research and professional assistance.

By virtue of using of the ACPE Library students agree to abide by the Library Rules. These rules are consistent with, and complement the ACPE Student Code of Conduct.

Full details of this policy are available through the ACPE website.
B  STUDENT BENEFITS

1  YOUTH ALLOWANCE/AUSTUDY/ABSTUDY

Youth Allowance/Austudy/Abstudy is available to Australian, full-time eligible students on approved courses. Youth Allowance is for people under 25 years of age; Austudy is for people 25 years of age and older. Aboriginal or Torres Strait Islander students can claim Abstudy instead of Youth Allowance.

When applying, you will need to include the National Qualification title and National Code for your course. Your Course Convenor can assist with this information.

For more information and to ascertain your eligibility, contact Centrelink by telephone on: 13 2490.

NB: Please contact Centrelink as soon as you change your study load, complete your course, or if you obtain a job before you complete your course, so that benefits may be discontinued. You will be required to re-pay any overpayments received.

2  STUDENT TRAVEL CONCESSIONS

Student Services will be able to provide information for you in regard to travel concessions available for students. These vary between campuses.

3  IDENTIFICATION CARDS

During Orientation, the Academy will arrange to issue you with an Identification Card. This card will show your student number so you may identify your assessment outcomes. If lost, a replacement card will cost $25.00.

For security reasons students are required to carry their ID Cards while on premises to exclude unauthorised persons from the Academy, and for the security of the Academy premises and students’ possessions.

4  STUDY PATHWAYS TO HIGHER EDUCATION

Students who successfully complete Diploma level courses will be deemed to have met minimum entry requirements for most Australian Higher Education Providers, and may receive substantial credit towards a Degree in a related field.

Students need to be aware that for them to gain entrance, they must achieve at least the minimum specified grades nominated by the Higher Education Provider, and meet its entry requirements. Australian Higher Education Providers also expect applicants to have completed senior secondary education (or equivalent) or be eligible for mature age entry.

For further information see the Student Progress Advisor.
C  TRAINING AND ASSESSMENT INFORMATION

1  TIMETABLES

The timetables are posted that show your classes, their room allocations, and times for attendance. Please check the timetable for each study period and see the Course Convenor if you have any enquiries.

PLEASE NOTE

Students who choose not to attend any scheduled subject will be required to pay for it to be provided to them again. This may have significant impact on the duration of their course.

The Academy will allow students to re-schedule the subject without penalty if a genuine reason is given, e.g. illness, and appropriate documentation is presented. This will be based on approval from the Course Convenor. However for VET FEE-HELP enabled courses, documentation must be provided before the end of the Census Date for the Unit of Study, or special consideration sought.

2  EXEMPTIONS (RPL)

Recognition of Prior Informal Learning acknowledges skills, knowledge and understanding gained as a result of work and/or life experience. ACPE Academy will make this process available to you for any unit in which you feel you are competent already.

Recognition of Prior Formal Learning applies when you have recently completed formal studies with another education provider and already been found competent in a unit of competency that is relevant to your course.

The RPL process is administered by the Admissions team for applications received prior to commencement. Once they have commenced their studies, students are encouraged to discuss any prior learning they may have with the Course Convenor who will provide guidance in relation to the process.

3  ASSESSMENT PROCESS

Assessment is the process of collecting evidence and making judgements as to whether competency has been achieved by each student. It incorporates determining whether the collected evidence can be proven to be the work of the actual student, through electronic programmes such as Turnitin or by activities being undertaken under direct supervision.

Assessment for each subject involves the use of a range of assessment methods, enabling the collection of evidence on which to judge if a student can perform competently and/or demonstrate the application of required knowledge after the given period of training.
3.1 General

For a student to be awarded a Certificate or Diploma, he/she must satisfactorily complete all subjects that are a mandatory part of that course. Students who fail to satisfy the minimum course requirements will be given a Statement of Attainment, listing the student’s achievement up to the last day attended.

Students who arrive 15 minutes after the commencement of a supervised assessment task will not be admitted into the assessment area. Students should arrive at least 15 minutes before the commencement of an assessment.

Students are responsible for providing writing equipment and calculators. Programmable calculators are to have their memory cleared and inspected by the supervisor prior to use during assessments. Electronic translators, Memory Sticks (USBs) and mobile phones are not permitted within assessment rooms unless directly approved by the supervisor. English to Foreign Language paper-based dictionaries must be checked by the supervisor prior to the start of the assessment time.

Students may leave the room once they have finished the assessment task. The following must be returned to the supervisor: assessment question paper, answer paper, any notepaper (scribble paper), and electronic storage devices (where applicable).

Students undertaking online learning must submit a Nominated Assessment Supervisor form before an assessment paper can be sent out. It is the responsibility of the nominated assessor to submit the completed assessment paper. (This form is available on the subject page on Study Smart.)

WARNING

Students are under strict conditions during assessments. Talking, moving around, drawing attention to oneself or distracting others will not be tolerated. The supervisor has the right to exclude from the assessment room any student who breaches these conditions.

3.2 ACPE Academy Assessment Policy

A student must attempt and submit all pieces of assessment as required within the subject. If he/she does not attain the standard set for competency within every piece of assessment, he/she will be deemed to be ‘Not Yet Competent’ in relation to that subject.

Any student who fails to submit an assessment task on the due date, and has not made prior arrangements with the trainer, will be deemed ‘Not Yet Competent’ for that piece of assessment, unless appropriate documentation (such as a medical certificate) is presented.

Students receiving an assessment result of ‘Not Yet Competent’ for a written assignment or practical assessment will be eligible for a second assessment attempt after having spoken to the trainer about the issues within their first attempt. Such second attempts must be within 2 weeks of the release of the original result.
If the same student does not demonstrate the standard set for competency within that supplementary assessment, then he/she will be scheduled to re-commence that subject and additional fees will be applied. (Students should refer to the section in this handout on the Academy’s requirements in relation to Satisfactory Academic Progress.)

If the student is again deemed ‘Not Yet Competent’, immediate counselling will occur. Continued enrolment is dependent on the student meeting the Academy’s requirements for Satisfactory Academic Progress.

3.2.1 Failure to Attend an Assessment Session

Any student who fails to arrive to complete a supervised assessment activity and does not present valid certification (e.g. a medical certificate) to the Course Convenor, must attempt that assessment within 10 working days of the release of results for that assessment or he/she will be deemed ‘Not Yet Competent’ in relation to that subject. Details will be recorded within the student’s records.

Should the student not demonstrate the standard set for competency within that delayed assessment attempt, then he/she will be scheduled to re-commence the subject, and additional fees will be applied. (Students should refer to the section in this handout on the Academy’s requirements in relation to Satisfactory Academic Progress.)

If the student is again deemed ‘Not Yet Competent’, academic counselling will occur. Continued enrolment is dependent on the student meeting the Academy’s requirements for Satisfactory Academic Progress.

3.2.2 Cheating

Cheating is the taking of any unauthorised material or electronic device into an assessment area, irrespective of whether or not this is used by the student to assist him/her to complete that assessment.

After investigation, any student found to be cheating will have his/her Assessment Activity cancelled, and no re-submission of assessment will be accepted. The assessment outcome of ‘Not Yet Competent’ will be recorded for that subject, and he/she will be placed on probation. He/she will be scheduled to re-commence that subject, and additional fees will be applied.

Any further incidence of proven cheating or other unacceptable behaviour will result in cancellation of the student’s enrolment. In the event that this occurs, no refund of fees will be possible.

The written notice of the Academy’s decision will inform the student that he or she is able to access the Academy’s Complaints and Appeals Process and has 20 working days from the nominated date in which to do so. (Information on the Academy Complaints and Appeals Policy and Procedures is located on the web site at http://academy.acpe.edu.au/college-policies.html.)

3.2.3 Plagiarism

A plagiarist is someone who presents the thoughts or writings of another person as his/her own. You are, therefore, required to acknowledge all direct quotations, ideas, paraphrased writings and statistical information. (Refer to your Student Study Skills Handout if unsure how to do this.)
Plagiarism is a form of cheating, and is one of the most serious offences any writer can make. Any student found to be plagiarising will be regarded as having cheated, and the same conditions will be applied as recorded in Section 3.2.2 above.

3.2.4 Submission of Assignments

For subjects that have assignments set, these are to be completed and submitted by the scheduled due date and according to the student’s study mode.

Each student is provided with a Student Study Skills Handout which includes information on the requirements for the formatting of assignments.

To safeguard against accidental loss of assignments, it is expected that students will keep a copy of each assignment either soft copy (on computer) or a hard copy. In the event of loss occurring, the student will be required to submit a new copy of the assignment concerned.

4 ASSESSMENT APPEALS POLICY

Student assessment results are posted against a student's Identification Number. Each result sheet features the date of posting. This date will be recognised as that from which the official Appeal Time is calculated.

Students may appeal against their results through application to the Campus Grievance Counsellor. Refer to the policy section on the Academy web site located at http://academy.acpe.edu.au/college-policies.html for further information on Assessment Appeals.

5 SATISFACTORY ACADEMIC PROGRESS POLICY – LOCAL STUDENTS

The Academy expects each student to progress through his/her course at a rate that will enable the student to complete the course in the nominated duration. Its purpose-built student records database generates reports of students’ academic progress, enabling the Course Convenor to monitor, record and assess every student’s progress at the end of each study period.

For the purpose of progression monitoring, each subject that has a finish date within a particular study period is considered to be in that particular study period. Each subject is equally weighted for progression monitoring purposes.

5.1 Classroom Monitoring and Early Intervention

In order to assist with academic progress, the trainers monitor each student’s attendance and performance in the subject(s) they deliver. If a student appears to be experiencing difficulty within a particular subject, the trainers alert the Course Convenor.

The student will be notified and asked to make an appointment to see the Course Convenor, who will offer counselling and establish a programme of support for the student. Please note that it is the student’s responsibility to follow through on that programme, and to maintain contact with the Course Convenor and/or other staff nominated.
5.2 Monitoring Progress and Intervention Strategy - Stage 1

A student who does not demonstrate competency in at least 80% of the subjects undertaken during each study period will be identified as being ‘at risk’. He/she will be advised in writing and required to meet with the Course Convenor by a nominated date to discuss any issues and support options - including supplementary assessment. A counselling and mentoring programme will be implemented at this point, and an intervention strategy will be activated for the next study period.

As part of the intervention strategy, the student will be provided with an Intervention Contract that will detail a support programme which will include counselling and mentoring, and one or more of the following:

i) attending special tutorials and/or coaching;
ii) receiving assistance with personal issues which are influencing his/her progress;
iii) being placed in a suitable alternative course; and/or
iv) undertaking a reduced course load.

It is the student’s responsibility to follow through on that individual programme, and to maintain contact with the Course Convenor and/or other staff nominated within the Intervention Contract.

Students who do not demonstrate competency in more than 50% of the subjects undertaken during a study period will also be placed on Provisional Enrolment.

A record of the intervention measures discussed and implemented will be kept on the student’s file by the Course Convenor and/or other staff nominated within the Intervention Contract.

5.3 Intervention Strategy - Stage 2: Review of Progress

If following the implementation of an intervention strategy, a student demonstrates competency through supplementary assessment for subjects which he/she had not successfully completed in the previous study period, and as a result he/she achieves competency in 80% or more of the subjects attempted in that previous study period, the Course Convenor will review the student’s academic history, and may choose to cancel the Intervention Contract, amend it, or continue it unchanged to the end of the study period.

The Course Convenor will monitor the academic progress of each student with an Intervention Contract for the remainder of that second study period, and review his/her results at its end. If satisfactory academic progress of 80% or more was made during that second study period, the student will no longer be regarded as being ‘at risk’ and the Intervention Contract will be closed.

5.4 Intervention Strategy – Stage 3: On-Going Support

If the student’s academic progress demonstrates competency in more than 50% but less than 80% of the subjects undertaken in that second study period, a second intervention strategy will be implemented to provide on-going support appropriate to the student’s needs.
A record of the intervention measures discussed and implemented will be kept on the student’s file by the Course Convenor and/or other staff nominated within the Intervention Contract.

5.5 Unsatisfactory Course Progress

If after Stages 1 and 2 of the Intervention Strategy have been completed, a student has again been assessed as Not Yet Competent in 50% or more of the subjects undertaken in a second (consecutive) study period, the Course Convenor will notify the student in writing of the Academy’s intention to dismiss the student for unsatisfactory academic progress. The written notice of the Academy’s intention will inform the student that he or she is able to lodge an appeal through the Academy’s Complaints and Appeals process, and has 20 working days from the nominated date in which to do so. All subsequent action taken will be in accordance with that procedure.

Evidence will be retained in the student’s file of the written notice of intention to report, and documentation of the Complaints and Appeals process, as applicable.

6 SATISFACTORY ACADEMIC PROGRESS POLICY – INTERNATIONAL STUDENT VISA HOLDERS

The Academy will systematically monitor students’ course progress. It will be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements; intervention strategies will be implemented to assist these students to attain their educational goals. If however, students remain unable to demonstrate the satisfactory academic progress requirements, SGA will report them under Section 19 of the ESOS Act for having breached the stipulated course progress requirements stated within this policy.

The Academy expects each student to progress through his/her course at a rate that will enable the student to complete the course in the nominated duration. Its purpose-built student records database generates reports of students’ academic progress, enabling the Course Convenor to monitor, record and assess every student’s progress at the end of each 10-week study period.

For the purpose of progression monitoring, each subject that has a finish date within a particular study period is considered to be in that particular study period. Each subject is equally weighted for progression monitoring purposes.

6.1 Classroom Monitoring and Early Intervention

In order to assist with academic progress, the trainers monitor each student’s attendance and performance in the subject(s) they deliver. If a student appears to be experiencing difficulty within a particular subject, or perhaps with the English language, the trainers alert the Course Convenor.

The student will be notified and asked to make an appointment to see the Course Convenor, who will offer counselling and establish a programme of support for the student. Please note that it is the student’s responsibility to follow through on that programme, and to maintain contact with the Course Convenor and/or other staff nominated.
6.2 Monitoring Progress and Intervention Strategy - Stage 1

A student who does not demonstrate competency in at least 80% of the subjects undertaken during each study period will be identified as being ‘at risk’. He/she will be advised in writing and required to meet with the Course Convenor by a nominated date to discuss any issues and support options - including supplementary assessment. A counselling and mentoring programme will be implemented at this point, and an intervention strategy will be activated for the next study period.

As part of the intervention strategy, the student will be provided with an Intervention Contract that will detail a support programme, which will include counselling and mentoring, and one or more of the following:

i) attending special tutorials and/or coaching;
ii) attending English language classes;
iii) receiving assistance with personal issues which are influencing his/her progress;
iv) being placed in a suitable alternative course; and/or
v) undertaking a reduced course load.

It is the student’s responsibility to follow through on that individual programme, and to maintain contact with the Course Convenor and/or other staff nominated within the Intervention Contract.

Students who do not demonstrate competency in more than 50% of the subjects undertaken during a study period will also be placed on Provisional Enrolment.

A record of the intervention measures discussed and implemented will be kept on the student’s file by the Course Convenor and/or other staff nominated within the Intervention Contract.

6.3 Intervention Strategy - Stage 2: Review of Progress

If following the implementation of an intervention strategy, a student demonstrates competency through supplementary assessment for units which he/she had not successfully completed in the previous study period, and as a result he/she achieves competency in 80% or more of the units attempted in that previous study period, the Course Convenor will review the student’s academic history, and may choose to cancel the Intervention Contract, amend it or continue it unchanged to the end of the study period.

The Course Convenor will monitor the academic progress of each student with an Intervention Contract for the remainder of that second study period, and review his/her results at its end. If satisfactory academic progress of 80% or more was made during that second study period, the student will no longer be regarded as being ‘at risk’ and the Intervention Contract will be closed.

6.4 Intervention Strategy – Stage 3: On-Going Support

If the student’s academic progress demonstrates competency in more than 50% but less than 80% of the subjects undertaken in that second (consecutive) study period, a second intervention strategy will be implemented to provide on-going support appropriate to the student’s needs.
A record of the intervention measures discussed and implemented will be kept on the student’s file by the Course Convenor and/or other staff nominated within the Intervention Contract.

6.5 Unsatisfactory Course Progress

If after Stages 1 and 2 of the Intervention Strategy have been completed, a student has again been assessed as not yet competent in 50% or more of the SGA Learning Units undertaken in the second (consecutive) study period, the Course Convenor will notify the student in writing of the Academy’s intention to report the student to the Secretary of the Commonwealth Department of Education (DOE) via PRISMS for unsatisfactory academic progress. The written notice of the Academy’s intention will inform the student that he or she is able to lodge an appeal through the Academy’s Complaints and Appeals process, and has 20 working days from the nominated date in which to do so. All subsequent action taken will be in accordance with that procedure.

Evidence will be retained in the student’s file of the written notice of intention to report, and all applicable documentation including that relating to the Complaints and Appeals process.

7 COURSE COMPLETION

Provided no re-assessment is required, the Academy endeavours to finalise results, then co-ordinate and post certificates no later than 21 working days after course completion.

If re-assessments are required, they must be completed within 2 weeks of course completion. Certificates will then be available 21 working days after completion of such re-assessments.

If a student leaves before he/she has successfully completed the mandatory subjects within his/her course, the course is considered incomplete and a Diploma or Certificate will NOT be issued. Instead a Statement of Attainment will be given listing the student’s achievements up to the last day attended.

Replacement Diplomas, Certificates and results schedules can be issued to students upon payment of a fee of $125.00.
D COMPUTING RESOURCES REGULATIONS

The Academy provides computer facilities for the use of all its students.

Priority one in all computer rooms is the scheduled class. Access to the facility while a class is in progress will be at the discretion of the supervising teachers.

The computers should only be used for genuine academic purposes. It is essential that all students act in a responsible manner to ensure the facility is maintained at the highest standard.

Students are directed to the computer usage regulations which follow as these relate to the downloading and/or printing of offensive materials, and are warned that breaching the regulations could jeopardise their continued enrolment at the Academy.

1 CLASSROOM USAGE FOR COURSE WORK

- Classroom computers will be available for student access during Academy business hours.
- Students must be working on prescribed coursework, assignments or associated research.
- Students must display or be wearing a valid ID Card at the workstation when using a computer.
- Designated rooms may be nominated for students in specific courses to access computers, however any supervised room may be used.
- No mobile phones, food and/or drinks (including water bottles) are to be brought into the computer laboratories.
- Students should place rubbish in the bins provided. All unused papers should be dropped into recycling bins where available.
- Students must not interfere, re-adjust, re-set or re-configure the computer equipment in any way.
- Each student is required to work in a considerate manner and not stop others from proceeding with their work.
- Each student is responsible for the equipment that he or she uses at that particular time and therefore should check and report any irregularities with that equipment before the equipment is used or during its use. When computer or software problems occur in the student access rooms, any faults should be reported to the computer technicians. When the problems occur in the computer laboratory classrooms, report the faults to the trainer in charge of the class at that time. This notification includes alerting staff to suspected viruses.

2 INTERNET ACCESS

The Internet should be used solely for research and academic related activities so only appropriate sites should be visited. Students caught visiting inappropriate or having inappropriate files in their home drives will face serious consequences.
No download of music, games or proprietary software should be done using the Academy's access to the Internet.

For personal use: all students will be required to use a public access e-mail account during hours of availability, eg, Hot Mail. For personal correspondence, computers and hours of availability will be nominated at each campus.

3 COMPUTER PROTOCOL

- Computers are provided for the purposes of teaching and learning. Absolute priority will be given to scheduled classes, research and assignment preparation.
- Tampering with computer settings and hardware is considered to be a serious act of vandalism.

4 CONSEQUENCES OF MISUSE OF RESOURCES

The Academy's computer resources are an important learning tool for all students. It is therefore essential that the facilities be used appropriately by all users.

- Students who break the rules governing the conditions of use of the computer facilities may have their use of the Academy's computers suspended for a minimum of one week.
- Serious offences will incur longer period of suspension of the student from using the computer resources and will be decided on by the Course Convenor.

5 PRINTER ACCESS

- Assignments should generally be e-mailed to staff. You will be advised by the instructional staff member concerned.
- If hard copies are required, they may be printed on designated printers. Please note, only assignments, set research and class work that will be assessed in hard copy version should be printed.

6 PRIVACY WAIVER

The Academy may monitor all aspects of user activity including network access, monitoring Internet Sites and monitoring Electronic Mail, Chat and Newsgroups.
E STUDENT STATEMENT

TO ACPE Academy

Location

In consideration of the Academy granting me access to use computer facilities I HEREBY ACKNOWLEDGE AND AGREE that I will use the computer facilities provided strictly on the basis of this Agreement, and on the basis of the Computer Resources Regulations published by the Academy. I further acknowledge that breach of this Agreement or the Regulations may result in restriction or withdrawal of my access.

I undertake that in using and accessing computers:

i) I will use computers only for bona fide research and academic related activities, and for such personal use as provided in the Regulations;
ii) I will not use the computer network in any way that is in breach of Australian Copyright Law;
iii) I will not use the computer in any way that may constitute bullying, sexual or racial harassment, or vilification; and
iv) I will abide by the provisions of the Regulations.

I acknowledge that all Academy announcements and correspondence will be sent to my student email address and that I will need to regularly check my Academy email and the website.

I certify that I have read this Student Information Handout and the policies and procedures on the website thoroughly and agree to abide by them.

I authorise ACPE Academy to release administrative information concerning my performance at the Academy (including academic progress and attendance information) to any person who may lawfully require that information, as well as parents/guardians, agents and potential employers. If I do not agree, I must advise the Academy in writing.

I agree / do not agree (cross out which does not apply) to Study Group or a third party agent of Study Group, using for future worldwide promotional purposes including in its printed and online marketing materials and on any social media network, any photographs or videos taken of me by the organisation or its representative with my permission during my course, and any artwork or other works, as well as recorded or written testimonials and details of my achievements.

DATED the __________________ day of __________________ 2014

______________________________
Signature

______________________________
Name

______________________________
Student ID Number