Student Handbook

Australian College of Culinary and Management Pty Ltd
CRICOS Provider No: 04038J / RTO Provider No: 45886

Contents

1.Welcome Message:

We are delighted to welcome you to the Australian College of Culinary and Management in Geelong. Our professional and talented team of trainers are committed to providing you with the best industry knowledge and skills with the best possible approach to complete your academic journey with us. Our key focuses are high-quality education and student success. In ACCM, we provide an inclusive learning environment and respect all cultures and their values. We also acknowledge Aboriginal and Torres Strait Islander people and pay our respect to the Elders of the past, present, and future and acknowledge their spiritual connection to the country. We are laying the foundations to grow future generations that value and recognise Aboriginal and Torres Strait Islander cultures and heritage as a proud part of shared identity through this vision.

In Australia, the Vocational Education and Training (VET) structure is guided by the Australian Qualifications Framework (AQF), offering Nationally Recognised Qualifications in a wide range of industry sectors. The institutions delivering these qualifications to international students operate under a quality assurance regime of ESOS (Essential Services to Overseas Students) and VQF (VET Quality Framework). Students acquiring nationally recognised qualifications can obtain credits for all the successfully completed competencies between different educational institutions and courses, creating flexible education and career pathways. These qualifications provide a pathway to work in any hospitality industry sector and for a diversity of employers, including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. These qualifications allow for multi-skilling and specialisation in accommodation services, cookery, food and beverage, and gaming.

Although all efforts are made to ensure that details are correct at the time of release, we cannot guarantee that they will remain as described during the year. Please take the time to study it carefully and ask your Trainer/assessor or Student Support staff anything about which you are unsure. You can access this Handbook for reference throughout your student journey in ACCM or website.

On behalf of the ACCM Team, I would like to extend a warm welcome once again for your student journey at ACCM.

Good Luck with your student journey!

Asiri Bowalgaha
Chief Executive Officer (CEO)

2. Scopes of Hospitality courses at ACCM:
SIT40521 -Certificate IV in Kitchen Management
SIT50422 -Diploma of Hospitality Management
SIT60322 -Advanced Diploma of Hospitality Management

SIT40521 -Certificate IV in Kitchen Management
Course Description
This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.
This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.
Work Based Training
Commercial cookery and hospitality programs have work placement component, a requirement that students must gain work experience in the hospitality industry. Each students required to work in an operational commercial kitchen of industry workplace for a minimum of 48sessions (192hours of work placement) for the unit SITHCCC043 Work effectively as a cook. ACCM will go through all necessary processes then after completing the relevant documentation such as work based training agreement students will be able to start the training. If students need help to find a work placement, ACCM will help to find an industry work placement.

Who can Enrol?
International students over the age of 18 who wish to enter the hospitality industry as a cook.

Pathways
After achieving SIT40521 -Certificate IV in Kitchen Management, individuals could progress to Diploma of Hospitality qualification. This qualification provides a pathway to work in various kitchen settings, such as restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops.

Admission Requirements
Applicants must be minimum of 18 years of age at the time of commencement.
• Successful completion of Australian Equivalent Year 11 qualification or higher.
• Minimum IELTS score of 5.5 or PTE score of 42 or its equivalent.
• Successful completion of Senior Secondary certificate of education in Australia conducted in the medium of English;
• Completion of a full time Certificate III level course or above in Australia;
• English as the first language;
• Satisfactory completion of the EAL course or ELICOS course at the appropriate level; OR
For equivalency of various English Languages proficiency testing, and other forms of equivalency please refer to the Admissions and Enrolment policy available in the student's handbook
Individuals may enter Certificate IV in Kitchen Management with limited or no vocational experience and without a lower-level qualification.

Course Duration

This course will be delivered over 60 weeks of full- time study for a minimum of 20 hours per week (45- Academic weeks and 15 weeks of Holidays).

Core Units

SITHCCC023*	Use food preparation equipment
SITHCCC027*	Prepare dishes using basic methods of cookery
SITHCCC028*	Prepare appetisers and salads
SITHCCC029*	Prepare stocks, sauces and soups
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC031*	Prepare vegetarian and vegan dishes
SITHCCC035*	Prepare poultry dishes
SITHCCC036*	Prepare meat dishes
SITHCCC037*	Prepare seafood dishes
SITHCCC041*	Produce cakes, pastries and breads
SITHCCC042*	Prepare food to meet special dietary requirements
SITHCCC043*	Work effectively as a cook
SITHKOP010	Plan and cost recipes
SITHKOP012*	Develop recipes for special dietary requirements
SITHKOP013*	Plan cooking operations
SITHKOP015*	Design and cost menus
SITHPAT016*	Produce desserts
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITXFSA008*	Develop and implement a food safety program
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXINV006*	Receive, store and maintain stock
SITXMGT004	Monitor work operations
SITXWHS007	Implement and monitor work health and safety practices

Elective Units

SITHCCC038*	Produce and serve food for buffets
SITHCCC040*	Prepare and serve cheese
SITHCCC044*	Prepare specialised food items
BSBTWK501	Lead diversity and inclusion
SITHKOP009*	Clean kitchen premises and equipment
SITXINV007	Purchase goods

(Units marked with an *asterisk have one or more prerequisites. Refer to individual units for detail, these below mentioned are the prerequisite units)

SITHCCC027   Prepare dishes using basic methods of cookery.
SITHCCC042   Prepare food to meet special dietary requirements.
SITHKOP010   Plan and cost recipes
SITXFSA005   Use hygienic practices for food safety.
SITXFSA006   Participate in safe food handling practices)

(*ACCM does not guarantee that a student will complete a training product successfully or will obtain a particular employment

outcome or any migration outcomes on their Scope of Registration where this is outside the control of the RTO)
Course Delivery:
•Face to face training (Classroom and kitchen)
• Work based training.
• Distance learning (online).

SIT50422 -Diploma of Hospitality Management

Course Description

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming..

Work Based Training requirements

Commercial cookery and hospitality programs have work placement component, a requirement that students must gain work experience in the hospitality industry. Each students required to work in an operational commercial kitchen of industry workplace for a minimum of 48sessions (192hours of work placement) for the unit SITHCCC043 Work effectively as a cook. ACCM will go through all necessary processes then after completing the relevant documentation such as work based training agreement students will be able to start the training. If students need help to find a work placement, ACCM will help to find an industry work placement.

Who can Enrol?

Target group for this program will be international students who are 18 years and above, (including mature aged clients) who have completed Certificate IV in commercial cookery qualification and wish to enter the hospitality industry at the middle management level.

Pathways

After achieving Diploma of Hospitality Management, individuals could progress to Advanced diploma of Hospitality Management or higher education qualifications in management. This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager.

Admission Requirements

Applicants must be minimum of 18 years of age at the time of commencement.

• Successful completion of Australian Equivalent Year 11 qualification or higher.

• Minimum IELTS score of 5.5 or PTE score of 42 or its equivalent.

• Successful completion of Senior Secondary certificate of education in Australia
conducted in the medium of English;

• Completion of a full time Certificate III level course or above in Australia;

• English as the first language;

• Satisfactory completion of the EAL course or ELICOS course at the appropriate level; OR
For equivalency of various English Languages proficiency testing, and other forms of equivalency please refer to the Admissions and Enrolment policy available in the student's handbook
Individuals may enter Certificate IV in Kitchen Management with limited or no vocational experience and without a lower-level qualification

Course Duration

This course will be delivered over 104 weeks of full- time study for a minimum of 20 hours per week
 (80 Academic weeks and 24 weeks of Holidays).

Core Units

SITXCCS015	Enhance customer service experiences
SITXCCS016	Develop and manage quality customer service practices
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFIN010	Prepare and monitor budgets
SITXGLC002	Identify and manage legal risks and comply with law
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXMGT005	Establish and conduct business relationships
SITXWHS007	Implement and monitor work health and safety practices

Elective Units

SITXFSA005	Use hygienic practices for food safety
SITHCCC043*	Work effectively as a cook
SITHCCC023*	Use food preparation equipment
SITHCCC027*	Prepare dishes using basic methods of cookery
SITHCCC028*	Prepare appetisers and salads
SITHCCC029*	Prepare stocks, sauces and soups
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC035*	Prepare poultry dishes
SITHCCC036*	Prepare meat dishes
SITHCCC037*	Prepare seafood dishes
SITHCCC041*	Produce cakes, pastries and breads
SITHPAT016*	Produce desserts
SITXFSA006	Participate in safe food handling practices
SITXINV007	Purchase goods
SITXINV006*	Receive, store and maintain stock
SITXHRM010	Recruit, select and induct staff
BSBTWK501	Lead diversity and inclusion

(Units marked with an *asterisk have one or more prerequisites. Refer to individual units for detail, these below mentioned are the prerequisite units)

SITHCCC027	Prepare dishes using basic methods of cookery
SITHCCC042	Prepare food to meet special dietary requirements.
SITHKOP010	Plan and cost recipes
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices)

Course Delivery:
- •Face to face training (Classroom and kitchen)
- • Work based training.
- • Distance learning (online).

SIT60322 -Advanced Diploma of Hospitality Management

Course Description

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.

This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

Work Based Training requirements

Commercial cookery and hospitality programs have work placement component, a requirement that students must gain work experience in the hospitality industry. Each students required to work in an operational commercial kitchen of industry workplace for a minimum of 48sessions (192hours of work placement) for the unit SITHCCC043 Work effectively as a cook. ACCM will go through all necessary processes then after completing the relevant documentation such as work based training agreement students will be able to start the training. If students need help to find a work placement, ACCM will help to find an industry work placement.

Who can Enrol?

International students over the age of 18 who wish to enter the hospitality industry at the senior management level. It is recommended for the students to complete the Diploma of Hospitality Management qualification before entering this qualification.

Admission Requirements

Applicants must be minimum of 18 years of age at the time of commencement.

• Successful completion of Australian Equivalent Year 11 qualification or higher.

• Minimum IELTS score of 5.5 or PTE score of 42 or its equivalent.

• Successful completion of Senior Secondary certificate of education in Australia conducted in the medium of English;

• Completion of a full time Certificate III level course or above in Australia;

• English as the first language;

• Satisfactory completion of the EAL course or ELICOS course at the appropriate level; OR

For equivalency of various English Languages proficiency testing, and other forms of equivalency please refer to the Admissions and Enrolment policy available in the student's handbook Individuals may enter Certificate IV in Kitchen Management with limited or no vocational experience and without a lower-level qualification

Course Duration

This course will be delivered over 104 weeks of full- time study for a minimum of 20 hours per week (80 Academic weeks and 24 weeks of Holidays).

Core Units

BSBFIN601   Manage organisational finances
BSBOPS601   Develop and implement business plans
SITXCCS016   Develop and manage quality customer service practices
SITXFIN009   Manage finances within a budget
SITXFIN010   Prepare and monitor budgets
SITXFIN011   Manage physical assets
SITXGLC002   Identify and manage legal risks and comply with law
SITXHRM009   Lead and manage people
SITXHRM010   Recruit, select and induct staff
SITXHRM012   Monitor staff performance
SITXMGT004   Monitor work operations
SITXMGT005   Establish and conduct business relationships
SITXMPR014   Develop and implement marketing strategies
SITXWHS008   Establish and maintain a work health and safety system

Elective Units

SITXFSA005   Use hygienic practices for food safety
SITHCCC043*   Work effectively as a cook
SITHCCC027*   Prepare dishes using basic methods of cookery
SITHCCC028*   Prepare appetisers and salads
SITHCCC029*   Prepare stocks, sauces and soups
SITHCCC030*   Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC035*   Prepare poultry dishes
SITHCCC036*   Prepare meat dishes
SITHCCC037*   Prepare seafood dishes
BSBTWK501   Lead diversity and inclusion
SITXINV007   Purchase goods
SITXCCS015   Enhance customer service experiences
SITXFSA008*   Develop and implement a food safety program
SITHCCC023*   Use food preparation equipment
SITXFSA006   Participate in safe food handling practices
SITHPAT016*   Produce desserts
SITHKOP010   Plan and cost recipes
SITXHRM008   Roster staff
SITXCOM010   Manage conflict

(Units marked with an *asterisk have one or more prerequisites. Refer to individual units for detail, these below mentioned are the prerequisite units)

SITHCCC027   Prepare dishes using basic methods of cookery
SITHCCC042   Prepare food to meet special dietary requirements.
SITHKOP010   Plan and cost recipes
SITXFSA005   Use hygienic practices for food safety
SITXFSA006   Participate in safe food handling practices)

Course Delivery:

•Face to face training (Classroom and kitchen)
• Work based training.
• Distance learning (online).

3. Campus Location and Information

Training Kitchen

ACCM has a fully equipped training kitchen facility at Training Kitchen

- Oberon High School 163 Batten Road, Armstrong Creek Vic 3217
- Vines Road Community Centre ,37-61 Vines Road Hamlyn Heights VIC 3215

Classrooms

At all training locations, rooms are modern, fitted with whiteboards and access to WIFI your pc/laptop or mobile device, air-conditioned facilities that are well equipped, including Projectors, Conferencing facilities, internet connection, and computers. ACCM aims to provide an inclusive learning environment for its learners.

Vines Road Community Centre

37-61 Vines Road Hamlyn Heights VIC 3215.

Armstrong Creek East Community Hub

46-70 Central Boulevard, Armstrong Creek,Vic 3217

Computer Lab

Students will have Computer Labs that provide internet facilities, WIFI to prepare their assignments and research projects and practice their English at Vines Road Community Centre 37-61 Vines Road Hamlyn Heights VIC 3215.

4. Facilities available to students:

Modern Campus Facilities:

- Fully equipped classrooms
- Computer lab
- Climate control Air Conditioning
- Chairs and desks

- Access to many cafés and restaurants nearby
- Student recreational area

5. How to reach Vines Road campus (37-61 Vines Road Hamlyn Heights VIC 3215)

Vines road community centre campus is easily accessible by public transport from North Geelong railway station via bus route24.

https://moovitapp.com/index/en-gb/public_transportation-line-24-Melbourne-2803-906711-32974987-0
Journey Planner: https://cdcvictoria.com.au/travel-information/ptv-journey-planner/

5.How to reach Armstrong Creek East Community Hub and Oberon High School Training Kitchen:

46-70 Central Boulevard, Armstrong Creek, Vic 3217, and Training Kitchen at Oberon High School 163 Batten Road Armstrong Creek Vic 3217.

Armstrong Creek Campus and Training kitchen both are connected with public transport, which is the most convenient and economical transportation method. From Marshal railway station, bus route no 55 and it is only a 5-minute journey.

Journey Planner: https://cdcvictoria.com.au/travel-information/ptv-journey-planner/
Bus route 55 from Marsha station: https://www.ptv.vic.gov.au/route/15195/55-geelong-station-ocean-grove-via-barwon-heads/

Marshal railway station to Oberon school Training Kitchen:

12:05 PM	Marshall Railway Station/Marshalltown Rd (Marshall) Marshall VIC 3216
	Walk About 1 min, 52 m
12:06 PM	Marshall Railway Station/Marshall...
	55 Ocean Grove 5 min (5 stops)
12:11 PM	The Village Warralily SC/Barwon ...
	Walk About 13 min, 1.0 km
12:24 PM	163 Batten Rd Charlemont VIC 3217
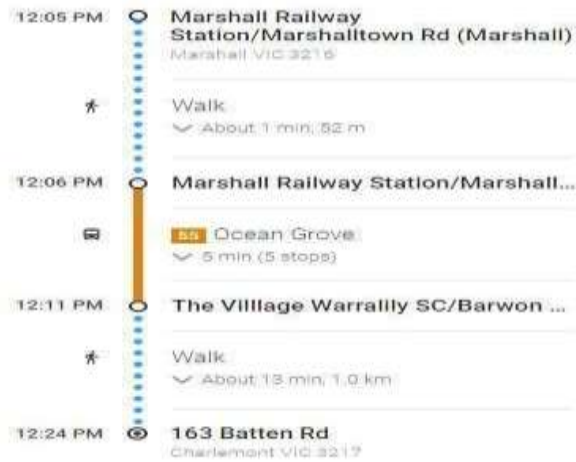
Marshal Railway Station to Armstrong Creek Campus:

12:05 PM	Marshall Railway Station/Marshalltown Rd (Marshall) Marshall VIC 3216
	Walk About 1 min, 52 m
12:06 PM	Marshall Railway Station/Marshall...
	55 Ocean Grove 5 min (5 stops)
12:11 PM	The Village Warralily SC/Barwon ...
	Walk About 5 min, 400 m
12:16 PM	Armstrong Creek East Community Hub 46 Central Bvd, Armstrong Creek VIC 3217
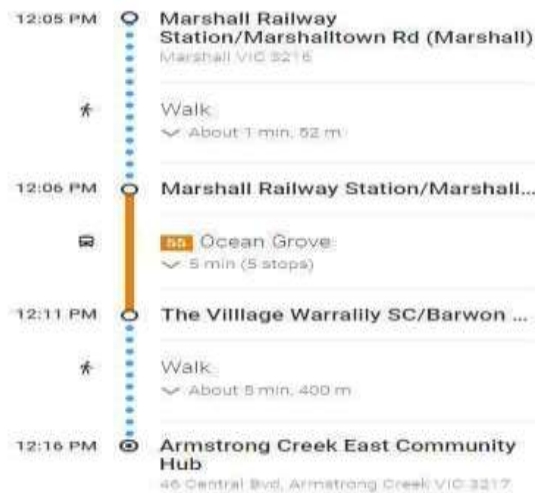
6. Public Transport Ticketing:

Myki is a ticket to travel on the trains, trams, and buses. A re-usable smart card stores value to pay your public transport fare.
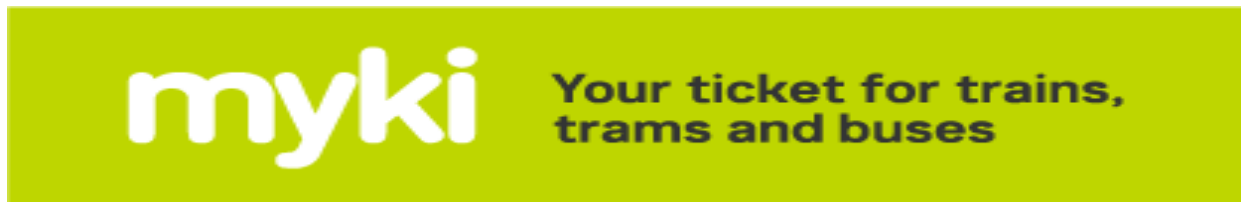
You can buy and top up a myki from:
Close to 800 retailers where you see the myki sign, including all 7-Eleven stores

Major train stations, such as Geelong station and Marshal station
Myki machines at train stations and some accessible tram stops and bus interchanges
Online or by calling 1800 800 007 (delivered to an Australian address only).

You can also top-up:
At myki machines at railway stations
Online or by calling 1800 800 007 (allow 24 hours for top-up to be processed)
Once you have a myki and have topped it up, you're ready to travel. At the start of each trip, all you need to touch on the myki reader (at the entry/exit points at train stations and on-board trams and buses). At the end of your trip, simply touch off when you exit the train station or vehicle.

Failure to show a valid myki (that is topped up and touched on) to a ticket inspector can lead to a fine.
https://www.ptv.vic.gov.au/tickets/myki/travel-with-myki/transport-fines/To help you understand which myki to buy and how to manage your myki, visit the links below:
https://www.ptv.vic.gov.au/tickets/myki/buy-a-myki-and-top-up/where-to-buy-and-top-up/

7. Guide to Geelong:

About Geelong: Geelong is southwest of Melbourne, the state capital. It is the second-largest Victorian city, with an estimated urban population of 317 857 as of June 2020. It is also Australia's second-fastest-growing city. Geelong runs from the plains of Lara in the north to the rolling hills of Waurn Ponds to the south, with Corio Bay to the east and the Barrabool Hills to the west. Geelong is the administrative center for the City of Greater Geelong municipality, Geelong was named in 1827, with the name derived from the local Wathaurong Aboriginal name for the region, Djillong, thought to mean "land" or "cliffs" or "tongue of land or peninsula "Today, Geelong stands as an emerging health, education and advanced manufacturing hub

8. Geelong Climate:

Geelong has stable weather, yet still offers four distinct seasons. It has a temperate oceanic climate with dominant westerly winds, variable clouds, moderate precipitation, warm summers, and mild to cool winters. February is the hottest month and July is the coldest. You could check the weather with link https://www.weatherzone.com.au/vic/central/geelong

9. Geelong Bus Network:

A bus network covering the city center and most surrounding suburbs provides public transport, both campus and training kitchens are well connected with public transport:
https://www.geelongaustralia.com.au/transport/article/item/8cbceb910533419.aspx
Journey Planner: Click on it

10. Geelong Train Network:

Geelong is a major hub for rail transport in Victoria, having frequent services to and from Melbourne, and being at the junction of the Geelong line, Warrnambool V/Line rail service, Western standard gauge line, and the Geelong-Ballarat railway line. off-peak with trains departing Geelong every 20 minutes on weekdays.students could the check the time table with this link click here ,Vline coaches are very comfortable and fastest mode of transportation between Melbourne and Geelong.

11. Minimum cost of living in Geelong

As Australia is a well-known country for its hospitality and high living standards, attracting lots of overseas students, Geelong has been awarded the most liveable city and has a huge variety of beaches to enjoy. You might like to surf beaches. Below, we have provided an estimation of living costs that might change over time.
https://thinkgeelong.com/live-geelong/cost-of-living

Accommodation

single room in a share house - $120 to $150 per week
Homestay - $235 to $300 per week
Note:-This renting cost changes frequently with respect to supply and demand, please check the real estate websites for exact prices.

12. Other living expenses

Groceries and eating out - $80 to $280 per week depending upon lifestyle
Phone and internet - $20 to $55 per week depending on network providers and services
Public transport - $130 per week

The Australian Government's Money Smart website provides information and guidance on managing your finances. You can read more here.

We strongly recommend visiting all these websites for better information:
www.studymelbourne.vic.gov.au/
https://www.studyaustralia.gov.au/english/live/living-costs
https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/

13. Admission requirements:
• Applicants must be minimum of 18 years of age at the time of commencement.
• Successful completion of Australian Equivalent Year 11 qualification or higher.
• Minimum IELTS score of 5.5 or PTE score of 42 or its equivalent.
• Completion of a full time Certificate III level course or above in Australia;
• English as the first language;Satisfactory completion of the EAL course or ELICOS course at the appropriate level; OR For equivalency of various English Languages proficiency testing, and other forms of equivalency
ACCM will;

- Provide applicants with information that will enable them to make informed decisions about their studies in Australia;
- Provide course brochure/prospects, including college and campus details;
- Supply information about the availability of course credit;
- Course duration and holiday breaks;
- Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the
  duration of a course, and the registered provider's cancellation and refund policies;
- Inform applicants of the modes of study through which the course may be offered;
- Have documented procedures for assessing applicants' English proficiency and qualifications and they
- the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled;
- Not knowingly enrol a student wishing to transfer from another provider before the student has completed six months of his or her principal course except in circumstances outlined in Standard 7. These restrictions also apply to courses taken before the principal course in a package of courses;
- the ESOS framework, including official Australian Government material or links to this material online;
  Inform students the requirement of the mandatory requirement of Language, Literacy and Numeracy Test;
- Accommodation options and indicative costs of living in Australia.

Please refer to Admission and Enrolment Policy and Procedure https://www.accm.vic.edu.au/policies

14. On arrival-commencing your course:

Student Orientation

Student Orientation is a welcome and an orientation program for new students commencing their studies at ACCM. The program consists of presentation, campus tour, enrolment and information that helps new students settle into the new study environment. All incoming students are expected to attend ACCM's orientation program. The orientation session provides all new students with information about the training, assessment and support services, their responsibilities as students, key policies that impact their attendance, course progress and completion, and their rights and obligations at ACCM.

Note:

Attending the Orientation program is mandatory for all the students commencing their studies with ACCM. Students are required to bring the following original documents with you on the orientation day:

- Passport & Visa
- IELTS Result
- Year 11, Overseas Qualification, and any Australian Qualification
- Failing to commence your studies within 14 days of the course's start date will lead to cancellation of eCoE with ACCM.
- Information regarding but not limited to English language and student support will be provided.It is important that you start your first day of college with confidence and your Orientation Program is the way to guide and help you with.

Student ID Cards

you will receive an ACCM student card on commencement. Student card must be carried at all times when on campus and produced to verify identification when asked by ACCM staff members

15. Health & Safety on Campus

ACCM will take every practicable step to provide and maintain a safe and healthy work environment for all employees and students. To this end, ACCM abides by the responsibilities specified by the OH&S Act 2004 and subsequent state and federal amendments. If the Students observe a safety hazard, they can report to the Student support officer / Academic manager, who would address it and take necessary steps to eliminate or reduce potential risk.

Timetables

Timetables will be emailed or hard copy to each student individually after the orientation and commencement of the course.

16. Student Support Officer

ACCM understands that being in a new country, new environment and engaging in your studies can be quite challenging. We are here to help you through the process of your adjustment to life in Australia and in fact through any of the issues you may face while studying at ACCM.

The college has a Full time, student Support officer to provide student Support related services including (but not limited to) accommodation, counselling, crisis services, disabilities and equality issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management.

External referral:By student support officer and Counselling, Students could be referred to Local support services such as GP, Hospital services (Barwon health- https://www.barwonhealth.org.au/) and providers through government support systems. Lifeline Ph: 13 11 14, Reading and Writing Hotline Ph: 1300 655 506 ,Victorian Equal Opportunity & Human Rights Commission Ph:1300 292 153 ,Victoria Legal Aid Ph: 1300 792 387 Reach Out www.reachout.com.au.

- https://www.health.vic.gov.au/mental-health-services/telephone-and-online-services
https://www.ombudsman.gov.au/How-we-can-help/overseas-students
https://www.health.vic.gov.au/mental-health-services/telephone-and-online-services

You can also visit the below websites for further assistance

https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre
https://peoplepsychology.com.au/how-we-help/
https://www.health.vic.gov.au/mental-health-services/telephone-and-online-services

ACCM will provide these referrals to third party providers free of charge.

17. Current Address Details

You MUST ALWAYS maintain a current residential address on your student file. If you have changed your address, please obtain a 'Change of Details Form' from the ACCM website, fill it in within 7 days of the change, and hand it back to them or email to admission@accm.vic.edu.au

18. Language, literacy, and numeracy support (policies link)

Language, literacy, and numeracy (LLN) skills are an important part of a student's learning to achieve academic success. At ACCM we make sure that student's LLN needs are identified at the commencement of the course and monitored throughout their studies. Our trainers and assessors are conscious of each individual's learning needs in class and will adapt their training and assessment methods to suit the needs of their students. Additional LLN support will be provided to students where necessary to assist them in successfully completing their course as per ACCM policies

19. Student code of conduct

ACCM is committed to providing a safe, supportive, collaborative, and positive learning environment to all the students. This Code sets out ACCM expectations of students with respect to their academic and

personal conduct and outlines ACCM's responsibilities to students.

This code applies to all the students of ACCM enrolled with ACCM in Australia, or students representing ACCM in any event or activity in Australia or overseas. This code does not replace, but supports, legislation, relevant professional bodies' codes of conduct or awards and policies.

https://www.accm.vic.edu.au/policies

20. ACCM expects its student to:

To know the ACCM's rules and policies affecting them and always comply with this Code of Conduct.
- Treat all ACCM staff, other students, and visitors to ACCM with courtesy, tolerance, and respect.
- Ensure their contact details are up to date and that they regularly read all the communications and emails sent to their provided email and physical addresses.
- Identify themselves when required to do so by an ACCM staff member and produce their student card on request to a college staff member fulfilling the requirements of their duties.

- Treat other students and staff with respect to not compromise their health, safety, privacy and support.
- Abstain from bullying, harassing, and any other unlawful activity or Unacceptable Student Behavior whilst on campus or when representing ACCM in an activity or an event, including the online environment.
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being;
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment;
- Adhere to course requirements and classroom norms established in class;
- Attend the scheduled timetabled classes and maintain minimum 80 % attendance in every term;
- Attend to the scheduled course progress meetings;
- Make timely payment of any fee, charge or penalty imposed by ACCM;
- Ensure their actions or inactions as a student do not harm, or bring into disrepute, ACCM's reputation or good standing;
- Abide by the conditions of the Student Acceptance Agreement.

Unacceptable Student Behaviour:
- Unacceptable behaviour may include but is not limited to:
- Endangering the safety of self or others;
- Inappropriate physical contact and/or physical violence;
- Bullying and intimidation of any other person;
- Being affected by drugs and/or alcohol;
- Consistently disrupting the work of learning in the classroom;
- Inappropriate isolation of a group member from group activities;
- Putting at risk the good reputation of any other person;
- Making racist or sexist comments to any other person;
- Demeaning another in any way;
- Constantly and inappropriately seeking attention;
- Behaving in a disruptive manner such as swearing, yelling, using offensive language;
- Inappropriate invasion of another's personal space;
- Stealing;
- Disobeying any reasonable direction given by ACCM staff members;
- Viewing or distributing offensive material via the internet, email or any other means;
- Plagiarism and cheating the assessment work;
- Use of mobile phones in the classroom environment.

If your behaviour is disruptive or unacceptable, disciplinary action may be taken against you. A trainer/assessor can ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damages or threatens college property, you may be suspended.

Integrity in Academic Work

Students are expected to;

Not engage in plagiarism or other academic misconduct (Ref: Plagiarism, Collusion and Academic Misconduct Policy);

Actively participate in the learning process;

Attend scheduled course training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise;

Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student;

Comply with the assessment conditions, trainer/assessor instructions, and ensure the proper use of copyright material;

Not behave in a way that disrupts or interferes with any training or academic activity of ACCM.

21. ACCM Resources

Students have a general responsibility to safeguard, properly use and care for college resources. A student's fraud or theft may result in dismissal or legal action.

Students are expected to:

Use and care for all college resources, such as equipment, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all college members;

Not engage in behaviour that is detrimental to college property, including course materials;

Not misuse computing or communications facilities in a manner which is unlawful, or which will be detrimental to the rights and properties of others.

Students must use college resources only for purposes related to their studies. ACCM facilities and resources are necessarily provided in an accessible manner on trust to staff and students. ACCM information systems, including software and computer equipment, may be used only by ACCM staff or ACCM students.

22. Education service for overseas students(ESOS)

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your Course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students Act 2000, or ESOS Act offers you financial protection in case your education institution does not deliver what it has promised you.

For more information visit - https://www.education.gov.au/esos-framework

Your responsibilities as an international student in Australia Your student visas

As an international student on a student visa, you must:

- comply with your student visa conditions.
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa.
- tell your institution if you change your address or other contact details.
- meet the terms of your written agreement with your education institution;
- Maintain satisfactory attendance and course progress throughout the course.
- Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500 Or call 131 881 on Monday – Friday from 9.00am to 5.00pm inside Australia (except public holidays).

23. Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments. Using ghostwriting services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can

offer you. You can also check Your consumer rights.

https://www.ombudsman.gov.au/How-we-can-help/overseas-students
https://www.consumer.vic.gov.au/internationalstudents

24. Tuition fees Protection

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- complete their studies in another course or with another education institution, or
- Receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.For more information on the TPS, visit https://tps.gov.au/StaticContent/Get/StudentInformation If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

25. Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws. The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards).

Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit **www.fairwork.gov.au/awards-and-agreements.**

- Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit
  https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/protections-at-work
  https://www.humanrights.vic.gov.au/hub/workplace-rights/
- The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit www.fairwork.gov.au. You can also call 13 13 94 from 8 am to 5.30 pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa.

You are limited to **48 hours** of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

26. Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution before you make the decision to enroll with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if: your original institution can no longer provide the course you enrolled in, or your original institution says they will release you, or You have a government sponsor, and that sponsor writes a letter saying they support your change of course. In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course. You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, making complaints and getting help.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at

https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

For more details about the legislative requirements around transferring courses, you can visit:
https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx

27. Student Counselling services:

As per standard code 6.3 of National Code 2018, ACCM offers reasonable student counselling services to support all students to enable them to achieve expected learning outcomes. With regards to overseas students, our counselling **services are available at no additional cost**. Counselling can provide you with emotional support, help you understand the problems you have and assist you to find new solutions and new ways of coping. ACCM provides an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements. These services are free of cost. All students needing counselling, study skills assistance or practical help should make an appointment with the Student Support Services Officer. An appointment can be made in person or by emailing, student support officer at (xxxx) . Requiring assistance with course progress should contact the student support services as soon as possible.

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Access and equality issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution

28. ACCM will contact these emergency department in the case of staff or Students' emergencies:

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre [24 hours]	131 126
Care Ring : 24-hour counselling service	136 169
Lifeline: 24-hour service	131 114
Public transport Victoria	1800 800 007
Accident Towing	(03) 5273 5100
Dentists: Dental Hospital Service [Emergency Only].	0342150000
Maritime and Aviation Rescue	9674 3000
Nurse On Call : AMA Victoria's Doctor Search	1300 606024
Pregnancy Helpline	1300139313
Abortion Grief Counselling	1300363550
The Royal Women's Hospital	93442000
Gambler's Help	1800156789
Suicide Help centre Victoria(24hrs crisis intervention, support and information)	1300651251
Alcoholics Anonymous	1300222222
National Security Hotline	1800123400

For more emergency services numbers visit:
https://www.health.vic.gov.au/mental-health-services/telephone-and-online-services

29. Overseas Students Health Cover (OSHC)

It is a condition of your student visa that you have continuous OSHC for the duration of your stay in Australia. Most Australians are covered by Australia's national health insurance program, which covers a significant amount of the costs required for healthcare services. While Medicare does not cover international students, OSHC allows international students to access health care without experiencing financial hardship.

https://www.studyaustralia.gov.au/english/live/insurance/insurance
https://www.bupa.com.au/health-insurance/oshc

www.ahmoshc.com
www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
www.oshcworldcare.com.au
www.nib.com.au/home/newtonib/overseasstudents

30. Student's Ombudsman:

The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The legal basis for the Ombudsman role is the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011, passed by the Australian Parliament on 21 March 2011.

https://www.ombudsman.gov.au/What-we-do/overseas-students/for-private-education-providers

31. Bringing family, childcare fee and Education Support:

Students who are coming to Australia with family members need to be aware of the costs associated with bringing family, child education and childcare in Melbourne. Students are advised to research the resources available before their arrival in Australia.

For more details on bringing family and associated visa requirements visit **www.border.gov.au**

For childcare and child education visit the following websites:

- https://www.bestchance.org.au/kindergartens/armstrong-creek/armstrong-creek-east-childrens-centre-2/
- https://www.goodstart.org.au/centres/geelong-east/fees-and-inclusions
- https://geelongchildrenscentre.com.au/

Primary school:
- https://www.armstrongcreekschool.vic.edu.au/
- Live in Victoria - this website provides information on the services offered in Victoria and gives explanation and further details on childcare, primary school and secondary school
- http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare
- https://bettereducation.com.au/school/Primary/vic/vic_primary_school_rating.aspx?enc=T4fHyqFOPxjV5RSCThuHkbiWOoef4vNpFsyOBbeyf0lfGQOqfz3m0tVOkHhz/YntPh3WMCjSOdtn7YDf8SAn6A/MX2PYbXOVt04y75Wxphs=

32. Student academic journey

Attendance

Attendance is closely linked to Course Progress. ACCM strongly believes that attendance and course progress work hand-in-hand. The student will be successful in the course progress only if attends the scheduled timetabled classes regularly and performs the learning activities in the classroom.

ACCM has adopted and implemented a course progress policy and procedures for all the students enrolled in CRICOS registered courses. ACCM may report students based on course progress. However, you are required to maintain minimum 80% attendance per term and attend at least 20 hours of scheduled classes per week.

Student attendance in classroom learning and assessment sessions is strongly linked to academic performance. Further, in a competency-based environment, students need to demonstrate certain skills as part of their course which is best achieved during in-class assessment sessions. Missing classes and remaining absent without ACCM's approval may impact on your course progress and course duration.

https://www.accm.vic.edu.au/policies

Course Progress

Course Progress is the measure of advancement within a course towards completing that course irrespective of whether course completion is identified through academic merit or skill-based competencies (The National Code 2018).

How does ACCM monitor student progress?

ACCM has a Course Progress Policy and Procedure in place that ensures that students studying at ACCM maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory progress and taking remedial actions.

ACCM has adopted a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements - even after attempts by ACCM to notify and counsel them through the intervention strategy - shall be reported to DET and DHA in accordance with the ESOS Act 2000 through PRISMS.

An Unsatisfactory Course Progress will be noted when a student is deemed Not Yet Competent (NYC), in 50% or more of the units attempted in a study period.

What intervention strategies are in place to support the student course progress issues?

- In the first instance, the student will be informed of the course progress issue by the trainer/assessor in the classroom through assessment feedback during each academic term

(or a study period). Depending on the assessment outcomes, trainer/assessors may allow the student to resubmit the work or suggest a reassessment or a re-sit as per ACCM 's assessment Policy.

A range of intervention strategies are developed for different stages of intervention. These strategies include but are not limited to.

- The trainer/assessor provides information and support.
- The student is allowed to resubmit assessment tasks or allowed to undertake assessments missed.
- The student is allowed to undertake extra classes.
- Undertaking reassessment in each of the failed units.
- Repeating failed units during the next study period by Attending additional classes;
- Being referred to Student Support Officer if the progress is thought to be affected by personal issues and situation of the student;
- Academic support in the areas such as developing research and paper/essay writing skills and general strategies for completing various types of assessments;
- Change of course;
- Course variation (extension of course duration due to compassionate reasons assessed by ACCM).

How are these strategies implemented?

- Students at risk of course progress will be notified in writing and asked to attend a course progress meeting with the designated officer. During the course progress meeting, reasons for unsatisfactory performance will be identified and a remedial action/measure discussed and agreed with the student.
- Interview details will be kept on the student file and strategies agreed with the student implemented within the agreed time frame. If any variations to the enrolment are noted, the student's PRISMS record will be updated.
- What happens if students continue to show unsatisfactory performance even after intervention strategies have been implemented?
- If the Student is unable to demonstrate competency in a majority of unit's half-way during the second consecutive study period and has not fulfilled the necessary actions which were agreed upon during the interview, ACCM will notify the student in writing of its intention to report notice (ITR) the student to DHA for unsatisfactory course progress.

- Intention to Report (ITR) for Unsatisfactory Progress will be sent by an email. This written notice email will inform the student that he/she is able to access ACCM's complaints and appeals process as per the National Code Standard 10 and that the student has 20 working days in which to do so. If the 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 results in a decision supporting ACCM, ACCM will notify the Secretary of DET through PRISMS of the Student not achieving satisfactory course progress as soon as practicable.
- In the second scenario, where the student submits an appeal and the appeal is considered on compassionate grounds then the student is given a progress of study plan and the student is removed from the ITR list.
- In the third scenario, where the student submits an appeal and the appeal is rejected for reasons, the student is informed about the refusal of internal appeal. The student is given an opportunity to contact the external appeal Ombudsman. If the student appeals to the Ombudsman and the Ombudsman contacts ACCM regarding the investigation, ACCM will provide required information to them and in the meantime the student is advised to continue attending classes. When the Ombudsman completes the investigation then ACCM will act according to the advice of the Ombudsman and as per ACCM Policy and Procedure.

33. Training & Learning in Australia
One thing you may find is that the Education system is much different in Australia than in your home country. So are the teaching and learning methods. It is important for you to understand this difference which would help your adjustment to the student life in Australia. ACCM is a Vocational education and Training provider and the system in this sector is much different to the Higher Education (University) sector and the secondary education sector. You are expected to display adult learning capabilities that involve much independent learning. You will be provided with the help and guidance by trainers however it is expected that you would manage your time and workload independently.

Keys to Academic Success
- Consistent Attendance (minimum 80% per term);
- Completion of work on time.
- Establish time management.
- Examine personal study habits.
- Participate in class discussions and activities.
- Seek help from Trainers outside class time.
- Learn to think critically.
- Use campus resources and study materials effectively.
- Improve writing skills (pre-write an outline, do a draft, re-read, and prepare final submission).

Study Skills
Become a flexible reader (study reading, skimming and scanning);
Improving concentration.
Managing time (weekly schedule, study term calendar);
Having a good, prepared place to study.
Plagiarism
- In some cultures, using information from other sources is considered to be acceptable. In Australia, if the other source is not cited this is considered to be a bad thing. This is why it is looked on in a bad way. This is called plagiarism. Plagiarism happens when you copy or reproduce someone else's work or ideas without acknowledging its original source. This

includes, but is not limited to, obtaining information from books, the internet and fellow students.

- ACCM treats plagiarism as cheating. Cheating and plagiarism is a serious offence and will be treated seriously. The ACCM imposes severe penalties on students who cheat and plagiarise.
- It is very important to acknowledge all sources in all assignments submitted for marking to avoid plagiarising. Acknowledgement may be in the form of footnotes, endnotes or any other textual references.
- A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.
- The words of another writer must be placed in quotation marks/inverted commas. These words must be followed by the author's name, the source (book, website etc.) and page number of the source. The author's complete details should also be included in the reference list at the end of the assignment.
- It is also a serious act to help another student to plagiarise written work. This includes lending another student work that you have completed so that it can be copied and submitted as the other student's own work. ACCM treats these instances as seriously as plagiarism and will impose severe penalties on students found to be assisting other students in cheating and plagiarising.

Penalties for plagiarism are severe. A student who is identified as cheating or plagiarising will receive Not Yet Competent. If you receive "NYC" due to plagiarised work, then the penalty for each re-assessment is AUD$300. You may appeal if you feel you've been accused incorrectly.

https://www.accm.vic.edu.au/policies

Resources

The Learner Resources will be given to each student at the beginning of each course. Please make maximum use of these resources as they are specially designed to meet the course requirements and the criteria for competence.

Assessments & Reports

- The students are provided with a Learner Guide for each unit of competency. The Learner Guide specifies the Assessment and Assessment criteria for each individual assessment.
- ACCM Assessment and Reassessment Policies specify the following requirements, which students must be aware of. These are available on the ACCM website. We have included them in this Handbook for your easy reference.
- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study;
- Students must not use another person's concepts, results or conclusions and pass them off as their own;
- In cases where the assessment task is intended to be individual work, not group work, Students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment;
- Students must not ask another person to produce an assessable item for them.

ACCM will ensure that all assessments are:

- Valid, fair, flexible, reliable, feasible and incorporate clearly defined assessment criteria and evidence requirements;
- Designed to measure students' achievements against explicit learning objectives, to promote learning, and improve student performance;

- Based on a range of assessment practices or modes designed to accommodate the diversity of learners and allows them to demonstrate their achievement as learners;
- Promote integrity in assessment to ensure, as far as possible, that students receive proper credit for assessable work which is their own;
- Incorporate feedback that supports student learning and is prompt, informative and where appropriate provided throughout, not just at the end of, the learning process;
- Be moderated or validated to ensure appropriateness to the unit/module and level of difficulty.

Conditions of Assessment:
- On commencement, the students should review and understand all the course related information including course structure, prerequisites and competency requirements for each unit of competency.
- All assessment works for a unit of competency must be completed within the prescribed duration. Due dates for the assessments will be set by respective assessors on commencement of the unit and must be adhered to by all the students.
- The students have the responsibility to maintain the required attendance and participate in all the in-class activities and assessment/project tasks to be able to develop the required skills and knowledge.
- The students must keep record of their activities, assessments and research and take an active interest in exploring new concepts and ideas.
- There are only two assessment outcomes, "C" (Competent) and "NYC" (Not Yet Competent)
- To successfully complete this unit of competency, the student must complete and obtain a "C" results in ALL the assessment tasks and activities of the unit
- Each assessment can only be attempted a maximum number of times. If marked "NYC" in any unit of competency after all the allowed reassessment attempts have been exhausted, the student will need to re- enrol in the unit according to college's Re-assessment Policy.
- Student's completing a partial course will be awarded a "Statement of Attainment" showing respective competencies achieved at ACCM.
- Other assessment conditions such as assessment due dates and conditions for group assessments may be separately set by the assessor under advice to the Student Support officer.
- To maintain fairness in assessment, all the students will be provided with similar and equitable assessment conditions (place, time, opportunity and supervision) as applicable.
- In-class assessment tasks must be completed during designated sessions in presence of an assessor.

Special Needs and Reasonable Adjustment

This assessment strategy is applied flexibly to ensure the resulting assessment is fair as well as valid and reliable. In particular, this requires making reasonable adjustments where special needs exist in regard to assessment. Examples of reasonable adjustment in the assessment include:
- Substitution of an oral assessment task for a written one;
- Provision of extra time;
- Use of an interpreter;
- Use of adaptive technology.

The existence or absence of special needs must be established, and an appropriate record kept of the efforts made to establish special needs and the outcomes of those efforts. Where special needs regarding assessment exist, then reasonable adjustments should be made in accordance with relevant policies and procedures of ACCM.Consequently, an appropriate method should be chosen to implement the same. If appropriate and in line with the policy, the assessment should then be modified further to accommodate the identified special need. Reasonable adjustments should not decrease the rigor of the

assessment but should accommodate the special need as much as is practical.

What types of assessments does a unit contain?

Depending on the course, a unit may contain written and practical tasks, case study, projects, presentations, written tests, role plays, discussions. Class activities may also contribute towards assessment in the form of a portfolio.

Do I need to complete all the assessments to pass a unit?

Yes. To pass a unit, you need to complete all the given assessments and obtain a Competent "C" grade in each of the assessment tasks successfully.

When are the assessments conducted?

The assessments are conducted at designated sessions during the academic term. Some assessments need to be completed in the class during in-class assessment sessions.

How will I know about the assessment schedule and sessions?

You will be provided with a Timetable and assessment schedule, conditions, and requirements at the beginning of the term.

Do I need to attend in-class assessment sessions?

You MUST attend all the designated assessment sessions in order to meet the assessment requirements.

What happens if I do not attend in-class assessment sessions and do not submit my assessments?

You will be deemed Not Yet Competent (NYC) in a unit if you fail to complete or submit any of the assessment tasks.

What happens after I get an "NYC" (Not Yet Competent) in a unit?

You will be subjected to ACCM Reassessment Policy. The following conditions apply:

If you have attended all the timetabled sessions but have been deemed "NYC" in a task; you will be given TWO (2) more opportunities to correct and/or submit your work within a week or as determined by the trainer or student support officer.

If you have to get your theory unit reassessed, you may require to p**ay $150(per unit)** re assessment fee

For the Kitchen practical tasks, you will have ONE (1) more opportunity to correct and/or demonstrate your task during the same session. For some practical/role plays, the trainers assist in completing the tasks within the same session at no extra cost if you are deemed "NYC" in any observation tasks.

You will be required to pay **$300 (per unit)** if you have to complete these tasks again for any other given reasons which will be considered as a re-assessment.

Any proven plagiarism case will result in an immediate "Not Yet Competent" (NYC) result in the respective unit and may be fined with $300 and the student will need to re-enrol in the unit (individual unit re enrolment $500) refer to Plagiarism Collusion and Academic Misconduct Policy and Procedures.

There will not be re-assessments allowed.

Repeated plagiarism offences may result in review of student's enrolment in the college.

You may also be subjected to ACCM Course Progress policy if you do not pass in 50% or more units in an academic term.

What is the impact of repeating a unit or more on my course and course duration?

Generally, an extra load of a unit can be maintained along with the usual term load without affecting the course end date. However, if you continuously fail to complete the units and are deemed at risk of not meeting course progress, you will need to attend a course progress interview to discuss your options.

If all re-assessment options have been exhausted and you have been deemed Not Yet Competent (NYC)

in one or more units, you will be asked to repeat (re-sit) the unit in the following term; which means that you will have an extra load in addition to your usual term load.Repeating an assessment due to plagiarism may cost $**300.**You will be required to attend an interview with the Training and Administration Manager/Academic Manager/student support officer to organise a re-sit.

PLEASE NOTE: Due to Course Progress Intervention, if you need to repeat a number of units, this may result in extending your COE in which case you will need to pay for the extended term. If you think that you have not completed or are not able to complete any units during an academic term, you should make an appointment with the Training and Administration Manager/Academic Manager/student support to discuss your situation and options.

How can I ensure that I keep receiving all the important information and notifications from ACCM?
You have the responsibility to maintain your latest contact details with ACCM. If you think that you have not been receiving correspondence from ACCM, please contact ACCM and update your details. Our advice for students is to attend your classes to best understand the requirements, submit your assessments on time to avoid late fees and possible visa issues, and ask us for help if you need it.
https://www.accm.vic.edu.au/policies

34. Student administration
International Student Transfer
The ESOS Act 2000 and National Code 2018 impose obligations on registered education services providers to overseas students studying in Australia on a student visa (international students). Under Standard 7 of the National Code 2018, registered providers are restricted from enrolling a student on to a course of study, where that student is transferring from another provider and has not yet studied six months of their principal course of study. The college has a comprehensive International Student Transfer Policy and Procedure in place to ensure that all transfers are compliant with the standard.

What is a Principle Course of Study?
The Principal Course of Study is defined in the National Code 2018 as the "main course of study" that is or is due to be undertaken by an international student. This is generally the final program or highest qualification in a package of courses.

Under what circumstances can the students be transferred from or to ACCM without meeting the six-month of principle course requirement?

Six months of principal course of study is exempted where:
The college (or the original registered provider) has ceased to be registered or the course in which the student is enrolled has ceased to be registered, or
The college (or the original registered provider) has approved the release, or
The college (or the original registered provider) has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course, or
Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Under what circumstance will ACCM approve release to transfer to another provider?
ACCM will grant a release on the CoE's for release on PRISMS only where;

The admissions team is able to generate a CoE on PRISMS after the other provider has given release on PRISMS and a valid enrolment offer has been made;
There are no outstanding fees, complaint, appeal or any other disciplinary issues outstanding against the student;The transfer is deemed not to be in the best interest of the student.

Do the students have to pay for release?
No. When granted, release is provided Free of Charge on PRISMS along with all due student results and/or testamurs and Statement of Attainments as applicable.

What happens if ACCM declines the request for a release?
Where ACCM does not grant a release, the student will be provided with written reasons for refusing the request and informed of the student's right to appeal the decision in accordance with ACCM's Complaints and Appeals Policy and Procedure; and as per college's obligations under Standard 10 of The National Code 2018. The student will continue to be enrolled at ACCM and if needed, provided counselling through the Student Support Officer.

Under what circumstances will ACCM accept a student from another provider?
ACCM will not actively recruit or enrol a student wishing to transfer from another registered provider's course prior to the student completing six (6) months of their principal course of study, except in limited circumstances where;
The original registered provider has approved the release on PRISMS, or
The course in which the student is enrolled has ceased to be registered by another registered provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), or
The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course

35. Does ACCM acknowledge existing credits or prior learning of transferred students?

ACCM provides RPL and Credit Transfer opportunities to all its prospective and existing students. The college has a comprehensive RPL and Credit Transfer Policy and Procedure in place to support its commitment for recognition of prior learning. ACCM recognises all National qualifications achieved within the AQF framework and provides credits for equivalent competencies achieved into its courses. All transferred students will be offered RPL and Credit Transfer opportunities and on successful completion granted appropriate credits in the ACCM courses.
https://www.accm.vic.edu.au/policies

Course Duration: Deferral, Suspension and Cancellation of Enrolment

How does ACCM ensure that its students complete their courses in the intended timeframe?
ACCM has implemented a Course Completion within Expected Duration Policy and Procedure to ensure that students complete their studies within the expected duration of the course and ACCM only extends the duration in the circumstances.
outlined in Standard 9 of the National Code of Practice for providers to international students. This policy is further complemented by the college's Deferral Suspension Cancellation of Enrolment Policy and Procedure, and Course Progress and Intervention Strategy Policy and Procedure
Students are required to complete their studies within the timeframe indicated on their CoE and student

visa. ACCM shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE is kept on the student's file and variations to the CoE will also be retained within the student file.

Under what circumstance a variation to student course duration can be made?
ACCM will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:
Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit); or
The college implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
An approved deferment or suspension of study has been granted under Standard 9 of The National Code 2018.
https://www.accm.vic.edu.au/policies

36. What is a Deferment?
Deferment is postponement of the commencement of a course of study. It must occur prior to the start of a new academic term or a study period. Deferment is usually of the course start date and granted for a completed term; allowing a student to commence or re-commence their studies in subsequent academic terms.

37. What is a suspension of studies?
Suspension of studies is a temporary postponement of an undertaken course of study. It may occur at any time during an academic term or a study period.

Under what circumstances are deferment or suspension of studies granted?
Under the provisions of The National Code 2018 Standard 9, ACCM can only defer or temporarily suspend the enrolment of the student on the grounds of:
Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
Misbehaviour by the student.
If a student's deferral or suspension application is rejected, the student will have an option to appeal the decision within 20 working days after receiving the notification.

38. What are 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 ACCM 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.

39. Can international students remain in Australia after being granted a deferral or a suspension of studies?

If a leave of absence, deferral, or suspension of studies is approved for 28 days or longer, DHA requires the students to leave Australia (unless there are exceptional circumstances).

As an international student, they must:

Remain offshore for the duration of their leave (if it is longer than 28 days); and

Return no more than one month prior to the commencement of their next study period

A suspension of studies is a temporary postponement of an undertaken course of study and the student will need to apply for a deferment if the absence is likely to prolong beyond one academic term.

Can ACCM suspend or cancel a student's enrolment?

The college may suspend or cancel a student enrolment on certain grounds including;

Breach of Student Agreement conditions;

Breach of Student Code of Conduct or due to any disciplinary reasons where the student's offence is clearly established, and the appeal process has been exhausted;

Non-payment of tuition fees;

Non-commencement of studies while onshore and absence for a period of 28 days or longer without prior approval from ACCM.

Unsatisfactory course progress.

Student misbehaviour.

40. How is the deferral, suspension, or leave of absence requests processed?

Students need to apply for deferral and suspension of studies through the Deferment Application Form.

If an international student's arrival is delayed, ACCM will;

Notify the Secretary of DET through PRISMS of the student's delayed arrival where the student's course end date remains the same; or

Notify the Secretary of DET through PRISMS of the student's course deferral, issue a new CoE with the revised end date and inform the student to contact DHA.For deferral after the course start date, ACCM will; Issue a letter to the student to inform them that any application to seek a deferral of his or her enrolment will be treated as a suspension of studies and may affect his or her student visa;

Notify the Secretary of DET via PRISMS of the suspension and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

Is there a maximum duration of deferral?

Yes. Deferral beyond the maximum period of one academic year will not be approved. Offers to students who do not take up a place after a deferral of one academic year will lapse. Students must re-apply for a later intake if/when they are ready to commence study and normal course fees will apply.

Is there a maximum duration of suspension of studies?

Suspension of studies is a temporary postponement of an undertaken course of study. A suspension of studies is only granted up to the end of an academic term, after which, the student will need to apply for a deferment if the absence is likely to prolong.

Deferring or Suspending a Course of Study: Initiated by Student

Students wishing to defer or temporarily suspend their enrollment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include,

but are not limited to:
Serious illness;
Serious illness or death of a family member necessitating a return to the student's home country;
Serious injury;
Stressful family or personal situation or a traumatic experience;
Major political upheaval or natural disaster in the home country requiring emergency travel.
Students will need to substantiate their claims with appropriate supporting documentation

Deferral or suspension of studies cannot be used for weddings, honeymoon, personal travelling, undertaking hobbies, working or taking holidays/break etc., and will not be approved on such grounds.

Students who would like to defer the commencement of their studies or suspend their current course of study must first speak to the Student Admissions Officer in the case of deferment and the Student Support officer or the Academic manager in the case of suspension.
Prior to applying to suspend their studies, students must ensure that they have paid any outstanding course fees.
After these measures have been taken, and the student still wishes to defer or suspend their studies, a Deferment Form must be completed and submitted to the Student Support officer with verifiable supporting documents – tickets to and from, medical certificates, death certificates etc.
The form can be obtained from college or from ACCM website. The form must be submitted at least fourteen (14) working days prior to the requested deferral or suspension date.
In the event that an application for deferment and suspension is approved or denied, the outcome will be notified to the applicant in writing and, if denied, reasons for the refusal will be given.
In the event of an application for deferment or suspension of studies being approved, a designated college Administration Officer will notify the Secretary of DET via PRISMS within 14 days of the change to the student's enrolment status.

41. Deferral, Suspension, or Cancellation: Initiated by ACCM
Students may also have their enrolment deferred, suspended or cancelled by ACCM in the event of:
- Misbehaviour (as outlined in the Student Code of Conduct);
- Breach of the Student Agreement (e.g., non-payment of fees);
- Discovery of evidence of fraudulent documentation to gain admission to ACCM;
- If the student behaves in a way which could potentially bring ACCM into disrepute;
- The college implementing its intervention strategy for students at risk of not meeting satisfactory course progress (including where the student is clearly having difficulty in completing the course within the expected duration, as specified on the student's CoE.
- Students have the right to appeal a decision by ACCM to defer, suspend or cancel their studies and ACCM will not notify the Secretary of DET via PRISMS of a change to the enrolment status until the internal complaints and appeals process is completed.
- In cases where deferral, suspension or cancellation of a student's enrolment is initiated by ACCM, the student will be notified in writing and given twenty (20) working days to access ACCM 's internal complaints and appeals process.
- After all due processes have been completed, and ACCM decides to defer, suspend or cancel a student's enrolment, a designated college Administration Officer must notify the Secretary of DET via PRISMS within 10 working days of the change to the student's enrolment status. In the event, however, of ACCM cancelling a student's enrolment due to a breach of a condition of a student visa, ACCM Administration Officer must give the Secretary particulars of this breach via PRISMS as soon as practicable after the breach occurs.

https://www.accm.vic.edu.au/policies

42. Withdrawing from a course of study

Students intending to have their enrolment cancelled through course withdrawal must first speak to the CEO and then with the Student Support officer. Reasons given by the student for course withdrawal should be discussed and appropriate advice obtained. After these measures have been taken, and the student still wishes to withdraw from their studies, a Withdrawal from Course Form must be completed by the student and submitted to the Student Support officer. Prior to applying to withdraw from their program, students must ensure that they have paid any outstanding course fees. The Student Refund Request Form can be obtained from college or from ACCM website.

Restricted Period:

If a student is intending to withdraw prior to the completion of six months of his/her principal course of study, they should be directed to and given access to ACCM's Transfer between Providers Policy. Students should be informed that colleges providing courses to international students are restricted from enrolling transfer students from other providers prior to the student completing six months of his or her principal course of study (National Code, 7.1).

When a student applies to withdraw from a course during this restricted period, the student must complete and submit a Withdrawal from Course Form which is accompanied by:
a valid letter of offer from another provider;
A detailed letter explaining clearly the reasons for seeking withdrawal addressed to the Student support officer.
In the event that a student's application for withdrawal from an enrolled course(s) is approved, a designated college Administration Officer must notify the Secretary of DET via PRISMS within 14 days of the change to the student's enrolment status.

43. Change of Course

Students may choose to change a course of study if they think that the current course does not lead to their intended career or professional outcomes. As the course may have long-term implications on a student's career and academic aspirations, ACCM will discuss and ascertain the reason(s) for a change of course with the student prior to making a decision on the application. The college will ensure that the change of course is not being sought merely as a convenience by the students and may decline such a request if the stated reasons fail to clearly demonstrate the need for a change of course.

Entry requirements for new courses, including any prerequisites, must be met. Procedures for enrollment in the new course must be consistent with relevant requirements under Student Admission and Enrolment Policy and Procedure. Students, who wish to change their current course of study, and transfer to an alternative course within ACCM, should obtain a "Change of Course Form" from ACCM or ACCM website. They should fill this form out according to the form's instructions paying special attention to the reasons for which they wish to change their course of study. The completed and signed form should, then, be submitted to the Student Support officer.

44. Student Complaints & Appeals

In the event that a student has a complaint concerning any matter in relation to ACCM, there is a process in place to ensure that the complaint can be resolved amicably. Students have access to a complaints procedure if they feel they have been unjustly treated, undermined, vilified or harassed in any circumstances. All the complaints will be treated in full confidence.

https://www.accm.vic.edu.au/policies
- A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Support Officer. The student must lodge their complaint with only one member of staff at ACCM. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file.
- ACCM treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
- ACCM is committed to providing a fair, safe and productive study environment to all its students. It recognises that in some instances students may not agree with certain decisions, including assessment decisions, made in relation to various academic or administrative matters. Students have the right to appeal the decisions.

Consideration of appeals will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with ACCM's policies and quality principles. ACCM will acknowledge receipt of the complaint or appeal within 10 days of receipt and advise students of the next steps and what they can expect.

ACCM appoints a Complaints and Appeals Committee comprising of at least three of the following senior staff members to consider all complaints and appeals;
- CEO
- Academic Manager
- Student Support officer
- Training and Administration Manager
- External or independent members may be invited where necessary.

All the appeals will be heard by the committee on a designated date. Minutes of the meeting will be taken and filed. Students will be notified of the outcome within five days of the outcome being reached.
If the complaint/appeal is against ACCM's decision to report the student for:
Unsatisfactory course progress; or
Unsatisfactory attendance; or
Non-commencement of studies (including non-resumption after a leave period)

Then, ACCM will maintain the student's enrollment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints/appeals process is complete and has supported ACCM's decision to report. ACCM will wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student's visa – it may result in automatic cancellation.
If the complaint/appeal is against ACCM's decision to:
Defer or suspend a student's enrolment due to misbehaviour; or
To cancel the student's enrolment for non-payment of fees

Then, ACCM only needs to await the outcome of the internal complaints/appeals process before notifying DET through PRISMS of the change to the student's enrolment.

Once DET has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:
Leave Australia; and
Show the Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE); or

Provide DHA with evidence that he or she has accessed an external appeals process.

External Referral
International students who wish to lodge an external appeal can do so through the Overseas Students Ombudsman. See the Overseas Students Ombudsman website https://www.accm.vic.edu.au/policies 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 training provider. If the problem resolution fits within equal opportunity guidelines, it will be managed under college's relevant policies and procedures.

45. COMPLETING YOUR STUDIES
ACCM does not guarantee that a student will complete a training product successfully or will obtain a particular employment outcome or any migration outcomes on their Scope of Registration where this is outside the control of the RTO.
https://www.accm.vic.edu.au/policies

What is a Testamur/Certificate?
A testamur/Certificate is defined by the AQF as "an official certification document that confirms that a qualification has been awarded to an individual".

What guidelines does ACCM use in the format and content of its testamurs and statement of attainments?
The ACCM complies with Australian Qualifications Framework (AQF) Qualifications Issuance Policy and follows the templates suggested by AQF.
The ACCM ensures that all testamurs and statements of attainment meet the (AQF) requirements.
Each testamur also contains the words, "The qualification is recognised within the Australian Qualifications Framework".

What fundamental principles are followed in issuing testamurs and statements of attainments?
A learner who has successfully completed all the required units of competency or modules (as specified in the Training Package qualification or accredited course) is entitled to receive the following certification documentation on award of the qualification:
A testamur, and a record of results. ACCM ensures that;
Graduates receive the certification documentation to which they are entitled;
AQF qualifications are correctly identified in certification documentation;
Nationally Recognised Training (NRT) logo is used according to NTR logo specification to promote and certify national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment;
The NRT logo is not used on the record of results.

What is a Statement of Attainment?
A Statement of Attainment is issued by ACCM when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s).

When is a Statement of Attainment Issued?
A statement of attainment is only issued if a learner successfully completes one or more units of competency or modules or an accredited short course but does not meet the requirements for a

qualification (as specified in the Training Package). The statement of attainment will list all of the units of competency or modules achieved at ACCM.

The only logo required on statements of attainment is the Nationally Recognised Training (NRT) logo. A Statement of attainment does not include the Australian Qualifications Framework (AQF) words or logo.

46. What are Learning Pathways?

Learning Pathways are formally approved links to enable students to enter and move between courses and programs in different sectors or within the same sector. Pathways may link courses and programs in the same or different areas of study. (Students may also develop their own informal learning pathways.)

How does ACCM promote Learning Pathways?

ACCM is committed to providing learning pathways, within and across sectors, to facilitate the movement of students between chosen courses and qualifications. Such pathways may include access to qualifications within ACCM, articulation arrangements and/or credit granted within qualifications.

The level of RPL and Credit Transfers awarded within a specific learning pathway is guided by college's RPL and Credit Transfer Policy and Procedures and the requirements of the ESOS Act 2000, the National Code of Practice 2018 and AQF guidelines.

Learning pathways based on credit and articulation arrangements, when applied, will not unfairly advantage or disadvantage either the students entering the courses and programs with credit transfer or articulation or those students who enter directly.

The college complies with the AQF Qualifications Pathways Policy.

ACCM will issue a VET qualification or VET statement of attainment (as appropriate) to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course either through completion of ACCM courses or Recognition of Prior Learning (RPL).

RPL assessment will be conducted in accordance with ACCM RPL and Credit Transfer Policy and Procedure and inherent competency evidence requirements.

47. Procedure for Issuance of Statement of Attainment

Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, ACCM will issue a Statement of Attainment upon student's request.

Students complete and submit a Request for Student Qualification and SOA Issuance & Exit Form to the Student support officer or Accm website.

Student Support officer obtains and verifies student results from the respective Academic manager/ceo/wisenet

Student Support officer prepares the Statement of Attainment.

Statement of Attainment is checked, approved and signed by CEO and/or authorised delegate;

Copies are made for the student electronic file;

Statement of Attainment is issued to the student.

48. Procedure for Issuance of Testamur/Certificate

Students apply on the Issuance of Awards, Statement of Attainment and completion letter Form to the Academic Student Support Officer;

- if the student has cleared all the outstanding dues;
- Academic manager/student support officer/ceo verifies student results on WISENET and the Student hard copy Academic student's folder;
- Academic manager/student support officer/ceo ,using officially approved template for certificates or award;

- Each Award is assigned a unique number and records the award details in the "Register of Testamurs";
- The CEO and/or authorised delegate signs the Award.
- The Award along with Statement of Result and Completion letter is issued to the student.

https://www.accm.vic.edu.au/policies

49. Fee charges and payments:

Tuition Fees
Fees are reviewed annually and may increase.
Non-Tuition Fees
Fees are reviewed annually and may increase.
Payment of Tuition Fees
Students are expected to finalise initial payment prior to orientation / course start date. Tuition fees are calculated and payable per term, in advance, by the ACCM Payment Due date.

50. Difficulties with Payments

Students who have difficulty paying their tuition fees due to financial hardship may apply to pay their tuition fees under a payment plan. Students permitted to pay by plan are required to pay a proportion of their fee liability before the payment plan will be approved. The remaining balance will be paid under a payment plan with an instalment amount defined by the Institute through a Direct Debit System or by cash. Any declined direct debit transaction will attract a Finance Administration Fee. Please note that all fees must be finalised in accordance with the agreed terms and conditions of the individual payment plan.

51. Non-Payment of Fees

Students need to be aware that non-payment of fees will lead to cancellation of enrolment. It is important for students to note that if they believe that they will have some difficulty paying their fees, they should talk to the Finance Team.

Students indebted to the Institute will not be issued with academic transcripts or any other official credentials and will not be permitted to graduate. In addition, currently, enrolled students will be denied the following services:
Results notification; Transcript printing; Certification; Timetabling; Approval of release by ACCM; Progression; Any type of document request; Commencement to pathway course.

Failure to pay fees according to the payment guidelines may result in a student's enrolment being cancelled. If, with notice, a student's enrolment is cancelled for non-payments of fees and that student is subsequently permitted to have his/her enrolment reinstated, a $250 reinstatement fee will be levied. A student whose enrolment is cancelled will retain her/his fee liability, so that re-enrolment in a subsequent year or study period will not be permitted until such a time as the debt is either paid in full or agreement reached between the student and the Student Support Officer.

52. Health Insurance

The Australian Government requires that student visa holders be covered by medical insurance (Overseas Student Health Cover, OSHC) for the duration of their study in Australia. Students must make arrangements for their OSHC when accepting their offer of a place. OSHC is normally paid for the anticipated duration of the student's program.

https://www.studyaustralia.gov.au/english/live/insurance/insurance

https://www.bupa.com.au/health-insurance/oshc
www.ahmoshc.com
www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
www.oshcworldcare.com.au
www.nib.com.au/home/newtonib/overseasstudents

53. Refund

Refund application requests must be made in writing on the student refund request form provided at ACCM, or alternatively, the Student Refund Request Form may be downloaded from the website (www)
Filled in form must be submitted with the finance department.
The CEO will approve the refund amount (if applicable).
The Finance Officer will process the Refund after the approval.
Refund will be made directly to the account stated in the refund request form and the student will be informed about the same via an email.
If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same via an email by the admin department.
Any refund given will be recorded in the s student management system so that each student's financial status is known.
https://www.accm.vic.edu.au/policies

FEE REFUND CONDITIONS	PORTION OF TUITION FEE REFUNDABLE
ACCM is unable to start delivery of the course. Student will be Paid within 14 business /working days of initial course commencement date;	100% less AUD $250
Application for student visa unsuccessful. Proof is required from the student. Student will be Paid within 28 business /working days from the receipt of information by ACCM;	Where a student has been refused a visa and is yet to commence the program the total program fees (both tuition and non-tuition fees) received in respect of the student for the program will be refunded minus the lesser of the following amounts: 5% of the total amount of fees received in respect of the student for the program; or $500.
If an extension to student visa is not granted and the course has commenced;	Refund calculation as per ESOS Act, under Section 10 of the refund specification.
If ACCM approves the student transfer to another provider prior to completion of six months or after the completion of study of the principal course;	0% The student shall not be eligible for a refund
ACCM reserves the right to suspend or cancel the student's enrolment if: (a) the student fails to pay an amount that they were liable to pay to ACCM(directly or indirectly) in order to undertake a course; (b) the student has breached a condition of student visa; (c) behavior unacceptable to ACCM, including but not limited to the Student Code of Conduct in the Student Handbook.	0% The student shall not be eligible for a refund for that term

Where a student formally withdraws from a course more thanfour (4) weeks of the calendar days before the CoE start date;	80% of the tuition fees paid for that term or study period and any other unexpended (unused) tuition fees will be refunded.
Where a student formally withdraws from a course less than four(4) weeks of the calendar days before the CoE start date;	0% The student shall not be eligible for a refund
Leave of absence, deferral, and suspension of studies do not entitle a student for a refund of tuition fees for the duration forwhich such absence, deferment or suspension were affected;	0% The student shall not be eligible for a refund
A Student whose visa is cancelled by DHA during an enrolment period while in Australia for any reason (other than issuance of aProtection Visa);	0% The student shall not be eligible for a refund
A student, who supplies incorrect or fraudulent information or document to obtain a place at ACCM;	0% The student shall not be eligible for a refund
When the student commences the course;	No Material Fee will be refunded

Fee Structure:

This fee structure could be change anytime without any prior notice with marketing requirements, please contact ACCM at **admission@acccm.vic.edu.au** for current fee and promotional offers.

Details	AUD$	ACCM Requirements
Application Fee (Non- refundable) ▬	$300	Mandatory
HOSPITALITY-Courses-fee		
SIT40516 Certificate IV in Commercial	$17800	Tuition Fee
Material Fee: Includes Books	$2400	Material Fee
SIT50416 Diploma of Hospitality Management	$25500	Tuition Fee
Material Fee: Includes Books	$2900	Material Fee
SIT60316 Advanced Diploma of Hospitality Management	$30000	Tuition Fee
Material Fee: Includes Books	$3400	Material Fee

54. Other relevant policies

Please refer to ACCM website for all the relevant policies and students forms
https://www.accm.vic.edu.au/policies
https://www.accm.vic.edu.au/student-forms

Where to contact for your queries

You can forward any queries to:

admission@accm.vic.edu.au

Info@accm.vic.edu.au

24 Hours Emergency Contact

Phone: +61342509510

Email: admission@accm.vic.edu.au

Info@accm.vic.edu.au

Best Wishes from ACCM Team for your new Academic journey!.