The information provided on these pages is for the education agents of Acumen Education. The information is to be used as a ready reference guide by agents and their staff for all aspects of their dealings with Acumen Education. We understand that the recruitment of students is not an easy task so we hope the information provided will assist the institute’s education agents in their endeavors. We look forward to a continued successful relationship.
Contents

Contact Details ................................................................................................. 2
Why choose Acumen ........................................................................................... 3
Campus Locations and facilities ......................................................................... 4
About Melbourne .................................................................................................. 6
Education Agents Policy & Procedure at Acumen (in line with ESOS Standard 4) .................................................................................. 6
Extract from ESOS- National Code of Practice 2007 ........................................ 12
Monitoring Agent activities .............................................................................. 15
Marketing and Recruitment .............................................................................. 16
Visiting Acumen .................................................................................................. 16
Use of Acumen’s Logo ...................................................................................... 17
Ordering Acumen’s Publications ...................................................................... 17
Our Courses ........................................................................................................ 17
Certificate III in Light Vehicle Mechanical Technology ................................ 18
Certificate IV in Automotive Mechanical Diagnosis ...................................... 18
Certificate I in EAL ............................................................................................ 20
Certificate II in EAL .......................................................................................... 20
Certificate III in EAL ........................................................................................ 20
Certificate IV in EAL ........................................................................................ 20
Refund Policy ...................................................................................................... 22
Definitions ........................................................................................................... 22
PROCEDURE ..................................................................................................... 22
The refund is calculated based on the following table. ................................... 23
Enrolment Process at Acumen .......................................................................... 26
Application processing ...................................................................................... 26
Offer Letter and Acceptance Agreement Explained ........................................ 26
Payment of Fees ................................................................................................. 27
Confirmation of Enrolment ............................................................................... 27
Student Support Services ............................................................................... 27
Planning the student arrival in Melbourne ...................................................... 28
Orientation ......................................................................................................... 28
Visa Requirements .............................................................................................. 28
Work Rights ......................................................................................................... 28
Fee Refunds ......................................................................................................... 28
Payments ............................................................................................................. 28
Invoicing ............................................................................................................... 35
Contact Us: ........................................................................................................ 35
Useful Links: ........................................................................................................ 35
Resources ............................................................................................................. 36

Contact Details

Acumen Education Pty Ltd
Trading as Acumen Institute of Further Education

Postal Address: Level 4, 277 Flinders Lane,
Melbourne, VIC Australia -3000

Phone Number: +613 9044 6402 -Fax: + 61 3 8415 1266
Email: admissions@acumen.edu.au
Web: www.acumen.edu.au
Why choose Acumen
9 Great Reasons

1) Great Location
Melbourne, Victoria is one of the most popular cities in Australia, being a magnet to everyone who has a passion for food, great events, theatre, arts, festivals, fashion, and shopping, dining, nature, wine and relaxing! Melbourne has long been known as Australia’s culture capital, and once you are here you will see why...

2) Reputation
Australia is one of the world’s leading education and training providers. There are over 400,000 students from 200 countries studying in Australia each year!

There are several reasons to choose Australia as an education destination. Education in Australia is both challenging and flexible but most importantly it is internationally recognised and respected. Australia is a safe, modern and dynamic country that is a leader in the Asia-Pacific region and plays a significant role worldwide.

3) Quality
Australian institutions have an international reputation for excellence in all areas of education and training. In fact, Australia offers the world's best practices in quality assurance of education and training. The education system is subject to continuous checks and controls by government, industry and professional bodies to maintain and improve its already high standards.

4) Affordability
Living expenses and tuition costs in Australia are considerably less expensive than other countries like the United Kingdom and Unites States of America. The structure of the Australian Education system is both affordable and of a high quality. In addition, international students have the opportunity to work up to 20 hours a week on a casual basis during their studies and full-time during vacation periods providing they hold a relevant working visa. This provides students with the opportunity to gain valuable work experience and/or earn extra money to support them while in Australia.

5) Safety
The Australian Government has an established legislation to protect international students while they are studying in Australia. In Australia, you get the world’s most rigorous protection for international students through the ‘Education Services for Overseas Students (ESOS) Act 2000’.
The ESOS Act is an Australian legislation that regulates institutions that provide education to international students. The ESOS Acts ensures that they meet nationally consistent standards in education delivery, facilities and services. It also orders a nationally consistent approach to registering education providers so that the quality of programs and associated support services offered to students remains high.

6) Nationality Mix
Students come from different countries, so it is easy to make friends with other students from all over the world.

7) Fun Activities
We have regular weekday and weekend activities to ensure students experience the best that the institute has to offer! Students explore the city of Melbourne with their mentors – including attractions such as its laneways, restaurants, cultural destinations – and perhaps share a coffee or hot chocolate along the way.

8) Commitment
Our institute’s philosophy is built around four simple ideals: quality, consistency, responsiveness and continuous improvement. We’re committed to giving you the best career options available and the excellent service you deserve. Our service commitment has resulted in the reputation that leads to long-term relationships with hundreds of students and agents across the globe.

Through great training programs, opportunities for improvements, innovative learning tools and experienced trainers, we reward the student’s hard work and dedication. Thus, students can be sure that they will be the real winners.

9) Acumen’s Advantage
Acumen Education is a reputed institute for excellence in teaching vocational courses, attracting students from all parts of the world. By enrolling at the Acumen Education you will have the chance to study in a world-class institution and in the cosmopolitan atmosphere of one of the world’s most exciting and vibrant cities.

Acumen Education’s courses are held in high regard world-wide as they are registered according to the Australian quality training framework. If you choose Acumen you will be coming to an institute with the very best programmes and facilities to help you achieve the highest academic distinction and give you a head start in your chosen career.

Campus Locations and facilities
Acumen has two campuses in Richmond on a same street just opposite to each other on Elizabeth Street, and is only three km away from the CBD (Melbourne City). We also have another campus in the CBD at Flinders Lane. Both localities are home to study areas such as automotive, fashion and millinery, business and sport and recreation.

The central locations of the campuses mean excellent access to established public transport networks.

Address:
Main Campus: Level 4, 277 Flinders Lane, Melbourne, VIC 3000.
Campus 2: 5-9 Elizabeth St, Richmond, Victoria 3121.
Campus 3: 24-26 Elizabeth St, Richmond, Victoria 3121.

All the campuses have theory and practical facilities.
With our all-new, modern automotive training facility, which is established to deliver training to meet the demands of the automotive industry and create more skilled technology-oriented professionals.

The training facility is a result of an in-depth research into the market for the latest technology and equipment with the best training materials. A range of modern equipment including digital analysers and computerized ultra-modern wheel and tyre management systems have been incorporated into the training facilities to ensure that the relevant training can take place.

How to get to Acumen Education (Richmond)

**Route Map**

**TRAIN** From Flinders Street Railway Station (Melbourne City) **Platform 1** Take the train towards South Morang or Hurstbridge. Get off at North Richmond Railway Station (3rd Station from Flinders Street Railway Station)

**TRAM** Take the Route 109 tram from Bourke Street city towards Box Hill Get off at stop 19

How to get to Acumen Education (Flinders Lane)

**Route Map**
About Melbourne

Melbourne is the capital city of the State of Victoria and is built around the shores of Port Philip Bay. The city itself, laid out in a large rectangle and boasting a lively and cosmopolitan pulse, sits on the northern banks of the Yarra River, about five kilometers from the bay. Melbourne is a relatively modern city which is less than 200 years old and never sits still. New futuristic designs add to the fascinating mix of architecture and ensure the skyline is constantly changing. Melbourne is very much about lifestyle. It is no huge surprise to the residents that their city has been ranked as one of the world’s most livable cities. Melbournians embrace three things in particular:

- Sport (Australian Rules football is almost a religion);
- Fashion (the look is chic with a dash of quirky); and
- Festivals (the calendar is packed year round).

They even embrace their notoriously changeable weather. A standing joke in Australia is that Melbourne can experience four seasons in a day. But, really, it’s just another example of how they have it all!

Sometimes, the best part of visiting a new city is when you unexpectedly depart from the tourist trail and glimpse the city’s “real” side. While the big attractions can be great fun, often it’s the more subtle “insider” experiences that leave you feeling really satisfied.

For information on events, dining, shopping and much more in Melbourne, visit That's Melbourne. www.thatsmelbourne.com.au


Education Agents Policy & Procedure at Acumen (in line with ESOS Standard 4)

Definitions:

| **CRICOS** | Commonwealth Register of Institutions and Courses for Overseas Students. |
| **ESOS Act** | Education Services for Overseas Students Act 2000 of the Commonwealth of Australia. |
| **ESOS Regulations** | Education Services for Overseas Students Act 2000 of the Commonwealth of Australia. |
| **National Code** | National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. |
| **Prospective** | A person who intends to become, or who has taken any steps towards becoming, |
**Student:** a Student an ‘overseas Student’ or 'intending overseas Student' as defined by the ESOS Act.

**Relevant Legislation:**
- the ESOS Act 2000;  
- the ESOS Regulations 2001;  
- the Migration Act 1958;  
- the Migration Regulations 1994;  
- the National Code; and  
- Any other legislation or regulations relevant to governing the provision of education to overseas Students in Australia.

**Agent:** An accredited person or Organisation with the authority to promote Acumen Institute of Further Education’s courses and services to Students or intending Students in nominated regions.

**Agents Agreement:** This agreement between the Institute and the Agent including the Schedules.

**Student:** A person (whether within or outside Australia) who holds a Student Visa and is an ‘overseas Student’ as defined by the ESOS Act.

This policy/procedure supports ‘Standard 4 – Agents’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’ which states:

“Registered providers take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.”

In following this procedure, Acumen (RTO) will ensure it is able to manage the activities of its education agents; ensuring only reputable education agents are used.

Acumen will conduct ongoing reviews including annual Agent Performance Appraisals and Agent Student Appraisals are taken on the day of orientation.

Acumen may terminate an agent’s appointment where Acumen knows or has a reasonable suspicion that an agent must have been engaged in unprofessional conduct.

Acumen retains the right to veto any agent activity that, in Acumen’s opinion, is not compliant with:

- The Agent Agreement; or  
- Any Relevant Legislation; or  
- Any information provided to the Agent by Acumen.

**Procedure**

**Agent Appointment Process**
<table>
<thead>
<tr>
<th>STEPS</th>
<th>WHO IS RESPONSIBLE?</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Agent Application Form and other information documents sent to prospective agent.</td>
<td>Acumen Admin Manager</td>
<td></td>
</tr>
<tr>
<td>2. Completed forms with documentation are required to be attached and returned to Acumen.</td>
<td>Prospective Agent</td>
<td>Business Profile etc., to be attached.</td>
</tr>
<tr>
<td>3. If determined to be suitable to appoint, contact referees for completion of Agent Reference Check.</td>
<td>Acumen Admin Manager</td>
<td>In cases where referees refuse to complete the Agent Reference Check in writing then there are two options: 1. Admin Manager to telephone referee and complete the form on their behalf with verification signature from Operations Manager. 2. Provide supporting statements documenting the reasons why the agent was appointed (i.e. office visit or recommendation from somebody).</td>
</tr>
<tr>
<td>4. Once Agent Reference Check has been completed, reassess to determine if suitable for appointment.</td>
<td>Operations Manager</td>
<td></td>
</tr>
<tr>
<td>5. Complete Agent Agreement.</td>
<td>Admin Manager</td>
<td>Ensure correct details are listed i.e., title of Agent, company registration number (if any); country of representation and address, in the agreement.</td>
</tr>
<tr>
<td>6. Agent Agreement approved.</td>
<td>Operations Manager</td>
<td></td>
</tr>
<tr>
<td>9. Two copies of Agent Agreement sent by courier to Head Office of Agent.</td>
<td>Admin Manager</td>
<td></td>
</tr>
<tr>
<td>10. Agent returns two signed original copies of agreement.</td>
<td>Agent</td>
<td></td>
</tr>
<tr>
<td>11. Two original copies to be</td>
<td>Operations Manager</td>
<td></td>
</tr>
</tbody>
</table>
12. One countersigned copy retained in operation managers Office in agent’s file and one countersigned copy returned to Admin Manager to courier to the Agent together with Agency Certificate of Representation/s.  
   
| Operations Manager Admin Manager |

| 13. Details of Agent updated in Student Management System | Admin Manager |
| 14. Details of Agent updated in PRISMS | Admin Manager |

**Responsibility**
1. Operations Manager
2. Admin Manager

**Policy Base**
3. Education Services for Overseas Students Act 2000.
5. The ESOS (Registration Charges) Act 1997.
   *The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code).*

**Agent Agreements**
8. Any person who is formally engaged by Acumen Education to promote its courses with the intention of recruiting students for Acumen shall be required to be approved by the Operations Manager who shall initiate an Agent Agreement.
9. All persons approved as an Agent shall be required to sign an ‘Agent Agreement’ prior to undertaking any promoting activities on behalf of Acumen.
10. Acumen will not enter into an agreement with any education agent or potential education agent if it knows or reasonably suspects the education agent to be:
   - Engaged in or to have previously been engaged in dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers);
   - Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his/her student visa;
   - Using Provider Registration and International Students Management System (PRISMS) to create Confirmation of Enrolment for other than a bona fide student; or
11. All agents who are approved by Acumen and have a signed agreement as an agent, shall be paid an agents fee as outlined in their specific agreement.
12. The agreement, conditions, and authorisation to promote Acumen relates to the ‘agent’ named in the agreement and, any sub-contractors or employees of the agent must be authorised by Acumen.
13. The original signed agent agreement shall be kept in the agent’s file and the agent shall also receive a copy.

Monitoring Agent Activities
To ensure the usage of reputable agents, Acumen will initiate a monitoring procedure with all active agents. This monitoring process is outlined as follows:

• **Agent Student Appraisals:** On the day of orientation all the new students are interviewed by the Student Support Officer and an Agent-Student Appraisal form is filled.
  - To check whether they were informed adequately to make an informed decision.
• **Annual Agents Performance Appraisals:** All education agents will be required to conduct a face-to-face meeting with or a conference over the phone with Acumen Education, at least once a year. This meeting or the telephonic conversation will cover:
  - Current practices
  - Ensure current marketing materials are being used
  - Discuss any issues or concerns

Minutes of these meetings and an annual Agents Performance Appraisals form will be filled and kept on the agents file.

• Where any practices of the education agent are identified as being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian Education and training, Acumen shall take immediate action.
• Where the above practice(s) by an agent is identified, the Operations Manager is responsible for ensuring there is a change/removal of the practice(s) causing concern; through counselling the agent or terminating the agreement. Any counselling or termination of agreements shall be documented within the agent’s file.
• The agent files shall be reviewed through the internal continuous improvement policy.

**Termination of an Agent**
1. If Acumen Education believes or suspects that an agent has engaged in unprofessional conduct, the Operations Manager may write to the agent and forward the Agent Warning Letter.
2. The agent must provide a written response within 10 business days of the date of the letter. A time extension to present the response may be provided at the discretion of the Operations Manager.
3. After 10 business days from the date of the letter, or after the expiration of extension period as may have been granted, the Operations Manager will consider the agent’s performance in light of:
   a. The response of the agent to the letter.
   b. Whether the agent engaged in unprofessional conduct.

4. After considering the agent’s conduct and performance, the Operations Manager will:
   1. Require the agent to undertake further training;
   2. Maintain the agent's appointment;
   3. Warn the agent;
   4. Suspend the agent’s appointment;
   5. Maintain the agent's appointment subject to certain conditions; or
   6. Terminate the agent’s appointment immediately.

5. The Operations Manager must terminate the appointment of an agent if he knows or reasonably suspects the agent to have been engaged in unprofessional conduct.

6. If the Operations Manager decides to terminate an Agent's appointment, the Operations Manager should:
   - Write to the agent to advise that his or her appointment has been terminated using the Agent Termination Letter;
   - Notify DIAC and DEEWR of the termination and the grounds for the termination through PRISMS; and
   - Update the agent list on the Acumen website: www.acumen.edu.au.

**Updating Information**
- Acumen will ensure that the agent is provided with current information regarding the provider and the courses offered (Agent Manual).
- New course documents and detailed information will be provided to agents whenever such documents are amended.
- Agents are required to notify Acumen if any details related to the agent or its operations are altered.

**Implementation**
This Procedure will be implemented using the following strategies:
- By ensuring that staff engaged in student recruitment activity is fully trained in the requirements of the ESOS Act.
- By ensuring that all new Admin staff have attended ESOS training in the first 6 months of the commencement of their role and completed the ISANA online training.
- Ensure that all agents have up to date course information and stock.
- Informing staff during induction into the Acumen team and provide training on using www.myacumen.com.au.
- By providing with the manual with the latest updates in place (4.9 Agent Manual).
- By sending all agents a newsletter titled “What’s Happening at Acumen” once every 6 months with latest news regarding the institute.
Pre-enrolment engagement of students
(Standards 1 to 4)

Students and their parents are often first exposed to the Australian education system through providers’ marketing information. It is important that this information is of a high standard, clear and unambiguous, so that intending students and their parents can make informed decisions about their preferred provider and course. The marketing practices of registered providers must uphold the reputation of Australian international education and training and be undertaken in a professional manner (Standard 1).

The recruitment of students follows general marketing and is the first step in establishing a formal relationship between the student and the registered provider. It is important that the recruitment is ethical and upholds the integrity of Australian education and training. Intending students need to be able to access information about the course, fees, facilities, services and resources offered by the registered provider prior to enrolment in order to make informed choices about their education options. At this point, the registered provider also needs to be satisfied that the student’s English language proficiency, qualifications and experience are appropriate for the course (Standard 2).

The final step involves the formalization of the enrolment whereby a written agreement is entered into by the registered provider and student (or parent/legal guardian if the student is under 18 years of age). This agreement aims to ensure the obligations and rights of both the registered provider and student are clearly set out, including the course money payable and services to be provided (Standard 3).

Education agents are often the first point of contact between the industry and intending students and their parents. Their activities and ethics are important to Australia’s reputation as a desirable destination for students, and registered providers have an interest in ensuring education agents act ethically and appropriately (Standard 4).

Registered providers may receive students from education agents acting on behalf of the student or from education agents who are formally engaged by the registered provider to recruit students. Under the National Code, registered providers are only required to have written agreements with education agents who are formally engaged by the registered provider to recruit students on its behalf. It is expected that registered providers will formally engage education agents where there is an ongoing or significant relationship.

Standard 1 – Marketing information and practices
Outcome of Standard 1
Registered providers ensure that marketing of their education and training services is professional, accurate and maintains the integrity and reputation of the industry.

1. The registered provider must ensure the marketing of its education and training services is undertaken in a professional manner and maintains the integrity and reputation of the industry and registered providers.
2. The registered provider must clearly identify the registered provider’s name and CRICOS number in written marketing and other material for students, including electronic form, and not give false or misleading information or advice in relation to:
   i. Claims of association between providers
   ii. The employment outcomes associated with a course
   iii. Automatic acceptance into another course
   iv. Possible migration outcomes, or
   v. Any other claims relating to the registered provider, its course or outcomes associated with the course.

3. The registered provider must not actively recruit a student where this clearly conflicts with its obligations under Standard 7 (Transfer between registered providers).

Standard 2 – Student engagement before enrolment

Outcome of Standard 2

Registered providers recruit students in an ethical and responsible manner and provide Information that enables students to make informed decisions about studying with the registered provider in Australia. Registered providers ensure students’ qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

Prior to a student’s enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:

a) The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether relevant course credit may be applicable.

b) The course content and duration, qualification offered if applicable, modes of study and assessment methods.

c) Campus locations and a general description of facilities, equipment, and learning and library resources available to students.

d) Details of any arrangements with another registered provider, person or business to provide the course or part of the course.

e) Indicative course-related fees including advice on the potential for fees to change during the student’s course and applicable refund policies.

f) Information about the grounds on which the student’s enrolment may be deferred, suspended or cancelled.

g) A description of the ESOS framework made available electronically by Department of Education https://aei.gov.au, or search for ESOS Framework on www.acumen.edu.au and

h) Relevant information on living in Australia, including:
   i. Indicative costs of living
   ii. Accommodation options, and
   iii. Where relevant, schooling obligations and options for school-aged dependents of intending students, including the possibility of incurring school fee.
The registered provider must have documented procedures in place, and implement these procedures to assess whether the student’s qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

**Standard 3 – Formalization of enrolment**

**Outcome of Standard 3**

Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.

The registered provider must enter into a written agreement with the student, signed or otherwise accepted by that student (please note that Acumen does not offer enrolment for students under 18 Years of age), concurrently with or prior to accepting course money from the student.

The agreement must:

a. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment.

b. Provide an itemized list of course money payable by the student.

c. Provide information regarding the circumstances in relation to refund of course money.

d. Set out the circumstances in which personal information about the student may be shared between the registered provider, the Australian Government, designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition, and

e. Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.

The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of student and/or provider default:

a. Amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider).

b. Processes for claiming a refund.

c. A plain English explanation of what happens in the event of a course not being delivered, and

d. A statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

**Standard 4 – Education agents**

**Outcome of Standard 4**

Registered providers take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.
The registered provider must enter into a written agreement with each education agent it engages to formally represent it. The agreement must specify the responsibilities of the education agent and the registered provider and the need to comply with the requirements in the National Code. The agreement must also include:

- Processes for monitoring the activities of the education agent, including where corrective action may be required, and
- Termination conditions, including providing for termination in the circumstances outlined in Standard 4.4.

The registered provider must ensure that its education agents have access to up-to-date and accurate marketing information as set out in Standard 1 (Marketing information and practices).

The registered provider must not accept students from an education agent or enter into an agreement with an education agent if the provider knows or reasonably suspects the education agent to be:

- Engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers).
- Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa.
- Using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student, or
- Providing immigration advice where not authorized under the *Migration Act 1958* to do so.

Where the registered provider has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, of the conduct set out in Standard 4.3, the registered provider must terminate the agreement with the education agent. This paragraph does not apply where an individual employee or subcontractor of the education agent was responsible for the conduct set out in Standard 4.3 and the education agent has terminated the relationship with that individual employee or subcontractor.

The registered provider must take immediate corrective and preventative action upon the registered provider becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.

### Monitoring Agent activities

To ensure that Acumen is using reputable agents Acumen will initiate a monitoring procedure with all active agents. This monitoring process is outlined as follows.

- All education agents must submit a report of their activities once every three months. This report is to outline the promotional activities that have been undertaken on behalf of Acumen and include any students that have been contacted or recruited to enroll with Acumen (e-mail communication will suffice).
• **Agent Student Appraisals**: On the day of orientation all the new students are interviewed by the marketing team and an Agent Student Appraisals form is filled to verify whether students were acquainted with the relevant facts to be able to make an informed decision.

• **Annual Agents Performance Appraisals**: All education agents will be required to conduct a face to face meeting or conference over phone with Acumen at least once a year. This meeting or the telephonic conversation will cover:
  - Current practices.
  - Ensure latest marketing materials are being used
  - Discuss any issues or concerns.
Minutes of these meetings and an annual Agent Performance Appraisal form will be filled and kept in the agent’s file.

• Where any practices of the education agent are identified as being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training, Acumen shall take immediate action.

• Where the above practice(s) by an agent is identified the Operations Manager is responsible for ensuring that there is a change of the practices causing concern, through counseling the agent or terminating the agreement.

**Marketing and Recruitment**

Acumen Education is responsible for the accuracy of information provided about the institution and its programs.

The institute is responsible for all actions undertaken by a person or an Organisation representing the institute. The institute must take actions and notify DEEWR if an agent or a representative is identified as having breached the Act.

As an agent of Acumen, specific obligations with regards to marketing and recruitment are clearly outlined in the agent agreement.

**Visiting Acumen**

To maximize the benefits of your visit to Acumen, you should:

- Contact the admin manager with an outline of your proposed visit. Be sure to include proposed dates of the visit as well as purpose of the visit.
- A confirmation/follow-up email or a telephone call will be made by the admin manager to confirm dates and times as well as any other special requests you have.

What the Admin manager can provide you:

- A meeting with Acumen’s team to discuss marketing and processing of applications.
- A meeting with your students who are currently studying at Acumen Education.
- A campus tour.
- Meetings with academic staff in your areas of interest.
- Any other meetings as previously arranged.
Use of Acumen’s Logo
Only Acumen’s registered agents can use Acumen’s Logo.

Ordering Acumen’s Publications
If you wish to order our current brochures, posters or any kind of marketing material, please contact the admin manager on admissions@acumen.edu.au.

Our Courses

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Course Duration</th>
<th>Tuition Fee* (Australian Dollars)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUR30612</td>
<td>Certificate III in Light Vehicle Mechanical Technology</td>
<td>74 Weeks</td>
<td>$15600</td>
</tr>
<tr>
<td>AUR40212</td>
<td>Certificate IV in Automotive Mechanical Diagnosis</td>
<td>22 Weeks</td>
<td>$5000</td>
</tr>
<tr>
<td>AUR50212</td>
<td>Diploma of Automotive Technology</td>
<td>37 Weeks</td>
<td>$7000</td>
</tr>
<tr>
<td>BSB40212</td>
<td>Certificate IV in Business</td>
<td>26 Weeks</td>
<td>$4500</td>
</tr>
<tr>
<td>BSB50207</td>
<td>Diploma of Business</td>
<td>30 Weeks</td>
<td>$4000</td>
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<tr>
<td>BSB60207</td>
<td>Advanced Diploma of Business</td>
<td>30 Weeks</td>
<td>$5000</td>
</tr>
<tr>
<td>22250VIC</td>
<td>Certificate I in EAL</td>
<td>30 Weeks</td>
<td>$8400</td>
</tr>
<tr>
<td>22251VIC</td>
<td>Certificate II in EAL</td>
<td>30 Weeks</td>
<td>$8400</td>
</tr>
<tr>
<td>22255VIC</td>
<td>Certificate III in EAL</td>
<td>30 Weeks</td>
<td>$8400</td>
</tr>
<tr>
<td>22258VIC</td>
<td>Certificate IV in EAL</td>
<td>30 Weeks</td>
<td>$8400</td>
</tr>
</tbody>
</table>

*Tuition Fee is indicative and it may change during the course of student’s study. It does not include materials fee and administrative fee.
Certificate III in Light Vehicle Mechanical Technology  
National Course Code: AUR30612  
Course Description  
Certificate III in Light Vehicle Mechanical Technology is designed to train students in light vehicle mechanics to develop their skills and certify they are capable to achieve the industry standards.

Students will acquire knowledge on how to apply safe work practices, test and service batteries and carry out repairs to single electrical circuits. This course will help you develop your skills in servicing and repairing, suspension, steering, engine management systems transmission and braking systems, and teach you about inspecting and servicing engine cooling systems.

This course also covers inspecting, diagnosing, servicing and repair of manual and automatic transmissions, how to repair steering and suspension systems, the detailed servicing of hydraulic brake systems, engines and fuel systems as well as engine and drive line management systems.

For further information regarding the course, please visit:  

Certificate IV in Automotive Mechanical Diagnosis  
National Course Code: AUR40212  
Course Description:  
This course is designed to train students in light vehicle mechanics to develop their skills and certify they are capable to achieve the industry standards. Students will acquire knowledge on how to diagnose and repair complex faults in various systems’ parts of the automobile. This course will help you develop your skills in servicing and repairing complex faults in petrol engines, various types of engine management systems, transmission and driveline systems, steering and suspension systems, and braking systems. This course also covers the application of mathematical techniques in a manufacturing engineering or related environment.

For further information regarding the course, please visit:  

Diploma of Automotive Technology  
National Course Code: AUR50212  
Course Description  
This course is designed to train students in light vehicle mechanics to develop their skills and certify they are capable to achieve the industry standards. Students will acquire knowledge on developing and documenting specifications and procedures, and preparation of technical reports. This course will help you develop your skills in management of complex customer issues, analysis and evaluation of electrical and electronic faults in engine, fuel, safety, convenience and entertainment systems. This course also covers development and application of electrical and mechanical system modifications, management of environmental compliance in the workplace, and development and implementation of workplace policies and procedures for environmental sustainability.
Certificate IV in Business  
National Course Code: BSB40212  
Course Description  
This course is designed to train students in business management to develop their skills and certify they are capable to achieve the industry standards. Students will acquire knowledge on how to implement and monitor WHS policies, procedures and programs to meet legislative requirements and identification and application of risk management process. This course also teaches you about undertaking marketing activities, organising meetings, promoting innovation in a team environment, promoting products and services and coordination of customer service strategies.

For further information regarding the course, please visit:  

Diploma of Business  
National Course Code: BSB50207  
Course Description  
This course is designed to train students in business management to develop their skills and certify they are capable to achieve the industry standards. Students will acquire knowledge on how to manage personal work priorities and professional development, business meetings, recruitment selection and induction processes, workforce planning and payroll. This course also teaches you about development and design of business documents, undertaking project work and managing risks.

For further information regarding the course, please visit:  

Advance Diploma of Business  
National Course Code: BSB60207  
Course Description:  
This course is designed to train students in business management to develop their skills and certify they are capable to achieve the industry standards. Students will acquire knowledge on managing the finances, marketing processes and organizational changes. This course also teaches you about developing marketing objectives, planning and evaluating international marketing opportunities and sustainable workplace policy and procedures.

For further information regarding the course, please visit:  
Certificate I in EAL  
National Course Code: 22250VIC  
Acumen CRICOS Course Code: 084359G

Course Description:  
The 22250VIC – Certificate I in EAL (Access) is designed for learners who want to develop general English language and literacy skills and knowledge to participate effectively in the Australian community.

For further information regarding the course, please visit:  

Certificate II in EAL  
National Course Code: 22251VIC  
Acumen CRICOS Course Code: 084360C

Course Description:  
The 22251VIC Certificate II in EAL (Access) is designed for learners who want to develop general English language and literacy skills and knowledge to participate effectively in the Australian community.

For further information regarding the course, please visit:  

Certificate III in EAL  
National Course Code: 22255VIC  
Acumen CRICOS Course Code: 084361B

Course Description:  
The 22255VIC Certificate III in EAL (Further Study) is designed for learners who want to develop general English language and literacy skills and knowledge to participate effectively in the Australian community.

For further information regarding the course, please visit:  

Certificate IV in EAL  
National Course Code: 22258VIC  
Acumen CRICOS Course Code: 084362B

Course Description:
The 22258VIC Certificate IV in EAL (Further Study) is designed for learners who want to develop general English language and literacy skills and knowledge to participate effectively in the Australian community.

For further information regarding the course, please visit:
Refund Policy
This policy/procedure supports ‘Standard 3’ of ‘The National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’ which states:
‘Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.’
and
NVR Standards SNR22.2 which states
(b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee and
(e) The Organization’s refund policy.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to the student support officer, and then forwarded to the admin manager for processing and the following procedures followed in assessing the application.

• All ‘refunds’ are to be signed off by Operations Manager.
• Refund application processed within 7 days of the application being placed.
• If student is entitled to a refund, the payment shall be made within 10 days of receiving the student’s application.
• Enrolment fee at Acumen is non-refundable.

Definitions

| CRICOS: | Commonwealth Register of Institutions and Courses for Overseas Students. |
| ESOS Act: | Education Services for Overseas Students Act 2000 of the Commonwealth of Australia. |
| Prospective Student: | A person who intends to become, or who has taken any steps towards becoming, a Student an 'overseas Student' or 'intending overseas Student' as defined by the ESOS Act. |
| Agent: | An accredited person or Organisation with the authority to promote Acumen Institute of Further Education’s courses and services to Students or intending Students in nominated regions. |
| International Student: | A person (whether within or outside Australia) who holds a Student Visa and is an 'overseas Student' as defined by the ESOS Act. |

Refund Policy for International Students

PROCEDURE
• All refund information is made available to students during the enrolment process and is included on the letter of offer which the student signs prior to acceptance into a course of study with Acumen Education and money accepted from a student.
• Refunds due to non-delivery of course by RTO.
Please note that Government Legislation requires tuition fees and application fees to be refunded in full if:
  o The course does not start on the agreed starting date which is notified in the 3.5 Letter of Offer and Acceptance Agreement.
The course stops being provided after it starts and before it is completed.

The course is not provided fully to the student because the college has a sanction imposed by a government regulator.

If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000, the ESOS Regulations 2001 and Tuition Protection Service (TPS).

- Refunds under these conditions will be paid in full within 10 days.

Acumen Education may arrange for another course to be provided to students at no extra cost to as an alternative to refunding course money. Where the student agrees to this arrangement, Acumen will not be liable to refund the money owed for the original enrolment.

Refunds based upon Refund application

- All applications for refund must be made in writing by way of the refund application and submitted to the Student Support Officer and then it will be forwarded to the admin manager for processing.
- Where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.
- Refund application is to be signed off by the operations manager within 7 days from the date of refund application being lodged. If student is entitled for a refund, the payment shall be made within 10 days of receiving the student’s refund application.
- Any initial deposit paid by the student is not subject to refund after the student’s visa has been granted.

The refund is calculated based on the following table.

<table>
<thead>
<tr>
<th>Enrolment Fee</th>
<th>Non Refundable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuition Fees</strong></td>
<td></td>
</tr>
<tr>
<td>Visa refused</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Withdrawal notified in writing and received by the Institute 10 Weeks or more prior to course commencement</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Withdrawal notified in writing and received by the Institute 28 days or more prior to course commencement.</td>
<td>70% refund of tuition fees</td>
</tr>
<tr>
<td>Withdrawal notified in writing and received by the Institute less than 28 days prior to course commencement.</td>
<td>No refund of current course tuition fees</td>
</tr>
<tr>
<td>Course withdrawn by Acumen Education.</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Acumen Education is unable to provide the course for which the original offer was made.</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Visa extension is refused</td>
<td>Return of unused tuition fees*</td>
</tr>
</tbody>
</table>

* The unused tuition fee is calculated based on the duration the student has been enrolled.

1) Counting of days starts from the next day of the receipt of form by Acumen and the last day will be calculated 1 day before course commencement (example: If refund application reaches Acumen on the 1st of a month the counting Starts from 2nd and if a student is starting on 3rd of a Month then the days counted will be until 2nd of that Month) and VISA Refused applies only to students applying from overseas and not the VISA extension. Proof from Immigration department of VISA Refusal must be submitted along with the refund application form.
2) Refund application requests must be made in writing on the Refund Application Form provided by the Institute. The refund application form is available on request from Student support Officer at Reception or Online www.acumen.edu.au.

3) All refunds must be in accordance with ESOS requirements and the refund agreement signed by the student and maintained in their individual student file, Student Management System and in MYOB.

4) A written explanation (3.4 Refund Calculation Statement) as to how the refund was calculated and a copy of the refund agreement that was signed by the student must accompany student refunds.

5) Admin Manager will calculate the refunds if applicable and send the completed form to the Operations Manager / CEO for final approval.

6) Details of refunds provided must be maintained in individual student files.

7) The availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia’s consumer protection law.

8) In the event that the course did not start on the agreed start date (and the student has not elected to commence the course on a new starting date), or the course ceased to be provided by Acumen at any time after it started, but before it was completed, the student shall be entitled to a refund of all course money they have paid to date.

**The Tuition Protection Service (TPS)**

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

“In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider’s ‘default obligations’), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia’s global reputation. Some of the key features are:

- A new national TPS which will replace a range of existing tuition assurance arrangements.
- A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less).
- Specified providers to keep initial prepaid fees in a separate account until a student commences study.
- Student refunds will be based on unexpended tuition fees (rather than on total course cost as previously).”

More details about these and related reforms can be found at www.aei.gov.au.

**Refund for Domestic Students**

Refund application is to be processed by the admin manager within 7 days from the date of application lodged. If student is entitled for a refund, the payment shall be made within 10 days of receiving the student’s application. The refund is calculated based on the following table.
<table>
<thead>
<tr>
<th>Enrolment Fee</th>
<th>Non Refundable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuition Fees</strong></td>
<td></td>
</tr>
<tr>
<td>Withdrawal before the commencement date</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Withdrawal on or after the commencement date</td>
<td>No refund</td>
</tr>
<tr>
<td>Course withdrawn by Acumen Education</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Acumen Education is unable to provide the course for which the original offer was made</td>
<td>100% refund of tuition fees</td>
</tr>
</tbody>
</table>

1. Counting of Days Starts from the next day of the receipt of form by Acumen and the last day will be calculated 1 day before course commencement (example: If refund application reaches Acumen on the 1st of a month the counting Starts from 2nd and If a student is starting on 3rd of a Month then the days counted will be until 2nd of that Month.)

2. Refund application requests must be made in writing on the Refund Application Form provided by the Institute. The refund application form is available on request from Student support Officer @ Reception or Online [www.acumen.edu.au](http://www.acumen.edu.au)

3. All refunds must be in accordance this policy and the refund agreement signed by the student and maintained in their individual student file, Student Management System and in MYOB.

4. A written explanation as to how the refund was calculated and a copy of the refund agreement that was signed by the student must accompany student refunds.

5. Admin Manager will calculate the refunds if applicable and send the completed form to the Operations Manager for final approval.

6. Details of refunds provided must be maintained in individual student files.

7. The availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia’s consumer protection law.

8. In the event that the course did not start on the agreed start date (and the student has not elected to commence the course on a new starting date), or the Course ceased to be provided by Acumen at any time after it started, but before it was completed, the student shall be entitled to a refund of all course money they have paid till date.
Enrolment Process at Acumen

Application processing
Once Acumen has received the application, it will be assessed as soon as possible. You can expect a turnaround time of 24 hours.

Enquiries regarding the status of an application can be made directly to the admin manager on admissions@acumen.edu.au

NOTE: Timelines may vary depending on the application.

Offer Letter and Acceptance Agreement Explained
The offer letter will be emailed to you as a PDF attachment together with the Acceptance Agreement.
To accept the offer, applicant has to pay the tuition, overseas student health cover as stated in the offer letter.

- Email proof of payment
- Email Copy of Signed offer letter

**Payment of Fees**

Fees are to be deposited, as shown in the offer letter, into:

Account Name: **Acumen Education Pty Ltd.**  
Bank: **ANZ Bank**  
BSB No.: 013-412  
Account No. 4509 46215  
Bank address: **ANZ Banking Group Ltd, 287 Bridge Rd, Richmond, VIC 3121**

**Confirmation of Enrolment**

Once fees is paid, and Acumen is informed by an email of

- Proof of payment
- Copy of Signed offer letter

Acumen Institute will issue the Confirmation of Enrolment (COE) to assist the application for a student visa.

The COE will be emailed to you together with the email link to the Pre-departure Guide and the OSHC website.

**Student Support Services**

Being an international student is exciting, but it can also be challenging. We have a designated Student Support Officers who can be approached to gain advice on academic and personal issues. The Student Support Officer offers professional and confidential advice in areas where they can help. They can also provide links to external sources of support where Acumen is not qualified.

The types of common issues that the Student Support Officer is able to provide support are:

- **Academic issues**
  Students are able to gain advice and support in ensuring they maintain appropriate academic levels. All students’ progress is monitored and guidance and support provided where non satisfactory results are identified.

- **Personal / Social issues**
  Students have complete access to the Support officer during normal College hours

- **Accommodation**
  Acumen is able to refer students to appropriate accommodation services and is always available to discuss any issues or concerns a student may have with their accommodation arrangements.

- **Medical Issues**
  Student Administration will always have an up to date list of medical professionals within access from the college location and any student with medical concerns should inform the student support officer who will assist them in finding a doctor.

- **Social Programs**
The student support officer will occasionally organize social events that allow all students enrolled with Acumen to mingle and socialize. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.

**Planning the student arrival in Melbourne**

A representative of Acumen will undertake airport pickup if requested. The service will incorporate pick up from airport to pre-arranged place of accommodation. The cost of this service is an additional AUS$95*

Student needs to advise Acumen in writing (email)* three (3) days prior to their arrival in Australia if this service is required.

*Per student

* A confirmation email will be sent after receiving request.

**Orientation**

Acumen organizes the enrolment and orientation program for students. Orientation will be on first day of the start of the course.

**Visa Requirements**

Students should be aware of the requirements of their student visa by visiting the Department of Immigration and Citizenship website ([www.immi.gov.au](http://www.immi.gov.au)).

**Work Rights**

The Australian Government allows international students to work for up to 40 hours per fortnight during the semester and full-time during semester breaks. Spouses of students are permitted to work 20 hours per week also.

**Fee Refunds**

It is the agent’s responsibility to ensure that applicants read and understand the refunds of the fees policy before signing Acceptance Agreement of Acumen, a legally binding document.

**Payments**

Commissions are payable if a student is recruited by the agent, is enrolled in a course; and has paid the respective course fee to Acumen. An agent will not be regarded as having recruited a student unless:

i. The agent submits the student’s application for enrolment and that application also bears the agent’s name; and

ii. The agent submits an acceptance by the student of any letter of offer from Acumen of a place in a Course.

No commission will be payable to the agent where the student is recruited through the Acumen’s own programs for recruitment of students.

Commissions claimed by an agent must be sent directly to admissions, at [admissions@acumen.edu.au](mailto:admissions@acumen.edu.au) or fax: +613 8415 1266.
If a student recruited by the agent at any time undertakes any course or courses offered by the institute other than those specifically identified in the application for enrolment and for which the student was first recruited by the agent, no fee or other amount will be payable by Acumen to the agent.

**Monitoring Course Progress Policy & Procedure**

Registered providers systematically monitor students’ course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

This policy/procedure supports ‘Standard 10 – Monitoring Course Progress’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’

And

NVR Standards ‘SNR 16.5 Learners receive training, assessment and support services that meet their individual needs.’

**Definitions**

<table>
<thead>
<tr>
<th><strong>At Risk:</strong></th>
<th>An ‘At Risk’ student is a student who, for any reason, is considered as not, or potentially not, meeting course progression requirements.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course:</strong></td>
<td>Program of study for the attainment of a certificate.</td>
</tr>
<tr>
<td><strong>Course Progression / Progress:</strong></td>
<td>The measure of advancement through academic merit or skill based competencies towards the completion of a course as per unit/module guidelines.</td>
</tr>
</tbody>
</table>
| **Intervention Management Tool:** | A method, tool or process that allows the following processes:  
  * Recording of submission of assessment tasks and the grade awarded,  
  * Identifies if the student is above or below the designated ‘At Risk’ level,  
  * Recording of communication with student. |
| **Intervention Strategy:** | Any documented action targeted at addressing the needs of an ‘at risk’ student. |
| **Satisfactory Progress:** | Satisfactory completion of the academic merit or skill based competency requirements as per unit / module guidelines. |
| **Unsatisfactory Progress:** | At a minimum where student has failed or is not deemed competent in 50% or more of units attempted in a study period as per course outline. A student may only repeat a unit twice before not meeting academic progress for individual units which may affect their overall academic progress for the study period. |
| **Term:** | Term is a Study Period which is usually half of Semester. |
**Student** An international student who holds a Student Visa, and is an 'overseas Student' as defined by the ESOS Act.

**Course Progression Monitoring**
Acumen Education monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in accordance to the DEEWR-DIAC course progress policy.

Acumen Education assesses each student’s progress at the end of each compulsory study period. The “compulsory study period” is defined in the “Definitions” section.

Acumen Education has an intervention strategy for any student who is not making satisfactory course progress. It is made available to staff and students and it specifies:

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

Acumen Education’s intervention strategy includes provision for:

i. where appropriate, advising students on the suitability of the course in which they are enrolled;
ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
iii. Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

Acumen Education assesses the students against this policy at the end of each compulsory study period. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented.

The intervention strategy is activated within the first four weeks of the following study period.

i. If Acumen Education identifies a student who is at risk of making unsatisfactory course progress before the end of the study period, implements its intervention strategy as early as practicable.
ii. If Acumen Education identifies a student as not making satisfactory course progress in a second consecutive compulsory study period in a course, Acumen Education notifies the student of its intention to report the student to DIAC for unsatisfactory progress. The written notice of Acumen Education (Intention to report the student for unsatisfactory progress) informs the student that he or she is able to access Acumen Education complaints and appeals process. Under Standard 8 and that the student has 20 working days in which to do so.
A student may appeal on the following grounds:

i. Provider’s failure to record or calculate a student’s result accurately,

ii. Compassionate or compelling circumstances, or

iii. Provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

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

- If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, Acumen Education does not report the student, and there is no requirement for intervention.

- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support is provided to the student through Acumen Education intervention strategy, Acumen Education does not report the student.

Acumen Education notifies the secretary of DEEWR through PRISMS as soon as practicable of the student not achieving satisfactory course progress where:

i. The student has chosen not to access the complaints and appeals processes within the 20 working day period,

ii. The student withdraws from the process, or

iii. The process is completed and results in a decision supporting Acumen Education (i.e. the student’s appeal was unsuccessful).

**Procedures**

**Recording Student Academic performance**

The student’s academic performance shall be recorded using the ‘Student Academic Performance Record Sheet’. This spreadsheet will calculate the projected academic progress for the term, based on the total number of units that are required to be assessed and the outcome of these assessments.

All students shall be deemed ‘Competent (C)’ or ‘Not Yet Competent (NYC)’ for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers / assessors using the RTO’s assessment tools/methods and recording processes as required. All academic results are entered into the Students Records Management System by the Student Administration department.

It is the responsibility of the Student Administration department and the Course Coordinator to ensure that the student’s ‘academic progress sheet’ is also updated after each assessment is completed and recorded. I.e. if there were 6 units in total assessed in a term and a student has been assessed as ‘C’ in 4 units and ‘NYC’ in 2 units for the term, the student’s academic progress sheet would look like:
Term 1

| John CITIZEN | SAEX32 42 | 66.67% |

These records are checked regularly by the Operations Manager for currency and accuracy.

**Monitoring Student Academic Performance**

The student support officer in association with admin manager will monitor student academic performance via the “TEAMS” student management software and report any issues, as outlined below, to the Operations Manager. This monitoring will occur once per month and will be supported by the Student Support officers who will also monitor the student’s academic progress regularly and will be involved in the counselling and reporting process as outlined below.

At a convenient time, once per month the admin manager will review the academic progress of all students and monitor the following points:

* Any student falls below 60% academic progress for a single term

Student’s shall be sent a notification letter and e-mail indicating that they have fallen below 60% academic performance for the term to date, and failure to achieve Competency in further units undertaken the current term may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive terms will be deemed in breach of Visa requirements and be reported to DIAC. The students are given the opportunity to be counselled in their progress if required. (See Poor Academic Performance in a single term Warning Letter).

- When a student’s projected academic progress falls below 50% for a single term When a student’s academic progress falls below 50% for a single term the admin manager shall notify the Operations Manager and a ‘First Warning Letter’ shall be sent indicating the student has to contact the college and organise an appointment with the Course coordinator to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term. (Poor Academic Progress 1st Warning Letter).

If the student does not respond within 7 days the Student Support Officer will attempt to contact the student via telephone. When this fails the matter shall be forwarded to the Operations Manager

- Any student who is below 75% academic progress in their current term after falling below 50% in their previous term.

Student’s shall be sent a ‘Second Warning Letter’ notifying them they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall
below the required academic progression in two consecutive terms they will be reported to DIAC.

They are also informed that they are required to organise an appointment with the Operations Manager to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the term. (See Poor Academic Progress 2nd Warning Letter)

If the student does not respond within 7 days the Course Coordinator will attempt to contact the student via telephone. When this method of contact fails the matter shall be forwarded to the Operations Manager

• When a student’s projected academic progress falls below 50% for 2 consecutive terms

The student shall be sent a ‘Breach Recorded’ letter indicating they are going to be reported to DIAC for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% for two consecutive terms.

They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so. (Student Academic Progress Breach Recorded Letter)

If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS.

**Intervention strategies for students at risk of not achieving satisfactory academic progress:**

The Intervention Strategy is activated when a student is identified as being “at risk of not making satisfactory progress” or making “unsatisfactory course progress for the study period”. When a student is identified by the admin manager,

• The admin manager advises Student support officer to activate intervention. The student support officer follows the following procedure for intervention:
  • Contacting the student by telephone to arrange for an appointment.
  • Ensuring that if initial contact has been unsuccessful a contact log will be maintained and filed appropriately.
  • Meeting the student to obtain information/ validation underpinning unsatisfactory course progress.
  • Offering counselling/support/advice with a view to improving student wellbeing/course progress.
  • Setting reasonable boundaries and or deadlines on a case by case basis (if so required) to which the student must adhere. Reasonable boundaries and or deadlines include:
    • Timeframes set by the SSO by which assignments/ assessments must be submitted ensuring all evidence of constraints and impediments are considered.
    • Timeframes by which documented evidence such as valid medical certificates, drug prescriptions, airline tickets and death notices must be submitted (in English).
    • Timeframes indicative of good intent with regard to course progress.
• Communicating timeframes and outcomes with teachers via student log (and in person if so required).
• Informing the admin manager and Academic staff about intervention outcomes.
• By discussing further options on how to progress in the event intervention has been unsuccessful
• Documenting and filing all student/ counsellor conversations.

Although timeframes are case specific and may therefore vary from student to student, second and third intervention meetings, if so required, should be scheduled two to three weeks apart. However, the allocated timeframes mentioned above must:

• Correspond to the course duration, meaning that the duration of intervention and stipulated timeframes will be greater for 40 week courses than for 20 week courses.
• Successful intervention is indicative of a marked and lasting improvement in academic progress.
• For intervention to be deemed unsuccessful, a student typically has not adhered to timeframes and or requirements as set out in the intervention meeting(s) and will, as a result, be at an increased risk of not meeting course progress requirements.

Acumen Education’s intervention strategy includes provision for:

i. Where appropriate, advising students on the suitability of the course in which they are enrolled;
ii. Assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
iii. Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

Acumen Education assesses the students against this policy at the end of each compulsory study period. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy is activated within the first four weeks of the following study period.

Once Acumen Education identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, it will implement its intervention strategy as early as practicable.

**Reporting ‘Breach of Student Academic Progress’**

If Acumen Education identifies a student as not making satisfactory course progress in a second consecutive study period in a course, Acumen Education notifies the student of its intention to report the student to DIAC for unsatisfactory progress.
The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access the registered Acumen Education’s complaints and appeals process under Standard 8 and that the Student has 20 working days in which to do so.

**Invoicing**

No commission is payable by the Institute in relation to a recruited student unless the agent has submitted an individual invoice for each student:

- Containing the family name and given names of the student, and the course for which he or she applied
- Presented on the agent’s letterhead, which shows current address, telephone, fax and email details of the agent
- With an invoice number or reference
- Any other information as required.

Acumen will pay the required commission fees after two weeks of the start date of the course’s semester of admission.

**Contact Us:**

**Acumen Education**

Trading as Acumen Institute of Further Education  
Postal Address: Level 4, 277 Flinders Lane,  
Melbourne, VIC Australia -3000  
Phone Number: +613 9044 6402 -Fax: + 61 3 8415 1266  
Email: admissions@acumen.edu.au  
marketing@acumen.edu.au  
Web: www.acumen.edu.au

**Useful Links:**

- [Australian Qualifications Framework](#)  
The Australian Qualifications Framework (AQF) is a system of seventeen national qualifications that assists students to plan their careers and learning.
- [Australian Education International (AEI)](#)  
Government activities; market information; events; offshore support; publications & research; qualifications recognition
- [Department of Education Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS)](#)  
Information for the education community, including information and links for international students and Information on Australian education institutions and courses offered to overseas students.
- [Department of Immigration and Citizenship (DIAC)](#)  
Includes information on requirements for studying in Australia; information for education providers; government policy on immigration and multiculturalism, visas, PR, Australian citizenship; and, migration.
- [English Australia](#)
English Australia (EA) is the national association for accredited public and private English language colleges in Australia.

- **International Education Association of Australia**
  The International Education Association of Australia (IEAA) was established to serve the needs and interests of the large number of individuals working in international education across all education sectors.

- **ISANA: International Education Association**
  ISANA: International Education Association is the representative body for international education professionals in Australia and New Zealand who work in student services, advocacy, teaching, and policy development in Australia and New Zealand.

- **Overseas Student Health Cover**
  OSHC is insurance to assist international students meet the costs of medical and hospital care that they may need while in Australia.

**Resources**

1. **Education Services for Overseas Student (ESOS) Act 2000**
   The ESOS Acts and regulations set out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Education, Employment and Workplace Relations (DEEWR) administers the ESOS Act and its associated instruments.
   
   

2. **National Code 2007**
   The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only CRICOS courses can be offered to international students studying in Australia on a student visa.
   
   

3. **Professional International Education Resources (PIER)**
   Professional International Education Resources (PIER) provides people working in international education with an extensive collection of resources relating to international education, including references and research reports.
   

4. **Student Education Project**
   The Student Education Project videos were designed to raise awareness of quality assurance and consumer protection mechanisms embedded in the ESOS legislation. These six short, downloadable animated videos provide practical information and advice for students, parents and education agents on issues which may be encountered by international students while studying, living and working in Australia.
   
**Checklist for Student**

Information Checklist for Student to make sure Agent gives all the information to the student which helps students in taking an informed decision

### Pre Enrolment information
- Accurate course information
  - including the minimum level of English language proficiency,
  - educational qualifications
  - whether course credit may be applicable
  - fee and charges
  - potential for fees to change
  - modes of study through which the course may be offered

- Refund policy
- Campus locations and a general description of facilities
- Complaints and appeals
- Differ, suspend and cancelation
- ESOS framework
- Accommodation options
- Living cost
- Bring school-aged dependents information
- Provide the student with the brochure
- Refer the student to the Acumen website
- Student support services

### Formalization of enrolment
- Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- Provide an itemised list of course money payable by the student
- Provide information in relation to refunds of course money
- Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled
- Explanation of what happens in the event of a course not being delivered in the course.
- Provide the student with the student handbook
- Refer the student to the Acumen website
- Explain the offer letter before the student signs the document