



acumen
education
acumen institute of further education
Science of Success

AGENT MANUAL



Level 8, 55 Swanston St,
Melbourne, VIC, Australia 3000
Telephone: +613-8415 1244
Email: admissions@acumen.edu.au
web: www.acumen.edu.au

ABN: 83 130 237 133
ACN: 130 237 133
National Provider Code: 22205
CRICOS: 03090B
Version: 2020

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.

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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 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 United 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 their VISA condition allows them to do so. This provides students with the opportunity to gain valuable work experience and/or earn money to support their expenses 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 ensure 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, it is existing for students to learn from different cultures / backgrounds and make friends with people 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 education has four campuses in Melbourne, One of the best cities in the world. These campuses are strategically located for easy access for our students.

The main campus is located on level 8, 55 Swanston street is close to everything you need. It falls in the free tram zone and is next to Flinders St station, trams, buses. It is in close proximity to Major museums and art galleries. You can enjoy food and drinks at the Famous lane way cafes and bars.

The Richmond campus is also strategically located just next to the north Richmond train station and the tram on Victoria street is 100 meters away. Acumen has two campuses in close proximity to each other (50 meters apart) on Elizabeth St, Richmond. The campus is well connected with public transport. It is a Melbourne city fringe suburb that is known for its diverse culture.

The sunshine campus is well located on Glengala road. The sunshine campus is surrounded by restaurants and cafes

Address:

Campus 1: North Richmond Building A: 5-9 Elizabeth St, Richmond, Victoria 3121.

Campus 2: North Richmond Building B: 24-26 Elizabeth St, Richmond, Victoria 3121.

Campus 3: City Campus: Level 8 , 55 Swanston St, Melbourne, Vic 3000.

Campus 4: Training Kitchen and Restaurant: 101 Glengala Road, Sunshine West, Victoria 3020, Australia

Campus 5: Collingwood Campus: 157 Islington St Collingwood Victoria 3066, Australia

Contact numbers: Richmond Campus +613 8415 1244, City Campus +613 9044 6402

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.

Route Map

For Journey Planner please visit <https://www.ptv.vic.gov.au/>

How to get to City Campus



TRAIN Take any train that goes through the City Loop and get down at Flinders Street Station. The institute is at a walk able distance of around 150m from the station.



TRAM Take the trams 1, 3, 3/a, 5, 6, 8, 35, 64, 67, 70, 72, 75. Get off at stop 5 or 13.

How to get to Richmond Campuses



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 Sunshine Kitchen



TRAIN From Flinders Street Railway Station (Melbourne City) Platform 4 Take the train towards Sunbury. Get off at Sunshine Station and take the Bus 426 at Sunshine station/Dickson St- Bay 11 and get off at Rosdale Pl/Anderson Rd(Sunshine) and Walk on Footpath towards 101 Glen gala Rd

How to get to Collingwood Campus



TRAIN From Flinders Street Railway Station (Melbourne City) Platform 1 Take the train towards South Morang or Hurstbridge. Get off at Collingwood Train Station and Walk for 350m Via Gipps Street.

About Melbourne

Melbourne is the capital city of the State of Victoria and is built around the shores of Port Phillip 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](http://www.thatsmelbourne.com.au)

Further information on Melbourne is available from www.visitvictoria.com.

Education agent's policy & procedure at acumen (in line with esos standard 4)

Purpose

Acumen education's Agents (Agents) are often the first point of contact between prospective Students and the Australian international education industry. Their activities and ethics are important to Australia's reputation as a desirable destination for Students. Acumen is therefore committed to ensuring its agents act ethically and appropriately.

To this end, Acumen requires its agents to have an appropriate knowledge and understanding of the Australian international education industry and to act honestly and with integrity.

This policy aims to ensure that the actions of its appointed agents are ethical and comply with the Institute's obligations under the:

- ESOS ACT;
- ESOS Regulations;
- National Code;
- Migration Act; and
- Migration Regulations

Acumen education follows a firm practice in the monitoring and termination of education agents domestically and internationally to ensure honest and professional representation of Acumen education with the highest integrity.

Scope

- Agents of Acumen education and
- Staff of the Acumen education involved in the recruitment, and monitoring of agents for Acumen education.

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 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.
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 education's courses and services to Students or intending Students in nominated regions.
Agents Agreement:	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.

Policy

This policy/procedure supports 'Standard 4 – Educational Agents' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' 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."

Acumen education will enter into a written agreement with each education agent it engages to formally represent it, and enter and maintain the education agent's details in PRISMS.

In following this procedure acumen education will ensure it is able to manage the activities of their education agents, ensuring only reputable education agents are used.

Acumen will conduct ongoing reviews including annual Agents Performance Appraisals and Agent Student Appraisals

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

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
1.	Agent Application Form and Agent Information documents sent to prospective Agent.	Admin Manager	
2.	Completed forms with documentation required attached returned to Acumen	Prospective Agent	Business Profile etc to be attached.
3.	If determined to be suitable to appoint, contact referees for completion of Agent Reference Check.	Admin Manager	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 statement documenting reasons why the agent was appointed (i.e. office visit or recommendation from somebody)
4.	Once Agent Reference Check has been completed reassess to determine if suitable to appoint.	Operations Manager	
5.	Complete Agent Agreement.	Admin Manager	Ensure correct details are entered i.e. title of Agent, company registration number (if any); country of representation, address is listed in agreement.
6.	Agent agreement approved.	Operations Manager	
7.	Agent agreement emailed or couriered if needed to the head office of agent	Admin Manager	
8.	Agent returns signed original copies of agreement.	Agent	

9.	Original copies to be signed by CEO.	Operations Manager	
10.	One countersigned copy retained in operation managers Office in agent's file and one countersigned copy returned to Admin Manager to Emailed to the Agent together with Agency Certificate of Representation/s.	Operations Manager Admin Manager	
11.	Details of Agent updated in Student Management System	Admin Manager	
12.	Details of Agent updated in PRISMS	Admin Manager	

Responsibility

- Operations Manager
- Admin Manager

Policy Base

- Education Services for Overseas Students Act 2000.
- ESOS Regulations 2001.
- The ESOS (Registration Charges) Act 1997.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code).
- The Migration Act 1958.
- The Migration Regulations 1994.

Agent Agreements

- Any person who is formally engaged by Acumen 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 Agents Agreement
- All persons approved as an Agent shall be required to sign an 'Agent Agreement' prior to undertaking any promoting activities on behalf of Acumen.
- 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 or her student visa
 - Providing immigration advice where not authorised under the Migration Act 1958 to do so.
- 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.

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

- The original signed agent agreement shall be kept in the Agents file and the agent shall also receive a copy.

The written agreement will outline:

- the responsibilities of the registered provider, including that the registered provider is responsible at all times for compliance with the ESOS Act and National Code 2018
- the registered provider's requirements of the agent in representing the registered provider as outlined in Standard 4.3
- the registered provider's processes for monitoring the activities of the education agent in representing the provider, and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services
- the corrective action that may be taken by the registered provider if the education agent does not comply with

its obligations under the written agreement including providing for corrective action outlined in Standard 4.4

- the registered provider's grounds for termination of the registered provider's written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5
- the circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.

Monitoring Agent activities

To ensure that Acumen is using reputable agents Acumen will monitor procedures of all active agents. This monitoring process is outlined as follows.

- **Agent Student Appraisals:** On the day of orientation all the new students feedback by the Student support officer and an Agent Student Appraisals form is filled.
 - To check Whether they were Informed to make an Informed decision
- **Agent Student Appraisals:**All new students are requested to complete Agent student Appraisals form with in first 3 months
 - To check Whether they were Informed to make an Informed decision
- **Annual Agents Performance Appraisals:** All education agents will be required to conduct a face to face meeting with Acumen at least once a year or a discussion over the phone 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

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 of the practices causing concern through counselling the agent or for terminating the agreement. Any counselling or termination of agreements shall be documented within the Agent 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 and forward the **Agent Warning Letter** to the Agent.
2. The Agent must provide a written response within 10 business days of the date of the letter. An extension of time to provide a 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 such further period as may have been granted ,the Operations Manager will consider the Agent's performance in light of:
 1. the response of the Agent to the letter
 2. whether the Agent engaged in Unprofessional Conduct;
4. After considering the Agent's conduct and performance, the Operations may:
 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 may have been engaged in Unprofessional Conduct.
6. If the Operations Manager decides to terminate an Agent's appointment, the Operations Manager should:
 1. write to the Agent to advise that his or her appointment has been terminated using the **Agent Termination Letter**;
 2. Notify Department of Home Affairs of the termination and the grounds for the termination Through PRISMS; and
 3. Update the agent list on the acumen website.

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.

Forms

- 4.1 Agent Application Form
- 4.2 Agent Reference Check Form
- 4.3 Agent Agreement
- 4.4 Agency Certificate
- 4.5 Agent Student Appraisals form
- 4.6 Annual Agents Performance Appraisals form
- 4.7 Agent warning letter
- 4.8 Agent termination letter
- 4.9 Agent Manual

Implementation

This Procedure will be implemented using the following strategies:

- By ensuring that staff engaged in student recruitment activity are 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
- Ensure that all agents have up to date course information and stock
- Staff during the induction into the acumen team, training on using Teamworks
- The Process flow Diagram
- By providing always updated 4.9 Agent Manual



Extract from ESOS- National Code of Practice 2018

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 work-based training a student is required to undertake as part of the course
 - vi. Prerequisites—including English language proficiency—for entry to the course
 - vii. 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**).
4. This policy also supports the **Standard 4**. Accurate and accessible information about the RTO, its services and performance is available to inform prospective and current students.
5. The RTO must ensure that they advertise qualifications only if they are included in the RTO's education's scope of registration and CRICOS registration
6. The RTO will not claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the registered provider
7. The RTO will not guarantee a successful education assessment outcome for the student or intending student.

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) Course duration and holiday breaks, course qualification, award or other outcomes
- d) Details on assessing and recording recognition of prior learning (RPL), if it intends to assess RPL or grant course credit.
 - 1) Campus locations and a general description of facilities, equipment, and learning and library resources available to students.
 - 2) Details of any arrangements with another registered provider, person or business to provide the course or part of the course.
 - 3) Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.
 - 4) Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled.
 - 5) A description of the ESOS framework made available electronically by **Department of Education** <https://internationaleducation.gov.au/Pages/default.aspx> or search for ESOS Frame work on www.acumen.edu.au and
 - 6) 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. Outline any prerequisites necessary to enter the course or courses, including English language requirement
- e. list any conditions imposed on the student's enrolment
- f. list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- g. provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition
- h. fees, or other circumstances in which additional fees may apply
- i. 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
- j. 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:

- a. The registered provider's requirements of the agent in representing the registered provider as outlined in Standard 4.3
- b. The registered provider's processes for monitoring the activities of the education agent in representing the provider, and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services
- c. The corrective action that may be taken by the registered provider if the education agent does not comply with its obligations under the written agreement including providing for corrective action outlined in Standard 4.4
- d. The registered provider's grounds for termination of the written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5

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:

- a. 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).
- b. Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa.
- c. Using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student, or
- d. 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 sub-contractor 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.

- **Agent Student Appraisals:** On the day of orientation all the new student's feedback by the Student support officer and an Agent Student Appraisals form is filled.
 - To check Whether they were Informed to make an Informed decision
- **Agent Student Appraisals:** All new students are requested to complete Agent student Appraisals form with in first 3 months
 - To understand if there is are any gaps in the expectations set by the agents at the time of recruiting the student

- **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.

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 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 Organization representing the institute. The institute must take actions and notify the DET (Department of Education & Training) 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

Certificate III in Light Vehicle Mechanical Technology

National Course Code: AUR30616

Qualification Description

This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service and repair industry.

For further information regarding the course, please visit: <http://acumen.edu.au/courses/>

Certificate IV in Automotive Mechanical Diagnosis

National Course Code: AUR40216

Qualification Description

This qualification reflects the role of individuals who perform advanced diagnostic tasks in the automotive retail, service and repair industry.

For further information regarding the course, please visit: <http://acumen.edu.au/courses/>

Diploma of Automotive Technology

National Course Code: AUR50216

Qualification Description

This qualification reflects the role of individuals who diagnose, analyse, evaluate, design and modify vehicle systems in the automotive retail, service and repair industry.

For further information regarding the course, please visit: <http://acumen.edu.au/courses/>

Certificate IV in Business

National Course Code: BSB40215

Qualification Description

This qualification is suited to those working as administrators and project officers. In this role, individuals use well developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

For further information regarding the course, please visit: <http://acumen.edu.au/portfolio-items/business/>

Diploma of Business

National Course Code: BSB50215

Qualification Description

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators.

Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

For further information regarding the course, please visit: <http://acumen.edu.au/portfolio-items/business/>

Advance Diploma of Business

National Course Code: BSB60215

Qualification Description

This qualification reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions.

The qualification is suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

For further information regarding the course, please visit: <http://acumen.edu.au/portfolio-items/business/>

Certificate III in Commercial Cookery

National Course Code: SIT30816

Qualification Description

This qualification reflects the role of commercial cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This qualification provides a pathway to work as a commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

For further information regarding the course, please visit: <http://acumen.edu.au/portfolio-items/hospitality/>

Certificate IV in Commercial Cookery

National Course Code: SIT40516

Qualification Description

This qualification reflects the role of commercial 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.

Possible job titles include:

- Chef
- Chef de partie

For further information regarding the course, please visit: <http://acumen.edu.au/portfolio-items/hospitality/>

Diploma of Hospitality Management

National Course Code: SIT50416

Qualification 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, cafes, and coffee shops.

This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include:

- Banquet or function manager
- Bar manager
- Cafe manager
- Chef de cuisine
- Chef patissier
- Club manager
- Executive housekeeper
- Front office manager
- Gaming manager
- Kitchen manager
- Motel manager
- Restaurant manager
- Sous chef
- Unit manager catering operations.

For further information regarding the course, please visit: <http://acumen.edu.au/portfolio-items/hospitality/>

Advanced Diploma of Hospitality Management

National Course Code: SIT60316

Qualification 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, cafes, and coffee shops. This qualification allows for multiskilling and for specialization in accommodation services, cookery, food and beverage and gaming.

Possible job titles include:

- Area manager or operations manager
- Cafe owner or manager
- Club secretary or manager
- Executive chef
- Executive housekeeper
- Executive sous chef
- Food and beverage manager
- Head chef
- Motel owner or manager
- Rooms division manager.

For further information regarding the course, please visit: <http://acumen.edu.au/courses/hospitality/advanced-diploma-of-hospitality/>



Refunds Policy and Procedure

Purpose

The following procedures ensure all students are treated fairly and with integrity when applying for refunds.

Scope

This policy applies to all staff of Acumen education that are responsible for the processing of the Refund application and/or arranging for the payment of refund, collecting outstanding tuition fees and/or attending to student queries in respect to refund and payable tuition fees

Policy

This policy/procedure supports 'Standard 3' of 'The National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' 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

The policy supports Standard 5 Clause 5.3

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 28 days of the application being placed.
- Once a decision has been made and if the student is entitled to a refund, the payment shall be made within 20 Working Days

Enrolment fee at acumen Education 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.
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 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 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.

Procedure

All refund information is made available to students through 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.

All refund requests are subject to following conditions:

- The College must have had received funds in order for any refund application to be reviewed (i.e. cheques are cleared, telegraphic transfers have been received);
- Any outstanding amounts owed to the College must have been paid in full before requesting for a refund else the outstanding amounts will be deducted from the refund

In case of **VISA refusal refund requests**, student needs to provide authenticated evidence along with the application

- a. For offshore applicants:
If the student visa application or visa renewal is refused by the Australian Government, a full refund of course fees less the enrolment fee will be made.
- b. For onshore applicants:
In case of Visa refused after Course start date or after commencement of studies or refusal of Visa extension by the department of Home affairs for an:
- international student who currently holds Student visa in Australia, or
 - an individual who currently has study rights based on his current Visa conditions [i.e in cases where individuals are trying to convert other Visa types to a student Visa]

Refunds will be processed using the method in the Calculations table

No refunds will be granted where:

- An international student currently in Australia has their student visa cancelled by Department of Home Affairs for a breach of visa conditions.
- An international student currently in Australia has their student visa extension application refused by Department of Home Affairs after the commencement of their studies, for not meeting visa requirements.
- The visa is refused by DHA for the reason of providing misleading information or fraudulent documentation submitted in the visa application.

Special Circumstances: Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less Enrolment fee will be refunded.

Refunds due to non-delivery of course by RTO (ESOS 3.2)

Please note that Government Legislation requires tuition fees and application fees to be refunded in full if:

- 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 10days.
- Acumen education may arrange for another course to be provided to students at no extra cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Acumen education 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.
- When student defaults or where written notice of withdrawal is received by the College before the agreed start date of the course, the refunds will be calculated only on the prepaid tuition fees.
- Refund will not be applicable on the tuition fee paid which is due at the time of student default.
- Refund application is to be signed off by the operations manager within 28 days from the date of refund application being lodged. If student is entitled for a refund, the payment shall be made within 20 working days
- 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.

Enrolment Fee	Non Refundable
Tuition Fees	
Visa refused Prior to Course start date	100% refund of tuition fees
Visa refused after Course start date / Visa extension is refused	Tuition fee received from student less the Enrolment fee, Other non-tuition fee and Tuition fee up to the Visa refused date(Calculated on weekly Basis)*

Enrolment Process

<h2>Your Application</h2>	<ul style="list-style-type: none"> • Read through the <i>acumen</i> Course Guide and pre-enrolment information at www.acumen.edu.au. • Choose your course. • Download the <i>acumen</i> Application Form from http://acumen.edu.au/policies-and-publications/. Complete, sign and date the conditions of enrolment. • Attach certified copies of supporting documents required in English. • Forward all documents to <i>acumen</i> directly to admissions@acumen.edu.au or to your local education agent. 	<h1>1</h1>					
<h2>Application Assessment</h2>	<p>Upon receiving your application, <i>acumen</i> will assess the application according to the admissions policies. Student may be required to attend the Genuine Temporary Entrants (GTE) interview at this stage.</p>	<h1>2</h1>					
<h2>LLN Test</h2>	<p>Language Literacy and Numeracy Test. All prospective students are required to complete a LLN test. Students from level 1 and 2 countries who are not able to provide evidence of English language eligibility will be required to complete the LLN test before the offer letter is issued. Decision on application is made only after considering the students satisfactory performance in the LLN test. Students performance here also helps us determine the level of support required if any by the student while pursuing the qualification. <i>* Please visit department of home affairs website - document check list. Level of country is determined based on the Documentary Evidence checklist.</i> https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool</p> <p>Students who are able to provide evidence of English language eligibility will also be required to complete the LLN test to help determine if the student requires any kind of special support while studying the particular course. In this case the student can however complete the LLN test even after the admission process is complete, however this needs to be completed before the course start date. <i>* For international students LLN test will be administered by the respective educational agents</i></p>	<h1>3</h1>					
<h2>Offer Letter</h2>	<p>You will be provided with a written Offer Letter and Student Acceptance Agreement if your application is successful. This will generally take 1 to 3 working days for <i>acumen</i> programs; pathway applications may take approximately 2 to 4 weeks.</p>	<h1>4</h1>					
<h2>Accepting Offer</h2>	<ul style="list-style-type: none"> • To accept the offer, sign the Student Acceptance Agreement. • Complete the Homestay and Airport Reception Application form (if required) • Send the above documents to <i>acumen</i> or your local education Agent. 	<h1>5</h1>					
<h2>Making Payment</h2>	<p>Make payment amount according to student acceptance agreement. Please include your student ID, full name and date of birth as a reference for payment. Fee Payment Methods:</p> <table border="0"> <tr> <td> Online Payments*</td> <td> Telegraphic transfer</td> <td> Direct deposit</td> <td> Visit our accounts office</td> <td> Pay by mail</td> </tr> </table> <p>Banking Details 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 Swift Code: ANZBAU3M</p> <p><i>*Mastercard and Visa are accepted. Visit http://acumen.edu.au/fee-payment-options/</i></p> <p>It is important to provide the deposit evidence and student enrolment details to the <i>acumen</i> Accounts Office for identification purposes.</p>	 Online Payments*	 Telegraphic transfer	 Direct deposit	 Visit our accounts office	 Pay by mail	<h1>6</h1>
 Online Payments*	 Telegraphic transfer	 Direct deposit	 Visit our accounts office	 Pay by mail			
<h2>Electronic Confirmation of Enrolment</h2>	<p>Electronic Confirmation of Enrolment (eCoE) will be issued upon receipt of complete Student Acceptance Agreement and relevant tuition fee payment.</p>	<h1>7</h1>					
<h2>Visa Application</h2>	<ul style="list-style-type: none"> • Include the eCoE(s) with your visa application. • Please consult your local education agent about visa application matters or visit https://www.homeaffairs.gov.au/ for more details on visa application to Australia. 	<h1>8</h1>					
<h2>Homestay & Airport Pickup</h2>	<p><i>acumen</i> finalises Homestay and Airport Pickup Process (if applicable)</p>	<h1>9</h1>					
<h2>Arriving in Melbourne</h2>	<ul style="list-style-type: none"> • Contact <i>acumen</i> as soon as you arrive in Australia. • Attend orientation (Bring your eCoE, Offer Letter or evidence of payment, passport and copy of visa to the orientation). Email will be sent out with the orientation date. 	<h1>10</h1>					

Withdrawal notified in writing and received by the Institute 10 Weeks or more prior to course commencement	100% refund of tuition fees
Withdrawal notified in writing and received by the Institute 28 days or more prior to course commencement.	70% refund of tuition fees
Withdrawal notified in writing and received by the Institute less than 28 days prior to course commencement.	No refund of current course tuition fees
Course withdrawn by Acumen education.	100% refund of tuition fees
Acumen education is unable to provide the course for which the original offer was made.	100% refund of tuition fees

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

The course fees for a course is the sum of:

- (a) the tuition fees received by Acumen education in respect of the student; and
- (b) the non-tuition fees (Material Fee) if any received by Acumen education in respect of the student
 - 1) Counting of Days Starts from Next Day of the receipt of form by Acumen education and end day will be calculated 1 day before course commencement (example: If refund application reaches acumen education 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 to only students applying from overseas and not the VISA extension or Change of Visa type. 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 @ Reception or Online www.acumen.edu.au
 - 3) Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian dollars. By a bank draft or telegraphic or electronic transfer (or other approved payment options). Bank fees or postage charge apply. Refund requests to International banks are be made in the Australian currency where by student will receive refund amount equivalent to Australian Dollar exchange rate on the date of transfer.
 - 4) 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.
 - 5) A written explanation (3.4 Refund Calculation Statement) as to how the refund was calculated and a copy of the 3.5 Letter of Offer and Acceptance agreement that was signed by the student must accompany student refunds.
 - 6) Admin Manager will calculate the refunds if applicable and send the completed form to the Operations Manager / CEO for final approval.
 - 7) Details of refunds provided must be maintained in individual student files.
 - 8) 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.(ESOS 3.2)
 - 9) 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 education 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.
 - 10) Acumen education will not collect tuition fee exceeding \$1500 in advance. Where the visa requirements for the students are involved and the student wishes to pay more than \$1500 , Acumen education is covered by Tuition Protection Service
 - 11) If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled course unless withdrawn earlier.

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 28 days from the date of application lodged. If student is entitled for a refund, the payment shall be made within 20 Working days. The refund is calculated based on the following table.(ESOS 3.2)

Enrolment Fee	Non Refundable
Tuition Fees	
Withdrawal before the commencement date	100% refund of tuition fees
Withdrawal on or after the commencement date	No refund
Course withdrawn by Acumen education	100% refund of tuition fees
Acumen education is unable to provide the course for which the original offer was made	100% refund of tuition fees

1. Counting of Days Starts from Next Day of the receipt of form by Acumen education and end day will be calculated 1 day before course commencement (example: If refund application reaches Acumen education 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
3. All refunds must be in accordance to 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 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 education 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.

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.
- **Referral Services Available Name & Location**
Counseling service Lifeline 13 11 44
These details are also present in the Student Handbook and pre-arrival guide. Acumen will not charge for a referral.
- **Legal Services**
Acumen is able to provide some advice and guidance on a limited range of situations. Where the SSO feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.
Names and contact details for free legal advice and a lawyer is provided in Acumen Student Handbook and pre-arrival guide. Acumen will not charge for a referral.

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. The orientation program also involves social activities, which will help you to meet other students and familiarize yourself with the Institute and surrounds.

This orientation program is managed by the SSO and includes the following:

- A tour of the Acumen identifying classrooms, student areas, student administration area, and any other relevant areas within the Acumen such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the Student handbook.
- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the registered provider's facilities and resources
- complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman

Along with general orientation activities, new students may have particular needs or issues requiring specific support and interventions. At Acumen education, it is mandatory for new students to complete the Pre-enrolment student feedback form

New students also complete a compulsory component of Orientation Online so that essential element such as academic integrity is understood prior to commencing study.

Visa Requirements

Students should be aware of the requirements of their student visa by visiting the Department of Immigration and Citizenship website <https://www.homeaffairs.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.

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.

Overseas Students Visa Requirements

Purpose

The purpose of this policy is to ensure that Acumen Education (acumen) has a structured process in place to track the performance of each international student throughout their course. This procedure describes how acumen will:

- Systematically monitor, record and assess the course progression of each student for each unit of the course they are enrolled in; **(ESOS 8.1)**
- Be proactive in notifying, supporting and counselling students who are at risk of failing to meet course progression requirements.

For students, this procedure also describes the circumstances in which the acumen education will report students who do not meet course progress requirements via PRISMS.

This procedure ensures acumen education's compliance with Standard 8 of the National Code and monitors the progress of each international student to meet the VET Quality Framework requirements of ensuring that the learner inculcates sufficient skills and knowledge to meet the relevant training package requirements

Scope

This policy applies to all staff of Acumen Education who are responsible for recording, monitoring and reporting the academic progress of international students. The administration manager is responsible for implementing this procedure and for ensuring that staff and students are aware of its implications and implement its requirements.

Policy

Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counseling 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 8 – Overseas Students Visa Requirements of the 'National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018'

And

Clause 1.1, Clause 1.2, Clause 1.7 of Standard 1. The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses

Definitions

At Risk:	An 'At Risk' student is a student who for any reason, is considered as not, or potentially not, meeting course progression requirements. For instance when a student fails a pre-requisite unit of competency or does not achieve satisfactory results or competence in 25% or more units in a study period
Course:	Program of study for the attainment of a testamur or certificate.
Course Progression Progress:	The measure of advancement through academic merit or skill based competencies towards the completion of a course as per unit/module guidelines.
Compassionate or compelling	Compassionate or compelling circumstances are Generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include: <ul style="list-style-type: none">● 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 their emergency travel and this has impacted their studies● a traumatic experience which could include but is not limited to:<ul style="list-style-type: none">○ involvement in or witnessing of an accident or○ a crime committed against the student or○ the student has been a witness to a crime and this has impacted the student (these cases should be supported by police or psychologists' reports)

Date of Result	The date in which the trainer/assessor provides the final results of a unit of competency to the Administration staff.
Expected duration	For the purposes of Standard 9, the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for overseas students should not differ from the expected duration for students. The course duration includes approved holiday periods.
DIBP	Department of Immigration and Border Protection – now called as Department of Home Affairs
Intervention Management Tool:	A method, tool or process that allows the following processes: <ul style="list-style-type: none"> 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:	Successfully completing or demonstrating competency in at least 50% of the course requirements in a given study period
Unsatisfactory Progress:	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
Term/ Study Period:	Please see attached Annexure 2 for study period schedule
Student	An international student who holds a Student Visa, and is an 'overseas Student' as defined by the ESOS Act.

Satisfactory course progress

Successfully completing or demonstrating competency in more than 50% of the course requirements in a given study period is considered to be satisfactory course progress. The study period for each course varies depending on the duration of the course, for details please refer to Annexure 2 at the end of this policy.

Acumen Education will, however, monitor the workload of students to ensure they complete the course within the duration specified in their CoE.

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 Department of Education and Training-Department of Home Affairs course progress policy. Acumen assesses each student's progress during and at the end of each study period. Please refer to Annexure 2 at the end of this policy for details of each study period.

Acumen expects the students to actively participate in class activities by attending classes regularly, undertaking all assessments and demonstrating a high level of practical skills where required. Prior to the commencement of a study period and during Orientation, Acumen provides each student with a Training Plan incorporating the units for that study period and information on core units, which are to be completed compulsorily to achieve the qualification. Instructions are provided to the students explaining the importance of adhering to the training plan and the consequences of falling behind in Training Plan. At the orientation stage the student is also provided with information on the support services available to achieve satisfactory course progress.

Each student at Acumen is allocated a Student Support Officer (SSO) who will be responsible for monitoring the course progress and wellbeing of the student throughout the enrolment. Acumen also provides appropriate levels of support for all students to enable them to achieve their full potential through regular feedback from trainers and assistance from the SSO. This support includes both personal and academic assistance. All students are responsible for ensuring that they are aware of the support options available to them and must take advantage of those support options as appropriate

Acumen will assess each student's progress during and at the end of each study period (Please see attached annexure 2 for study periods). Course progress monitoring is done on a monthly basis during each study period. Students whose commencement does not align with the start dates will have their progress assessed for the duration of the study period, for example: student begins in week 5 of a 10-week study period shall have their course progress monitored for units of competence in the remaining 5 weeks of the compulsory study period.

Course requirements have been defined for each Study Period so that Acumen can identify the students who are at risk of not meeting satisfactory course progress requirements. If a student is identified as at risk of not making satisfactory academic progress, the intervention strategy as outlined below will be implemented.

At a minimum, the intervention strategy shall be activated where the student has failed or is deemed not yet competent in more than 50% of the units attempted in any study period. Acumen has listed the circumstances where the early interventions will be triggered.

Where Acumen has assessed the student as not achieving satisfactory course progress even after the early intervention strategy, in a second consecutive study period, Acumen shall notify the student in writing of its intention to report the student for not achieving satisfactory course progress.

The written notice will inform the student that he or she is able to access Acumen's Complaints and Appeals process as per standard 10 of the National Code 2018 and that the student has 20 working days in which to do so.

A student may appeal on the following grounds:

- Acumen's failure to record or calculate a student's result accurately,
- Compassionate or compelling circumstances, or
- Acumen has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Note: If the student accesses Acumen's internal complaints and appeals process, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process. Possible scenarios of outcomes are:

- i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, Acumen does not report the student, and provides intervention to the student to help them complete the qualification in time.
- ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support is provided to the student through Acumen Education's intervention strategy and the Institute does not report the student.

Acumen notifies the Department of Home Affairs 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 (i.e. the student's appeal was unsuccessful).

Though, Acumen Education subscribes to the Department of Home Affairs (formerly known as DIBP) approved Standard 8 of the National Code 2018, 'Monitor Course progress', it is strongly recommended that students maintain attendance of all scheduled classes, as all vocational courses are competency based and are evaluated on formative assessments such as class activities, observation, practice, demonstration, oral or written questioning to build and check the skills required, underpinning knowledge and attitude. Summative/final assessments are conducted, to deem them "Competent" or "Not Yet Competent" in each "Unit of Competency" as per Unit of Competency requirements.

Steps followed to monitor and ensure satisfactory course progress

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.

Procedure to contact

Communication to the students identified as not making satisfactory course progress would be by the following means:

- The respective SSO (Student Support Officer) informs the student about the early intervention strategy devised by phone or e-mails sent by Acumen
- Throughout the intervention the student is constantly informed of the consequences arising from not being able to achieve satisfactory course progress by the SSO
- When a decision has been taken to report a student, the SSO informs the student in writing of the intention to report to DEPARTMENT OF HOME AFFAIRS and also advises them of their right to appeal this intention and explains the procedure for appeal

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 study period 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 in and successfully 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 in to 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 updated after each assessment is completed and recorded. I.e. if there were 6 units assessed in a term in total 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				
Student Name	Student No.	Number of Units Assessed 'Competent'	Number of Units Assessed 'Not Yet Competent'	Academic Performance Percentage (%)
John CITIZEN	SAE0001	4	2	66.67%

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

The trainer along with the SSO is responsible for identifying any students at risk of not achieving satisfactory course progress. Trainers will monitor the class participation of the student and academic progress of each student.

Recording student attendance

Acumen Education understands that satisfactory course progress cannot be achieved when a student does not attend and participate in classes adequately. Acumen monitors the attendance of each student through reports obtained from TEAMS.

The trainer takes attendance in a class and marks on the attendance sheet and in the process is vigilant of students who have low attendance or those who have not attended classes for three consecutive days. When an observation has been made that the student is absent for three consecutive days, the trainer leaves a note for the SSO to contact the student. Once the student is contacted by the SSO early intervention has commenced.

Additionally, consolidated weekly attendance reports will be shared with SSO and trainers every Monday. Students who missed 3 classes consecutively in the previous week will be identified by the Student Support Manager as potentially at risk of not meeting satisfactory course progress. The respective SSO will call the student immediately for a face to face meeting and also send the first warning letter [11.2 Attendance Warning Letter] to the student. During the meeting the SSO will endeavour to uncover and understand the reasons for the students' absence and will provide any required help or support to ensure the student stays on track going forward.

Student falling below 75% attendance

The attendance records are monitored by the SSOs for the students they are responsible for. The attendance reports are obtained from TEAMS. Monitoring of attendance is done on a monthly basis and is conducted on the 25th of each month. When it is identified that student is below 75% attendance for the previous month (i.e. from 25th of previous month to 24th of current month), the SSO sends the second warning letter 11.3 for lack of attendance and informs the student that they could fall behind in their course progress. The student is also called by the SSO and is asked to come in for a meeting to identify any issues that the student is facing and provide support where required.

For examples of scenarios and different strategies to support students (help options) please read Annexure 1

When is early intervention strategy initiated

Acumen Education monitors the student's course progress from the initial stages of the enrolment. Acumen understands that each student is different and the support needed for each student to complete their course successfully also varies. Although course progress is monitored in accordance to the Department of Education and Training-Department of home affairs course progress policy, Acumen also monitors attendance of the students. It is evident that the course progress of the student cannot be satisfactory when the student does not attend classes and so student attendance is a strong indicator of how the student is progressing in the course they have enrolled in.

Early interventions are done in the following scenarios:

- a) **Attendance** - Student who miss class for three consecutive days will be identified by the report obtained from TEAMS and will be called by the SSO and an early intervention for the student will commence.
- b) **Participation in class** - Acumen believes that student participation in various activities conducted in the class is essential and is also a good indicator of how the student is progressing in the course they are enrolled in. When a trainer identifies that although a student is attending classes but is not participating in the activities or is having difficulties in understanding what is taught in the class, the trainer intimates it to the corresponding SSO and intervention if triggered for the student.
- c) **Not Competent Result** - Acumen monitors the course progress on a unit level. If a student fails in one of the assessment of a unit, the trainer and assessor will provide feedback to the student in relation to the assessment. If the trainer/assessor finds out that the result of the assessment is due to a reason that needs intervention, the matter will be reported to the SSO and early intervention will commence. At an instance when the student fails in the final outcome of the entire unit an early intervention is triggered.

Students of Acumen Education who are at risk are identified in the earlier stages of their study using the mechanisms outlined above. In circumstances where the student is not identified in the early stages due to lack of indicators, the students' progress is assessed based on the policy every month and at the end of the 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.

Monitoring Student Academic Performance

The SSO in association with Administration 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 [Report pulled from TEAMS on 28th of every Month] and will be supported by the SSOs who will also monitor the student's academic progress regularly and will be involved in the counselling and reporting process as outlined below.

Student who has been identified by the trainer and assessor that they may be at risk of falling behind on course progress due to lack of participation in class

It is in the job role of a trainer and assessor that they should be vigilant at all times to identify students who might be at a risk of not achieving satisfactory course progress. The indicators of student who might be at risk could involve but not limited to

- Student not participating in class activities
- Change in students' behaviours in class and showing no interest in class
- Student proactively mentioning issues he or she is facing
- Student failing in one assessment of a unit

Student fails in a unit in a study period

When a student fails a prerequisite unit it is considered as a high priority event that needs to be addressed. The SSO organises a meeting with the student to discuss and understand the reason/s for failure along with the trainer. It is identified if the student needs to re do the assessment, resit the exam or the student needs to restudy the unit. Dates for the same are finalised by the SSO in coordination with the Administration Manager and this information is provided to the student. If it has been identified that the student requires any additional support such as addition training or LLN support, the SSO organises it for the student.

On the 28th day of each month the Administration Manager will review the academic progress of all students and monitor the following points (the reports obtained from monitoring the attendance from the 25th day of the month are also considered)

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

Student's shall be sent a "8.1 Poor Academic Performance during first term" letter indicating that they have fallen below 60% academic performance for the term to date, and failure to achieve competency in further units undertaken in 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 as breach of Visa requirements and be reported to Department of Home Affairs. The students are given the opportunity to be counselled about their progress if required. (See 8.1 Poor Academic Performance during first TERM)

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 Administration Manager shall notify the Operations Manager and a '8.2 Poor Academic Performance in 1 TERM' shall be sent indicating the student has to contact the college and organise an appointment with the SSO to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term. (8.2 Poor Academic Performance in 1 TERM.

If the student does not start showing positive response to the strategy in 2 weeks from the intervention, SSO will seek support from the operations Manager. Operations Manager has a meeting with the student in presence of the SSO to ensure student has understood the consequences of not adhering to the intervention strategy. In the process if the Operations Manager learns that the student has personal issues because of which he or she is unable to concentrate, he provides support or makes reasonable adjustments to allow student to catch up.

Please refer to the Course Progress flow chart for the complete process.

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

Students shall be sent a '8.3 Poor Academic Performance during second TERM' notifying 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 Department of Home Affairs

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 8.3 Poor Academic Performance during second TERM)

The Operations Manager holds a meeting with the student in presence of the SSO to ensure the student has understood the consequences of not adhering to the intervention strategy. In the process if the Operations Manager learns that the student has personal issues because of which he or she is unable to concentrate, they provide support or make reasonable adjustments to allow student to catch up.

Please refer to the Course Progress flow chart for complete process

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

The student shall be sent a '8.7 Breach Recorded Letter' indicating they are going to be reported to Department of Home Affairs 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% of the units 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 accesses Acumen Education's internal complaints and appeals process, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed.

If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS. **(ESOS 8.7)**

Monitoring the Intervention process

Student who are under the intervention strategy are monitored on a regular basis. The SSO does a fortnightly intervention meeting (face to face or over the phone) with the identified student's. Following aspects are reviewed and discussed as part of the intervention meeting:

- a) Attendance during the intervention phase
- b) Academic involvement and
- c) Course progress

This allows the SSO and trainer to have visibility of how the student is progressing during the intervention process. The SSO also shares a progress update with the Operations Manager on these students' performance every fortnight.

If it is noted that the student is not following the intervention strategy, a meeting is scheduled with the Operations Manager who speaks to the student and identifies the reasons for failure, at this point a tailored intervention strategy is designed to provide the student with all the required support ensuring satisfactory course progress

During this meeting the Operations Manager clearly articulates the consequences of not meeting satisfactory course progress. Also advises the student that this can be breach of VISA conditions and he is at risk of being reported if there is no improvement.

Steps followed as part of intervention process

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 Administration Manager. The Administration Manager advises SSO to activate intervention. The SSO follows the below procedure for intervention:

- i. Contacting the student by telephone to arrange for an appointment.
- ii. Ensuring that if initial contact has been unsuccessful a contact log will be maintained and filed appropriately.
- iii. Meeting the student to obtain information/ validation underpinning unsatisfactory course progress using the feedback form 8.5 Course Progress Feedback.
- iv. Offering counselling/support/advice with a view to improving student wellbeing/course progress.
- v. 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.
- vi. Communicating timeframes and outcomes with trainers via student log (and in person if so required).
- vii. Informing the Administration Manager and Academic staff about intervention outcomes.
- viii. By discussing further options on how to progress in the event, intervention has been unsuccessful
- ix. 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 above mentioned allocated timeframes 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.

Early Intervention and Intervention strategies includes provision for:

- i. Where appropriate, advising students on the suitability or otherwise of the course in which they are enrolled
- ii. Opportunities for participating in further counselling. Potential for restructuring their program, including deferment subject to compassionate and compelling circumstances supported by documentary evidence
- iii. Reasonable adjustments like below will be made for students where required:
- iv. Make training and assessment materials and methods more accessible.
 1. Training and assessment methods that suit most Students may hinder access for some Students with a disability. Acumen Education is able to present information through a range of methods to assist Students with a disability.
 2. Adapt the physical environment and equipment to better suit the Student with disability
- v. LLN support will be organised for students who need additional assistance
- vi. Amending / delaying payment plan to accommodate in case the students site financial hardships
- vii. Consequences of unsatisfactory course progress
- viii. Assisting students by advising of opportunities for the students to be reassessed or re-conducting of assessments for tasks or re-enrol in units or subjects in which they were assessed as "NYC", or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency
- ix. Advising students that unsatisfactory course progress in a second consecutive compulsory study period could lead to the student being reported to the Department of Home Affairs previously(DIBP) and cancellation of his or her visa, if the student does not respond to the intervention strategy devised for him or her either during or at the end of the study period depending on the outcome of any appeals process"
- x. Usefulness of undertaking additional English Language training or assistance
- xi. Referring students for external support and welfare services such as:
 - a. counselling – personal issues
 - b. legal services
 - c. emergency and health services
 - d. facilities and resources
 - e. complaints and appeals processes
 - f. any student visa condition that relates to the course they are studying

Once Acumen 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.

When can a student Re-sit/Resubmit of assessment tasks

Not Yet Competent

If a student is not able to demonstrate the attainment of all of the required competencies of the unit, the result for that unit will be recorded as Not Yet Competent, which in fact means that the student has failed the Unit.

In such a situation, and with regards to recording and supporting course progress, the following actions could occur

- If a student has successfully completed at least 50% of the required assessment tasks for the unit, a "Not Yet Competent" will be recorded, however this situation could be managed within the study area by the trainer/s to support the student becoming Competent in the Unit. This could include the implementation of Intervention Strategies as per the Course Progress Policy and Procedures.
- If the student is not yet competent in more than 50% of the assessment tasks, a "Not Yet Competent" will be recorded, and the student will need to repeat the unit/module. This effectively means that the student in this situation is deemed to have "failed" the unit.

Student absence

- If the student is absent with an acceptable documented reason

If a student is absent from an assessment task due to illness or other circumstances, and the student can provide documentation to explain the absence (for example, a medical certificate), the student is then able to arrange a time with the teacher/trainer to re-sit/ or submit the assessment during the study period. It is expected that the student will comply with the arrangements made for the re-sit or submission of the assessment task. If the student does not comply with the arrangements made, then a Not Yet Competent will be recorded. There are no costs to the student in this situation.

- If the student is absent without an acceptable documented reason

In this situation a **Not Yet Competent** will be recorded for that assessment task and the procedure outlined in above could become relevant at the end of the study period.

Re sits/re submits of assessment tasks – outside the academic delivery term in which the assessment was scheduled

To "re sit" means, to undertake an assessment task which has not previously been attempted by the student in the term in which the unit was delivered. The task needs to be developed by the trainer, and the assessment to be supervised by the trainer. It occurs outside the academic term in which the task was scheduled.

To "re submit" means to submit an assessment task again that has previously been assessed as Not Yet Competent because the student has submitted the task, but they were assessed as not yet competent, and they now wish to undertake further assessment outside the academic term in which the unit was delivered in order to reach competency.

Procedure for applying for a re sit/ re submit

Please note that trainers/assessor are under no obligation to hold re-sits, or grant extensions or allow re-submits of work when students can provide no documentary evidence to explain why the assessment task was not completed by the due date. However, in order to manage students to achieve satisfactory academic course progress, and as part of Intervention Strategies to support course progress students are able to apply to re sit/re submit outstanding assessment tasks.

If a student wishes to apply for a re-sit or re submit of an assessment task as described in above, the student should:

- a) When the learner receives an "Unsatisfactory" result for an assessment, he/she is given 2 more opportunities to resubmit the work. To be granted in excess of 3 submissions, will attract a \$200 fee each time. If learners are re-submitting the assessment, they will only be re-assessed on the components of the activity initially determined as "Unsatisfactory". To ensure equity and fairness of assessment for all learners, re-submission activities will vary from those originally set by the assessor.
- b) The trainer will then re-schedule the re sits/resubmits.
- c) The trainer will provide feedback to the student as to the outcome of the re-sit/re-submit
- d) the trainer will update internal records as appropriate and inform the student support officer or their nominee of the outcome of the re-sit/re-submit by way of a signed copy of an updated A9 form.

Reporting 'Breach of Student Academic Progress'

If Acumen identifies a student as not making satisfactory course progress in a second consecutive study period in a course, Acumen notifies the student of its intention to report to Department of Home Affairs 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.

Complaints and Appeals Procedure

A student may appeal on the following grounds:

- a) The Institute's failure to record or calculate a student's grading accurately
- b) Compassionate or compelling circumstances or
- c) The Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

Appeals against the Institute's intention to report must be made in writing within 20 working days and will be heard by the Academic Progress Committee. A support person may accompany the Student. A decision will be made within five working days of the appeal, and a written statement of the decision will be emailed to the student.

If a student does not respond to the intervention strategy devised for him or her or the student is 'NYC' (Not Yet Competent) in critical/pre-requisite units at the end of a compulsory study period, and based on the opportunities given to the students and the students lack of improvement or otherwise, as seen in the context of the current loading and cannot progress to the second compulsory study period, a decision could be arrived at, for determining whether a student should be reported to Department of Home Affairs or not. VET Coordinator is the functionary responsible for arriving at this decision.

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

- a) If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed 50% or more of the course requirements for that study period), the Institute will not report the student
- b) If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons supported by documentary evidence for the lack of progress, ongoing support will be provided to the student through the Institute's intervention strategy and the student will not be reported

All records of intervention strategies, appeal process and reporting will be maintained in the student interview history.

If the appeal is not successful, based on the VET Coordinator's advice, the Student Administration Officer/Admissions Officer will report the student to Department of Home Affairs through the PRISMS system after the decision has been made for the appeal. At this time the Student Administration Officer will remind the student of the Institute's Student Complaints and Appeals Procedure (incorporating an appeal to an independent external third party) which the student may choose to access.

Responsibilities

CEO

Operations Manager

Trainers

Administration Manager

Student Support Officer

Policy Base

- ESOS Act 2000.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code).

Forms

8.1 Poor Academic Performance during first TERM – CP

8.2 Poor Academic Performance in 1st TERM – CP

8.3 Poor Academic Performance during 2nd TERM – CP

8.4 Poor Academic Performance at end 2nd TERM – CP

8.5 Course Progress Feedback CP

8.6 Intervention Strategy Recommendations Agreement –CP

8.7 Breach Recorded Letter –CP

8.8 Breach Reported –CP

8.9 Class Attendance Record

8.10 Attendance Warning Letter

8.11 Attendance Second Warning Letter

Annexure 1

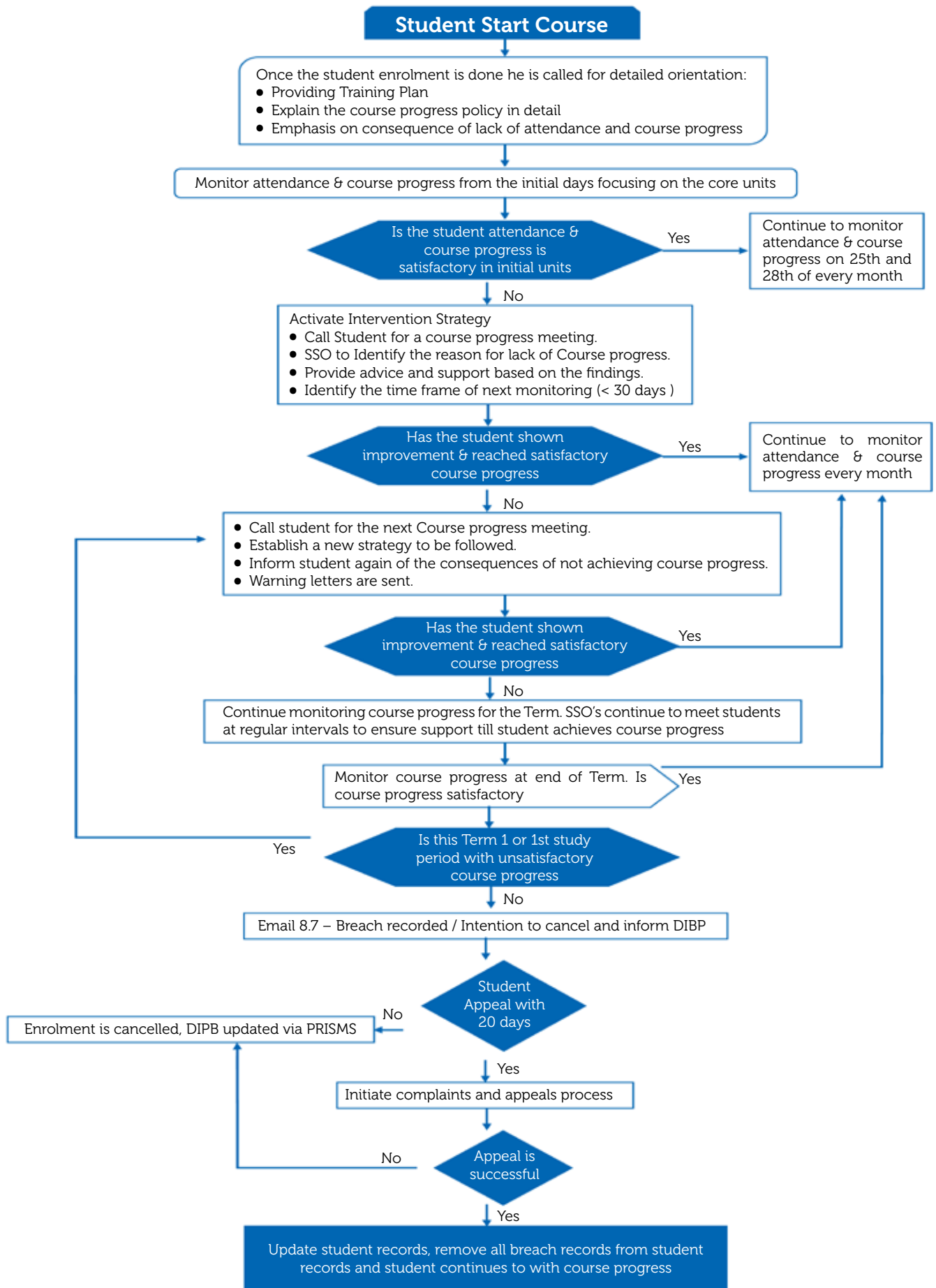
Intervention Reason / scenario	Action	Owner
<ul style="list-style-type: none"> - Poor participation in class - Change in students' behaviors in class and showing no interest in class - Student proactively mentioning issues he or she is facing 	Call the student for a meeting, understand reasons and provide required support	SSO
When the student missed 3 consecutive classes in the previous week	Call the student for a meeting, understand reasons and provide required support and 8.10 Attendance warning letter to be emailed immediately	SSO
Failed in one assessment of a unit	Call the student for a meeting with SSO and Trainer	SSO
Attendance below 75% for previous month [25th of previous month to 24th of current month]	8.11 Attendance warning letter to be emailed immediately	SSO
When a student fails in one complete unit in a study period	<ul style="list-style-type: none"> a) SSO to organize a meeting with student b) If students needs to do the assessment again ,resit the exam or restudy the unit, SSO in coordination with Administration Manager will provide the dates for the same. C) Additional training or LLN support the SSO organizes help for the same 	SSO Administration Manager
Course progress below 60% for single Term	8.1 Poor Academic Performance letter to be emailed	SSO
Course progress below 50% for single Term	8.2 Poor Academic Performance letter to be emailed	SSO
Below 75% academic progress in current term and below 50% in previous Term	8.3 Poor Academic Performance letter to be emailed notifying the student that they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled	SSO
Course progress below 50% in 2 consecutive terms	<ul style="list-style-type: none"> a) 8.7 Breach recorded letter to be emailed informing them that this has occurred as they have failed to be Competent in more than 50% of the units for two consecutive terms b) Inform them of their ability to access the appeals and complaints process within 20 working days 	SSO

Annexure 2

Study Period Schedule						Durations & SP in case of Packaging Courses		
S No	Code	Course	Total Duration	Study Periods	Study Period weeks	Total Duration	Study Periods	Study Period weeks
1	BSB40215	Cert IV in Business	22 Weeks	3	SP1 - 7 Weeks	NA	NA	NA
					SP2 - 7 Weeks			
					SP3 - 8 Weeks			
2	BSB50215	Diploma of Business	30 Weeks	3	SP3 - 10 Weeks	NA	NA	NA
					SP4 - 10 Weeks			
					SP3 - 10 Weeks			

3	BSB60215	Advanced Diploma of Business	30 Weeks	3	SP1 - 10 Weeks	NA	NA	NA
					SP2 - 10 Weeks			
					SP3 - 10 Weeks			
7	SIT30816	Certificate iii in Commercial Cookery	52 Weeks	4	SP1 - 13 Weeks	NA	NA	NA
					SP2 - 13 Weeks			
					SP3 - 13 Weeks			
					SP4 - 13 Weeks			
8	SIT40516	Cert IV in Commercial Cookery	64 Weeks	4	SP1 - 16 Weeks	19 Weeks	3	SP1 - 6 Weeks
					SP2 - 16 Weeks			SP2 - 6 Weeks
					SP3 - 16 Weeks			SP2 - 7 Weeks
					SP4 - 16 Weeks			
9	SIT50416	Diploma of Hospitality Management	64 Weeks	4	SP1 - 16 Weeks	25 Weeks	3	SP1 - 8 Weeks
					SP2 - 16 Weeks			SP2 - 8 Weeks
					SP3 - 16 Weeks			SP3 - 9 Weeks
					SP4 - 16 Weeks			
10	SIT60316	Advanced Diploma of Hospitality Management	104 Weeks	8	SP1 - 13 Weeks	24 Weeks	3	SP1 - 8 Weeks
					SP2 - 13 Weeks			SP2 - 8 Weeks
					SP3 - 13 Weeks			SP3 - 8 Weeks
					SP4 - 13 Weeks			
					SP5 - 13 Weeks			
					SP6 - 13 Weeks			
					SP7 - 13 Weeks			
					SP8 - 13 Weeks			
11	AUR30616	Certificate iii in Light Motor vehicle Technology	52 Weeks	4	SP1 - 13 Weeks	NA	NA	NA
					SP2 - 13 Weeks			
					SP3 - 13 Weeks			
					SP4 - 13 Weeks			

Flow Chart – Course Progress Policy Implementation



12	AUR40216	Certificate IV in Automotive Mechanical Diagnosis	22 Weeks	3	SP1 - 7 Weeks	19 Weeks	3	SP1 - 6 Weeks
					SP2 - 7 Weeks			SP2- 6 Weeks
					SP3 - 8 Weeks			SP2- 7 Weeks
13	AUR50216	Diploma of Automotive Technology	37 Weeks	3	SP1 - 13 Weeks	35 Weeks	3	SP1 - 11 Weeks
					SP2 - 12 Weeks			SP2 - 12 Weeks
					SP3 - 12 Weeks			SP2 - 12 Weeks



Completion within expected duration of Study Policy & Procedure

Purpose

The purpose of this policy and procedure is to monitor the enrolment load of students at all times to ensure they are able to complete the program within the duration specified on their Confirmation of Enrolment (COE); and to make sure to extend the duration through the issuing of a new COE in limited circumstances only.

This policy and related procedure relates to the monitoring of students' academic performance and the consequent procedures for reporting to Department of Home Affairs of unsatisfactory performance.

Scope

This policy applies to all staffs of acumen education that are responsible to monitor Student Course Progress, Student Attendance and support ESOS Standard 8.

Policy

This policy/procedure supports 'Standard 8 – Completion within expected duration' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

“Registered providers monitor the workload of students to ensure they complete the course within the duration specified in their COE and do not exceed the allowable portion of online or distance learning.”

To enable compliance with the National Code 2018(Standard 8), international students are required to complete their studies within the expected duration of the program, as specified on the student's Confirmation of Enrolment (COE).

The following procedures ensure that students complete their studies within the expected duration of the course and Acumen only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students.

Definitions

CoE:	Confirmation of Enrolment - A document provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular program of the registered provider.
Compassionate or Compelling Circumstances:	Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's program progress or wellbeing. These could include, but are not limited to: <ul style="list-style-type: none"> • Serious illness or injury, where a medical certificate states that the student was unable to attend classes; • Bereavement of close family members such as parents or grandparents; • Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or • A traumatic experience which could include: <ul style="list-style-type: none"> • Involvement in, or witnessing of a serious accident; • Witnessing or being the victim of a serious crime. • When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports) • where the registered provider was unable to offer a pre-requisite course/unit; or • Inability to begin studying on the program commencement date due to delay in receiving a student visa.
Course / Unit:	Component of a program of education or training.
CRICOS:	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.
Expected Duration:	For the purposes of Standard 8, the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for overseas students is not different from the expected duration for domestic students. The expected duration is specified on the students CoE.
PRISMS:	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education by registered providers.

Procedure

- Students are required to complete their studies within the timeframe indicated on their COE and student visa. Acumen shall endeavour to ensure all students are given an opportunity to complete their studies within this timeframe. A copy of each student's COE will be kept on the student's file and variations to the COE will also be retained within the student file. Student will be enrolled in a minimum of 20 hours per week of study.
- Acumen does not provide any distance or on-line learning (for international students) to ensure the ability to maintain contact with students and monitor any issues that students may have.
- All students are required to attend the Institute on a full-time basis to ensure they meet the attendance requirements. This Academic Progress is monitored as indicated in the Monitoring international students' academic progress Policy and Procedure.
- Acumen 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 a result of:
 - a. 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);
 - b. The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
 - c. An approved deferment or suspension of study has been granted under Standard 9.
- Acumen education will follow the steps outlined in the following policies and procedures where a student is identified of the above circumstances:
 - Monitoring international students course progress
 - Deferring, Suspending or cancelling the students Enrolment
 - All meetings must be documented, and any strategies arranged must also be documented.
 - All changes to a student's course duration is to be reported to the Department of Home Affairs via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files.

Responsibilities

CEO

Operations Manager

Admin Manager

Assistant Admin Manager

Student Support Officer

Policy Base

- ESOS Act 2000.

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code).

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 8, 55 Swanston street,

Melbourne, VIC Australia -3000

Phone Number: +613 **9044 6402**

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 Home Affairs**

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.

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

2. National Code 2018

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.

<https://internationaleducation.gov.au/Pages/default.aspx>

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.

<http://www.pieronline.org/>

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.

<http://www.isana.org.au/>

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 <ul style="list-style-type: none">• 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



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education

CRICOS 03090B
TOID 22205

acumen institute of further education
Science of Success

Level 8, 55 Swanston St,
Melbourne, Victoria 3000, Australia.
admissions@acumen.edu.au
Call : +613-9044 6402

Acumen Education Pty Ltd Trading as **Acumen Institute of Further Education**
National Provider Code: 22205 | CRICOS: 03090B | Visit: www.acumen.edu.au

