Accessing your training plan

Training plans for the courses will be handed over to you during the orientation session at the time of enrolment.

Changing your enrolment

If you wish to vary any part of your enrolment, you will need to complete the appropriate form.

The institute has legal responsibility to report any changes to your enrolment to the Department of Immigration and Border Protection (DIP).

Student Welfare Service

The Student Welfare Service is available to all enrolled students to assist when life manages to get in the way of your studies. Our dedicated Student support officers can assist you as an advocate, mediator or supporting person with a range of issues you may encounter during your studies.

These issues may include:

- applying for special consideration
- applying for intermission (also known as leave of absence)
- late tuition fee enquires
- assistance with accessing academic support services
- enquiries on Overseas Student Health Cover (OSHC)

The Student Welfare Service is also available to provide advice and available options if you are:

- accused of non-academic misconduct
- at risk
- on a conditional enrolment
- suspended or excluded from studies
- thinking of withdrawing from your studies
- wanting to take leave from your studies
- wanting to be involved in on-campus activities and social events.

The Student Welfare Service is also able to refer students to a range of internal and external services if needed. Email appointment requests and enquiries to sos@acumen.edu.au

Health and safety information

Acumen Education is committed to providing a safe working environment to protect the health and well being of students. This obligation extends to its staff, students, contractors, and visitors to ensure:

a) Health and safety within the workplace and
b) To avoid adversely affecting the health and safety of others.

What can you do to keep safe?

Be informed – Acumen has Occupational Health and Safety policies and procedures to reduce the likelihood students and staff being put at risk.

At Acumen, we all acknowledge our responsibilities and obligations under the Work Health and Safety Act 2011. We will all take reasonable and practicable precautions to manage hazards and risks for the health of each one of us. Acumen is committed to constantly working towards maintaining a safe institute.

Achieving these key objectives requires:

- Acceptance of WHS responsibilities by everyone at Acumen
- Consultation with all stakeholders including staff, students and contractors
- Continuous improvement based on sound safety management and planning
- Provision of resources to further develop, monitor and maintain the effective management of health and safety.

EMERGENCY CONTACT

Fire, Police and Ambulance: 000

EVACUATION PROCEDURE

There is a map in each area showing the nearest assembly point. Leave your classroom in an orderly fashion and pay attention to your Trainer/Assessor and/or the emergency wardens coordinating the evacuation. Remember the following important points:

- Don't panic
- Leave the upper levels of the building by using the stairs only
- Do not use the lifts under any circumstances
- Leave by the nearest safe exit to your room.
- Regroup with your class members and your emergency wardens/teacher/lecturer at the designated assembly point or area designated by the emergency wardens as soon as you are clear of the building.
- Do not wander off from your group until your emergency wardens/teacher/lecturer marks you off the roll or gives you clearance to leave.
- Do not re-enter the building under any circumstances until the 'All Clear' signal has been given by the Fire Brigade or Emergency Warden.

MEDICAL EMERGENCY

If a situation is life threatening, follow these procedures:

- Remember to clearly state your location street address and the nature of the emergency. Be prepared to answer other questions. Do not hang up unless advised to do so by the Ambulance Service.
- A 24-hour emergency hotline is also available to you through your OSiHC policy if your policy is with our preferred provider AHM. The contact phone number for this service is 134 246.
- All incidents, near misses and any first aid given are to be reported to your Teacher/Lecturer and must be recorded, regardless of severity of outcome.
- An Incident Report form is to be completed by your Trainer.

Please note: Student Services are not the first point of call in cases of severe injury and/or acute illness.

Contact the Ambulance Service first on 000.

THEFT PREVENTION

Many thieves are opportunistic and there are many ways to reduce the chance of being a victim of theft by taking a few simple steps:

- Mark your property using a permanent dye and record any serial numbers, make, model, colour, value etc. This will help in the identification of your property.
- Make property difficult to steal by using locks to secure computer notebooks and similar equipment.
- If working in a library or open area, don’t leave bags, phones, wallets or computers unattended.
- Be alert to suspicious people in your work area. If you see anyone that looks suspicious, contact Student Services.

PERSONAL SAFETY

All staff and students are entitled to feel safe and secure, whether they are on campus, at home, on public transport or just in your local community. An important part of feeling safe is to develop a personal safety plan. This may be as simple as thinking about what you would do and where you would go if confronted by a potential attacker. Planning ahead will help you to think clearly.

- Be aware of your surroundings and know where you are going
- If walking at night, walk with a group or a friend and keep to well-lit paths and roads.
- Be aware of who is behind you when using ATMs.

Orientation booklet

As part of your Orientation, this booklet will introduce you to the basic information required to adequately prepare you for your studies and navigate your way through our institute requirements.

Level 4, 277 Flinders Lane, Melbourne, Victoria 3000, Australia, www.acumen.edu.au admissions@acumen.edu.au

Call +613-9044 6402 Fax +613-8415 1666
Dear Students/Parents,

As CEO of Acumen Education, I am delighted that you have joined our College.

Acumen Education enrolls students from many countries around the world, is committed to delivering high-quality education and prides ourselves on providing you with the guidance, inspiration and resources to achieve your academic and career aspirations. Our programs help international students to meet professional standards and develop study language and cultural skills.

As part of your Orientation, this booklet will introduce you to the basic information required to adequately prepare you for your studies and navigate your way through our institute requirements. To assist your studies and ensure your time with us is a happy one, we offer a full range of support services including orientation programs, English language tuition, academic and vocational counseling and assistance with finding accommodation. While academic success is vital, your personal welfare is just as important to us. As one of Australia’s most respected institutions, our College has been providing opportunities for international students studying in Australia for more than 25 years. I invite you to contact us to discuss how we can help you advance your chosen career. I look forward to welcoming you to Melbourne.

Yours sincerely,

Sundeep Pusuluru
CEO

About Acumen

Centrally located in Melbourne, Acumen Education is a registered training organization that places a lot of emphasis on the quality of education that it delivers to its local and international students. Established in 2009, Acumen education has made an impact on the Vocational Education and Training (VET) industry through a range of nationally accredited courses.

Acumen education delivers courses in the fields of Automotive, Business and English. Acumen education has established itself as an eminent provider of vocational education to international and local students. The courses are designed to fall in line with supported job roles as well as higher education degree programs for desired educational pathways.

The qualifications that Acumen education delivers span from certificate III to advanced diploma levels and these vocational programs are developed in consultation with industry stakeholders and provide blended delivery modes to provide the students with quality education.

Acumen education’s motto is established through its contemporary and well-designed campus, wide range of student resources, highly qualified and experienced academic team.

Student Support Services

Acumen education places a lot of emphasis on the welfare of the students. Acumen considers support international students in adjusting to study and life in Australia, as well as achieving their learning goals and attaining the learning outcomes of their course as a prime responsibility.

A wide range of support services are provided at acumen education to assist and support successful achievement of their learning outcomes. The services include but are not limited to:

- Study support and study skills programs;
- Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for learners with disabilities;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Academic pathways and further study information;
- Information technology (IT) support;
- Learning materials in alternative formats, for example, in large print for students with special needs;
- Dedicated administrative support staff ensure that students have access to all the required services, counselling and referrals.

The student support officers at acumen education are trained to provide advice on various aspects of living and studying in Melbourne. Students who need additional support to improve their English language proficiency are provided through our ESL courses.

Student Administration

Got a question?

Visit our website for the frequently asked questions: http://acumen.edu.au/faq/

In case you are not satisfied with the response or would like to get in touch with us, please visit our Student Administration:

Automotive Students - Richmond Campus
5-9 Elizabeth St, Richmond, VIC 3121, Phone: 03 9415 1264
Email: ss@acumen.edu.au

Business, Accounting and ITAL Students City Campus
Level 4, 277 Flinders Lane, Melbourne, VIC 3000, Phone: 03 9044 6402
Email: ss@acumen.edu.au

Common issues that can be managed here include:

- Academic transcripts and statements
- Advice and follow-up on admission, enrolment procedures and policies
- Advice and processing changes to enrolments; leave of absence; change of address, official transcripts and statements
- Appeals
- Confirmation of enrolment statements
- Credit transfer
- Managing your enrolment (student login), password not working
- Provision of advice and management of issues relating to academic course progress
- Student policies

Student Computing

Computers play a central role in life at Acumen. You are welcome to use the devices Acumen provides on campus and/or bring your own device to institute—whatever suits your needs best.

There are many computing services available to students including:
- Using your own device—Get your device up and running on the acumen wireless network.
- Storing your files—You are allocated online network storage spaces for storing your files.
- Acumen also provides a range of computers for student use. These include:
  - Common use computer labs: these are available for all students to use on all days between 9:00 am – 5:00 pm.

Copy and Printing

Activate your copying and printing account at the reception of Student administration on both the campuses. You can add printing credit via cash or EFTPOS at any of these locations. All our students are allowed access to the internet facilities for reasonable study use and Printing @ 10 cents per page. At the orientation session the student is given $10.00 credit.

Logging into Acumen network

All current students will automatically have access to log in to Acumen network.

Every student will be allotted a student ID upon enrolment which starts with SAE#### which will be the username to login to network. The password to logging in will be given during the student orientation session.

Student ID card

Upon your arrival you will receive a student ID card which can be used to enter into both campuses. Please note that if you lose your student ID card, there will be a replacement cost involved.

Policies

Please familiarise yourself with the Institute’s policies that relate to you as a student. Policies include:

- Students code of conduct
- Access and equity
- Course credit and RPL
- Refund Policy and procedure
- Complaints and appeals
- Transfers between registered course providers

For any forms and policies, please visit http://acumen.edu.au/publications-policies-forms/

Student forms

http://acumen.edu.au/publications-policies-forms/
- Statement of Purpose
- SR71: Student Information Update form
- SRF2: General Request Form
- Complaints & Appeals Form
- Refund Request Form
- Direct Debit Form
- Defer, SUSPEND or Cancel Enrolment form
- SR74: Credit Card Payment Authorisation form

Language Support

acumen.edu.au/services/english-language-support/

Enrolment

Enrolment is an essential step in maintaining your Australian student visa. All students must be correctly enrolled into each course of study before the deadline.

It is your responsibility as a student to ensure that you are enrolled as a full-time student in the correct course and that all details are accurate. If you fail to complete your enrolment by the enrolment deadline in the e-mail sent to you, you will be reported to the Department of Immigration and Border Protection (DIBP) for non-commencement of studies.

If you miss your enrolment session, contact the acumen education Student Support Officer immediately to seek advice on 03 9044 6402/03 9415 1264.

It is advisable for students to maintain a personal file of all correspondence you receive from Acumen relating to enrolment, payment of fees, academic progress and results.