

# STUDENT HAND BOOK

## and PRE-ARRIVAL GUIDE



**acumen**  
education  
acumen institute of further education  
Science of Success



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# Why Acumen

The major difference between the previous century and the one we are in right now is the amount of choice we have in every aspect of life, be it technology we use on a daily basis or the education we aspire to acquire. Major decisions like the education and the career path could be overwhelming. We at acumen understand this phase to a great extent and we strive to our utmost potential to help our students make an informed and right decision in this aspect. Acumen has been successful in past and continuous to do so in helping the students reach their potential to achieve scholastic glory.

Our dedication towards achieving quality in the delivery of education and training and striving to maintain consistency and our approach to achieve continuous improvement distinguishes us from our competitors. To support our well-thought-out training plans, the facilities that acumen provides its students have set a benchmark in the VET sector. Acumen is staunch to providing excellent training and education solutions to its local and international clientele through novel programs, industry engagement and strategic alliances across its core business areas.





# Campus Locations

Acumen Education has multiple 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 Education 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 and Collingwood campus is located at neighborhood which involves garages, vehicle dealerships, galleries, cafes and quirky shops.

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

**Campus 6: Geelong Campus:** 287-307 Melbourne Rd, North Geelong, Victoria, 3215

**Campus 7: THE KITCHEN 3 & 4:** 31-37 Russell St, Abbotsford, VIC, 3067

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

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

## How to get to City Campus

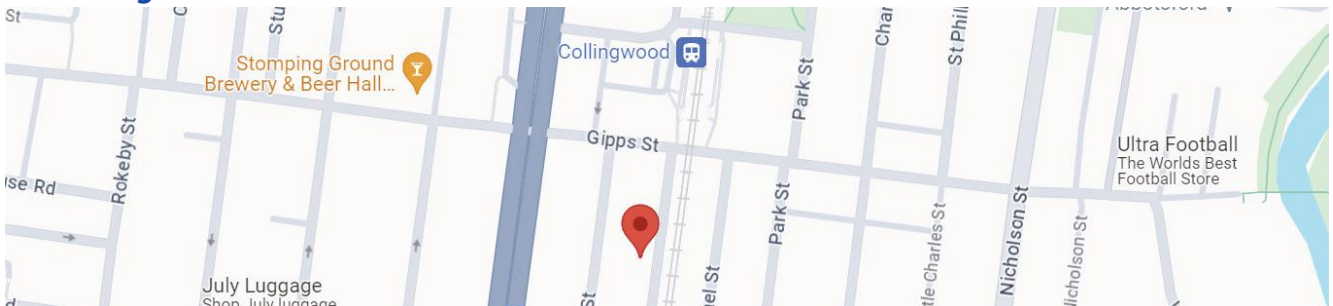


**TRAIN** Take any train that goes through the City Loop and get down at Flinders Street Station. The institute is at a walkable distance of around 150m from the station.



**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 Abbotsford Kitchen



**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 181m to the campus.

## 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.

## How to get to Geelong Campus



Walk form North Geelong Railway Station for 2 Mins to CORIO SC Bus Stop  
Take a Bus from CORIO SC Bus stop to Mackey St / Princes Hwy (2 STOPS)  
From Mackey St bus stop 170 Mts (About 2 Mins Walk) to Acumen Geelong Campus

# Enrolment Process

<b>Your Application</b>	<ul style="list-style-type: none"> <li>• Read through the <i>acumen</i> Course Guide and pre-enrolment information at <a href="http://www.acumen.edu.au">www.acumen.edu.au</a>.</li> <li>• Choose your course.</li> <li>• Download the <i>acumen</i> Application Form from <a href="http://acumen.edu.au/policies-and-publications/">http://acumen.edu.au/policies-and-publications/</a>. Complete, sign and date the conditions of enrolment.</li> <li>• Attach certified copies of supporting documents required in English.</li> <li>• Forward all documents to <i>acumen</i> directly to <a href="mailto:admissions@acumen.edu.au">admissions@acumen.edu.au</a> or to your local education agent.</li> </ul>	<b>1</b>
<b>Application Assessment</b>	<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>	<b>2</b>
<b>LLN Test</b>	<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> <a href="https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool">https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool</a></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>	<b>3</b>
<b>Offer Letter</b>	<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>	<b>4</b>
<b>Accepting Offer</b>	<ul style="list-style-type: none"> <li>• To accept the offer, sign the Student Acceptance Agreement.</li> <li>• Complete the Homestay and Airport Reception Application form (if required)</li> <li>• Send the above documents to <i>acumen</i> or your local education Agent.</li> </ul>	<b>5</b>
<b>Making Payment</b>	<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> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Online Payments*         </div> <div style="text-align: center;">  Telegraphic transfer         </div> <div style="text-align: center;">  Direct deposit         </div> <div style="text-align: center;">  Visit our accounts office         </div> <div style="text-align: center;">  Pay by mail         </div> </div> <p>Banking Details Account Name: <b>Acumen Education Pty Ltd.</b> 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><b>Located at Level 8, 55 Swanston St, Melbourne and 5-9 Elizabeth st, Richmond</b></p> <p>*Mastercard and Visa are accepted. Visit <a href="http://acumen.edu.au/fee-payment-options/">http://acumen.edu.au/fee-payment-options/</a></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>	<b>6</b>
<b>Electronic Confirmation of Enrolment</b>	<p>Electronic Confirmation of Enrolment (eCoE) will be issued upon receipt of complete Student Acceptance Agreement and relevant tuition fee payment.</p>	<b>7</b>
<b>Visa Application</b>	<ul style="list-style-type: none"> <li>• Include the eCoE(s) with your visa application.</li> <li>• Please consult your local education agent about visa application matters or visit <a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a> for more details on visa application to Australia.</li> </ul>	<b>8</b>
<b>Homestay &amp; Airport Pickup</b>	<p><i>acumen</i> finalises Homestay and Airport Pickup Process (if applicable)</p>	<b>9</b>
<b>Arriving in Melbourne</b>	<ul style="list-style-type: none"> <li>• Contact <i>acumen</i> as soon as you arrive in Australia.</li> <li>• 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.</li> </ul>	<b>10</b>



# Preparation for travel

The following provides a checklist of what you need to do to ensure that you're set to begin your exciting journey to Australia to study at Acumen Education

- Arrange for immunisations and medications from your doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise Acumen Education of travel details
- Arrange initial accommodation
- Arrange transport from airport to accommodation
- Organise enough money to cover expenses for the first few weeks

## Flight Arrangements

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag. You should also account for the fact that flights are generally heavily booked around the start of term.

For Melbourne you should fly into Melbourne International Airport (Tullamarine), which is the closest international airport to Melbourne. Visit <http://www.melbourneairport.com.au>

## What to Pack

Packing is a very individual thing. Remember that almost anything you need will be available for purchase in Australia. Also remember that Australia's climate may be very different from that of your homeland and so try to account for the weather in selecting the clothing that you will bring.

The next decision you will need to make is what you need to "check in" and what you carry as hand luggage. Make sure that items like your passport, student visa, money and valuables are in your hand luggage together with some clothing to keep you warm and comfortable during your plane journey.

- Enough Australian currency for taxis, buses, phone calls and in the event of an emergency.
- Passport
- Letter of offer
- E- CoE
- Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, driver's licence, birth certificate (or copy)

You need to have the following documents handy:

- Name and contact details of an institution representative

Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.





# Arriving in Melbourne

On Arrival at Melbourne airport you must proceed to the immigration arrival counters. Here you will be asked to present your passport, visa and a completed incoming passenger card which is usually handed to you by cabin crew on the plane. (It is also available in the arrival hall)

You should also have available details of your enrolment at Acumen Education and your initial accommodation because immigration officers may ask you questions about these to ensure that you are a genuine student.

After immigration, you go to the baggage claim area and collect your luggage from the carousel for your flight you then proceed to customs where there are two exit channels.

**RED EXIT** – goods to declare

**GREEN EXIT** – Nothing to declare

At each of these exits a customs officer will collect your incoming passenger card and direct you either to an exit or to an area where your luggage will be x-rayed and where it may also be inspected or searched by a customs officer.

All of the following products must be declared on your incoming passenger form and will most probably be taken by customs because they are not allowed into Australia because of strict quarantine laws.

- Airline food and snack foods
- cooked and raw food and ingredients
- dried fruit and all fresh and frozen fruit and vegetables
- instant noodles and rice
- herbs and spices
- herbal and traditional medicines, remedies, tonics and herbal teas
- dairy products (fresh and powdered) including milk, cheese and infant formula
- all whole, dried and powdered eggs, and egg products, such as mayonnaise
- meat including fresh, dried, frozen, cooked, smoked, salted or preserved—from all animal species
- sausages, salami and sliced meats
- fish and other seafood products
- cereal grains, popping corn, raw nuts, pinecones, birdseed, unidentified seeds, some commercially packaged seeds, and ornaments including seeds
- tea containing seeds, fruit skin (for example citrus and apple peel) and fruit pieces
- remedies and medicines containing herbs, seeds, bark, fungi and dried plant material
- fresh or dried flower arrangements and potpourri
- wooden items, such as carvings, souvenirs or other articles made using timber





# Studying and living in Australia -Melbourne

A vibrant cosmopolitan city of more than 4 million inhabitants, Melbourne is the capital of the State of Victoria and has Australia's busiest port exporting large quantities of agricultural products. Melbourne is Australia's second largest capital city and home to some of Australia's best cafes and restaurants and a great coffee culture. Melbourne has many great sporting events and a passion for art, culture and food. Melbourne is famous for its historic architecture as well as for many striking new buildings and its many theatres, museums, department stores and shopping precincts.

## What to see in Melbourne

Melbourne's CBD is arranged on a grid, which makes it easily walkable and navigable. Alternatively, you can hop on and off trams which are free in the Central City tram zone.

### Federation Square

Built to commemorate the centenary of Australia's Federation in 2001, this entertainment and cultural hub hosts major public events and is home to two high-profile cultural institutions: The Australian Centre for the Moving Image (ACMI) and the Ian Potter Centre NGV Australia

### Block Arcade

Between Elizabeth and Swanston streets is this Victorian marvel. Be thrilled by the mosaic floors, etched glass roof, and the original shop fittings.

### Old Melbourne Gaol

Fascinating and forbidding in equal measure, this bluestone gaol functioned from 1852 to 1929.

### The MCG and Australian Sports Museum

The Melbourne Cricket Ground holds 100,000 spectators for games of football and cricket. It also has a fascinating Sports Museum

### Royal Botanic Gardens

Wander through the beautifully tended grounds and drink in the tranquillity of the lakeside. There is also an excellent children's garden.

### St Kilda

This heavily populated bayside suburb is Melbourne's urban beach. The sand is clean and the beachfront on weekends is rather like Los Angeles' Venice Beach: rollerbladers and cyclists speed past, models preen themselves in the sun, and bodybuilders work out on the grass.

### Graffiti Laneways

From Fitzroy, through to the CBD and out to Cremorne, Melbourne is covered in glorious street art.



## Postal Service

Post offices are located in most major shopping centres and supply stamps, pre-paid envelopes and assist with the posting of parcels.

For a listing of locations and for advice on how to address envelopes and other matters to [www.auspost.com.au](http://www.auspost.com.au)

## Telephones

Public telephones take coins or a card and are more expensive than a private phone.

- Australia's country code is 61.
- The area code for NSW and Sydney is 02
- The area code for Victoria and Melbourne is 03
- The international access dialling code is + on a mobile phone and 0011 on other phones.

What you may call a cell phone or hand phone is generally called a mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service together with access to calls, SMS and data. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: [www.finder.com.au/Mobile-Phones](http://www.finder.com.au/Mobile-Phones) or <https://www.whistleout.com.au/MobilePhones>

You should select a plan that you can afford, and which suits your pattern of usage.

Skype, Facetime and WhatsApp work on Australian mobile phones.

## Telephone interpreter service

This service operates 24 hours a day and offers assistance in over 80 languages. 13 14 50

## Religion

Australia has a tolerant and accommodating view of religious practice. Most religious denominations have places of worship in Melbourne. The cities and surrounds have churches for most Christian faiths, mosques, synagogues and temples. The best way to find a place of worship is through an internet search or by using the phone book.

## Tipping, Bargaining / Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

Tipping is not generally expected in Australia as Australian labour laws determine that most workers should receive a wage that does not rely on tips to supplement it. Nevertheless, in some situations, after receiving good service in a restaurant or from a taxi driver a small tip of around 10% of the bill is appreciated.

## Melbourne Climate

Melbourne enjoys hot summers, warm springs, mild autumns and cool winters.

SEASON	TEMPERATURE
Summer (Dec – Feb)	average range 14-25°C
Autumn (Mar – May)	average range 11-20°C
Winter (Jun – Aug)	average range 7-14°C
Spring (Sep – Nov)	average range 10-20°C

In both Melbourne the sun is extremely strong so make sure you use a 30+ or stronger sunscreen on your face and any exposed skin. You will need a flexible wardrobe to cope with hot, warm and cool daytime and night time temperatures. For classes at Acumen Education most students dress neatly but casually in attire like jeans, sports or T shirts, pullovers and jackets and sports shoes



## Australian Culture

In Australia people are treated equally and respectfully, regardless of their age, gender, sexual orientation, background or occupation.

Australians love sport, especially Australian Rules Football (known as AFL), rugby league, cricket and tennis, and many Australians – both men and women – spend their weekends watching and playing sport

Australians expect everyone to be treated equally. It is customary to thank shop assistants and other service staff when they assist you

Saying “excuse me” is polite when you speak to someone who is not expecting you to speak to them and also when you enter someone’s office or room.

It is important to be on time in Australia – it is polite to call if you are going to be late for an appointment.

Smoking is not permitted in restaurants, bars, nightclubs and many other public covered areas, such as train stations.

It is unacceptable to spit or sniff in public and Littering is prohibited, as is drinking alcohol in a public place

People in Australia stand in queues when waiting for service at a counter, or to enter public transport or a theatre or other venue. It is very bad manners to push ahead of other people.

You should turn off your mobile phone when you are in an appointment with someone and in class at Acumen Education.

## Languages

In Australia over 200 different languages and dialects are spoken including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese, Hindi and Mandarin.

## Melbourne Central Business district (CBD)

One glance at a map and it is obvious that Melbourne is a planned city: a tidy, balanced grid of neatly angled streets. But beneath this sense of everything in its place restraint lies a restless and creative energy pushing back at the city’s seeming conservatism. The CBD is made up of precincts - distinct enclaves, each with its own flavour and charm. Some are just a lane or two, while others cover the banks of the Yarra River or a busy CBD street.

## Public transport

Melbourne has reliable and extensive public transport systems. These comprise a network of buses, trains and trams

- MYKI in Melbourne allows you to complete a journey on multiple modes of transport. You must touch on and touch off with your ticket at the reader at the entrance and exit to the station, tram, bus
- Taxi Australia Wide Booking Number 131 008 is a National Taxi Booking Number. Frequent Taxi users should program this number into their mobile phone.
- Uber operates extensively in Melbourne. Download the app to your mobile

## Accommodation and living cost

Acumen Institute of Further Education does not offer any accommodation services and students are required to organise their own accommodation arrangements for their stay in Australia. Where a relative or friend is able to provide accommodation that is close to transport and within access to the College, students would be encouraged to take this option. It is recommended that your accommodation arrangements be organised prior to your arrival in Australia.

The Student Support officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia.

The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:

### Homestay/Private Board

This is a common form of accommodation where students live with an Australian family. Homestay or private board is where you live with a family, couple or single person/s in their own home.

There are many ‘Home stay Providers’ operating in Australia and these arrangements will vary from Full Board, Part board, or Board in Exchange. The most common arrangements for Home stay will usually consist of a furnished room, two or three meals per day and bills (except telephone and internet). Some Home stay providers may even do your laundry.

The family is generally chosen by the Home stay Provider and allow students an excellent way of settling into the country.

### Hostels & Guest houses

Generally, these are temporary accommodation arrangements and are available. Prices will depend on shared facilities, meals provided, shared rooms, etc.

### Student Apartment

Student apartments are large centres containing rooms of various sizes (1 to 5 bedrooms). They usually come fully furnished with internet, 24-hour support and often in great locations.

### Residential College

Residential colleges are typically located within a short distance from major universities. What you generally get is a fully furnished bedroom which is cleaned weekly, meals, internet and shared kitchen and bathroom facilities. This is a great way to meet people!

### Private Leasing/Rentals

The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.

It can however be very expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and the non-going bills. Generally, tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone.

Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs around the Institute. Rental costs usually increase the closer the property is to the city centre.

Rental property prices vary from suburb to suburb. Check realestate.com.au or The Age news paper for the current cost of renting in Melbourne.

Also visit <http://tuv.org.au> (for rental advice) or <http://flatmates.com.au> (to find a room in a property).

### Accommodation Costs

Accommodation costs will vary from city to city and the following is an estimate of Melbourne accommodation. Source: International Student Guide Melbourne, Inside Guides – copy available at Head Office or by visiting

Type of Accommodation	Average Cost
Hostels and Guesthouses -	\$90 to \$150 per week
Shared Rental	\$85 to \$215 per week
Homestay	\$250 to \$325 per week
Rental	\$165 to \$440 per week

(<http://www.insiderguides.com.au/>)

## Living Costs

The information in this section outlines the estimated cost of living for an international student living in Australia. When calculating the costs of living in Australia students should budget for accommodation, food, health care, transport, books, clothing and entertainment.

This is only a guide to the living costs in Australia and these expenses will vary depending on the student's lifestyle (All costs are in Australian dollars).

### Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

You - **\$20500 - \$22000**

Partner or spouse - **\$7100**

child - **\$3040**

- Living expenses (in addition to housing)
- Groceries and eating out - \$80 to \$280 per week



- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Visit [www.movingtoaustralia.anz.com](http://www.movingtoaustralia.anz.com) for further information regarding how much your lifestyle will cost and an overall view of expenses.

The Australian Government provides information and guidance on managing your finances. You can read more at [www.moneysmart.gov.au](http://www.moneysmart.gov.au) (opens in a new window).

**Please Note:**

- All costs indicated above are per year in Australian dollars and are subject to change. To convert to your own currency, visit <http://www.xe.com/> (opens in a new window).
- For further information on living costs in Melbourne please refer to the Live in Victoria website ([www.liveinvictoria.vic.gov.au](http://www.liveinvictoria.vic.gov.au)) which has a guide to living costs in Victoria.
- Costs indicated above do not include expenses relating to mobile phones, cars or computer expenses.

## Overseas Student Health Cover (OSHC)

As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out of hospital and in hospital medical services to help you maintain your health.

The following cost is valid as of December 2018 and price is subject to change. Further information on the price of OSHC and provider details can be gained by contacting Acumen.

Overseas Student Health Cover	Approximately \$550.00 - \$800.00 for 12 months Per Person Approximate Standard Cover
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## Seeing a doctor

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by Medicare or OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

## Visas & Migration

International students wanting to study in Australia require a student visa. Other visa holders such as dependent visa are also eligible to study in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated for students from some countries. It may be better to submit an application with the assistance of an accredited agent. You can check Acumen website or call Acumen to get the list of accredited agents. In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin. Visit the link below to find out about Student visa Assessment Levels. <https://www.homeaffairs.gov.au/>

## Department of Home Affairs

The Australian Government’s Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit: <https://www.homeaffairs.gov.au/>

## English Proficiency requirements

To be accepted to study on a student visa in Australia you will need to demonstrate a sufficient level of English language proficiency and meet minimum academic requirements. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#eligibility>

## Department of foreign affairs and trade (DFAT)

As well as links from the Department of Home Affairs website the Department of Foreign Affairs and Trade website <http://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

## Migration Agents

A migration agent can assist you in submitting your visa application and communicate with Department of Home Affairs on your behalf, but please note that you do not need to use a migration agent to lodge any type of visa application.

## Education agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in filling in international student applications and applying for visas. Most speak both English and the local language which makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services. You can check with your Australian education provider for contact details of agents they recommend.

**Please Note:** Education Agents although able to assist in completing education and visa applications, are NOT licensed to provide migration advice.

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. Please visit <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions#> for Visa Conditions

## School age Dependents

If you are to be accompanied by any school aged dependant's you are required to ensure that they are enrolled in a school. The options are enrolling in a Government or private school. In both cases you will be required to pay any fees.

Refer to the Department of Home Affairs for more information <https://www.homeaffairs.gov.au/>

## ESOS (Education Services for Overseas Students Act 2000)

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promotes quality education and consumer protection for overseas students.

These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/default.aspx> CRICOS registration guarantees that the course and the education provider at which you study with meets the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

### Your rights: The ESOS framework protects your rights, including:

The right to receive before enrolling current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18 to ensure your safety you will be granted visas only if there are arrangements in place for your accommodation, support and welfare.

- Your right to sign a written agreement with your provider before or as you pay fees setting out the services to be provided, fees payable and information about course refunds. You should keep a copy of your written agreement.

The ESOS framework sets out the standards that Australian education providers who offer education services to overseas students, must obey. These standards cover a range of information that students have a right to know about Services that must be offered, include:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers are for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well.
- If attendance will be monitored for your course
- A complaints and appeals process.

One of the standards restricts providers from enrolling transferring students prior to the student completing six months of his or her principal course of study.



## Your right to get the education you paid for

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

## Your responsibilities

- As an overseas student on a student visa, you have responsibilities to:
- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy, and

## Vocational Training and Assessment

### Standards for Registered Training Organisations (RTO s) 2015

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

ASQA uses the Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Compliance with the Standards is a requirement for:

- all ASQA registered training organisations, and
- for applicants seeking registration.

ASQA uses the Standards to protect the interests of all students in Australia's VET system. The Standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system. <http://www.asqa.gov.au>

### Competency based training

Competency Based Training is based on student demonstrating that they can complete all the elements of the competencies as defined in the course outline, in order to receive a Completion Certificate. These Units of Competency are the set of skills that apply to a particular job function.

### Elements

Each unit or module is made up of elements of competency. These are the "building blocks" of the skills required to complete the unit.

### Performance criteria

These are the standards of performance, which are required for each element. Each element will require you to demonstrate your skills and knowledge, in a number of ways, to show that you can perform the functions required for the particular job.

## Assessment

Your trainer will use a range of methods to gain evidence of your competence. You will be given "Assessment Tasks" that give you the opportunity to demonstrate your skills and knowledge in a number of ways. These may include written and verbal tests, written assignments, case studies and projects, practical "hands-on" tasks, as well as simulations and role-plays. In this way you are able to demonstrate your competence over a period of time, as you progressively acquire more skills, knowledge and confidence.

## Reasonable adjustment

Acumen enables reasonable adjustments to be made to assessment procedures for people with special needs, such as people with disabilities or with language or literacy difficulties.

Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with a disability, to the maximum extent that those adjustments do not cause that education provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of student with and without disability.

The Disability Discrimination Act 1992 includes a very broad definition of disability, including illness or disease, past disability and present disability. VET student could have a range of disabilities such as:

- Learning disabilities
- Sensory impairments (including vision, hearing or speech impairment)
- Physical or mobility impairments
- Psychological or psychiatric impairments (or mental illness)
- Disabilities, such as cerebral palsy or head injury, which may result in multiple impairments
- Medical conditions such as HIV or AIDS, cancer, or chronic fatigue syndrome (which may result in multiple disabilities)
- Intellectual disabilities.

Acumen treats every case relating to reasonable adjustment independently. Student can inform Acumen of their disabilities through the 3.1 student application form. Student are expected to provide all relevant evidence related to their disability. This information is to be passed on to the admin Department, who will consult with a range of experts to verify needs. The operations manager and the admin manager will then determine the reasonable adjustment required. Consideration in the decision-making process will include student special needs such as:

- Writing
- Reading
- Hearing
- Communicating with others or getting ideas across
- Moving or manipulating objects
- Paying attention / staying on track
- Sitting for long periods
- Moving around the learning environment
- Remembering / retention
- Dealing with frustration

The Academic Manager will design suitable training plan for the individual and assign the student to a particular trainer. Minutes will be taken of all meetings held and any related documentation, including file notes, will be kept in a separate welfare student file (restricted access). As part of professional development, each trainer will be made aware of policy relating to this process. If the course is not suitable for the particular student, Acumen will offer advice about substitute training and career path options.

The following examples may be applied for reasonable adjustment:

- Modifying workstations
- Modifying premises
- Modifying or providing equipment
- Adapting delivery strategies
- Ensuring that course activities are sufficiently flexible
- Providing additional support to student where necessary
- Customising resources and activities within the training package or accredited course
- Modifying the presentation medium
- Making information accessible both prior to enrolment and during the course
- Monitoring the adjustments to ensure student needs continue to be met

## Unit outline

You will be given a training plan with all units required in the Course you are undertaking. These units are the units of competency that will need to be completed in order to achieve the qualification. These comprise both core and elective units.

## Time table

Timetables may change each term and you will be provided with a timetable which shows the session time. Acumen is committed to ensuring that all students are well supported and have satisfactory learning experiences. Early identification of issues affecting student progress and performance is a priority.

## Extensions for Submission of Work

All dates that assignments are due are determined based on lesson plans and include adequate time required to complete them. If you are having problems in completing work by the due date it is your responsibility to discuss your situation with the trainer concerned before the due date, to find a solution.

## Student Welfare

Acumen offers means and provision to help students make the utmost of their time in Australia all the way from the time the students is offered enrolment to the time the student completes his course at Acumen.

Acumen makes every possible effort to assist students to make the evolution to their new environment and help them feel at home. We frequently consult with students to gather feedback on their experience at Acumen and continually endeavour to progress and expand our amenities. The result is a supportive and safe environment that plays a crucial role in ensuring that students are able to perform at their best.

- Through the Student Counsellor you are able to access direction and Acumen in many areas such as:  
Finding somewhere to live;
- Receiving help in finding part time employment including pointers and tips on writing an current resume,
- Understanding your rights and errands under the Residential Tenancies Act;
- Help from community groups if you are unable to afford food or other necessities,
- Accessing medical help or free referrals (whereas under normal circumstances a student may be required to pay for the actual service.

There are many leaflets and pamphlets covering all of the above topics and more and these are displayed in prominent positions close to the administration area and on notice boards around the Student Welfare /Counsellors main campus. Access to Counselling Services is available to all students and can be accessed by simply asking your trainer or making an appointment with an administration staff member. In situations where students require ongoing counselling, students will be referred to a community or other support agency. Such ongoing support may incur a charge for services. The referral will be at no cost to the student.

## Personal Safety

Acumen staff is committed to providing a safe, secure and supportive environment for our students. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

### When attending classes at Acumen

- The campus entrance will be staffed at all times during day and evening time classes and all entrants asked for identification
- Students will be asked to display their student card at all times when entering the campus
- Visitors are not permitted into the campus without prior permission from College staff

### Please contact the nearest member of staff if you:

- Feel threatened or unsafe at any time on or off campus
- Have concerns about someone else's behaviour
- Are worried about someone harming themselves or someone else Receive unwanted attention or communications

Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.

### Attending weekend classes

When traveling to Acumen be vigilant of the traffic on the road and be attentive while walking on the road or when using public transport. Park your car in a well-lit busy area and close to the building. Don't leave valuables visible in your car. Lock all doors and close all windows on leaving your car. Consider installing an immobilizer.

Look outside before you exit the building. Check your car if you notice anyone hanging around, contact a member of staff or the police. Carry your keys in your hand for quick access to your vehicle. Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.

Always make sure there is someone else in the building that you know (staff, students, building attendant).



Walk confidently with a purpose, and at a steady pace.

Know the telephone numbers of the Institute and the Police (000).

If using public transport, know your time table, to avoid long periods of waiting, especially if you are alone.

When using public transport in the evening be cautious about using an iPod or other valuable equipment and when using your mobile phone try to speak quietly and in English so as to not attract attention. Create a buddy system for walking to parking lots or public transportation.

**If you are going out at night remember:**

Know the telephone numbers of the Institute and the Police (000).

- Think ahead - consider how you are going to get home. What about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone
- Knows where you are at all times.
- Make sure you have enough money to get home or to Phone
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

For further information on public safety and advice on how to make your studying at Acumen as enjoyable and safe as possible please refer to Police Community safety website: <http://www.police.vic.gov.au/>

## Emergency Contact

### Australian Health Management 24-hour Emergency Help

Toll free any time any day. Please have your OSHC membership card handy when you call. The Emergency

Service Help line is accessible 24 hours, 7 days a week and gives you emergency medical assistance stress and trauma counselling and an interpreter service.

### Victims of Crime Helpline

Being a victim of crime can be a frightening experience with many short and long-term consequences. If you are a victim of a crime and would like to speak to someone, please give them a call.

### Study Melbourne Student Centre

- ISCS provides friendly and professional advice, information, support and referral to local services and community resources
- Crisis intervention and support in emergency situations
- Information about accommodation and housing providers
- Legal issues, health issues and social isolation

**Emergencies Ambulance | Fire Brigade | Police 000**

**Lifeline for Counselling 13 11 14**

**State Emergency Service for storm, rain damage 13 25 00**

**Vic Roads for traffic Hazards and information 13 11 70**

**Work Safe for workplace incidents 1800 136 089**

**Australian Health Management 24-hour Emergency Help 1800 006 745**

**Victims of Crime Helpline 1800 819 817**

**Study Melbourne Student Centre 1800 056 449**

### Community Legal Services

Please Visit [https://www.fclc.org.au/inner\\_melbourne\\_community\\_legal](https://www.fclc.org.au/inner_melbourne_community_legal)  
[https://www.fclc.org.au/inner\\_melbourne\\_community\\_legal](https://www.fclc.org.au/inner_melbourne_community_legal)

# Student code of conduct

The Objective of Acumen's code of conduct and disciplinary policy and procedure is to promote an environment in which students develop a positive and responsible attitude towards the work environment, customers and colleagues. As part of this, Acumen supports a system of informed consequence for actions.

A disciplinary procedure exists for the proper management of disciplinary issues. The procedure is designed to ensure fairness and objectivity and its primary purpose is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour through fair and objective means.

Where behaviour is deemed to be improper or inappropriate as outlined below, Acumen will take action in accordance with the Student Disciplinary Policy described below.

## Student Misbehaviour

Improper or inappropriate behaviour includes but is not restricted to:

- Being on Acumen's premises and consuming or having consumed alcohol;
- Persistent disruptive behaviour;
- Verbally abusive or hostile behaviour affecting fellow students;
- Smoking or the use of prohibited or illegal substances at Acumen's classes or on Acumen's premises;
- Deliberate misuse of Acumen's equipment or materials;
- Behavior of a discriminatory nature;
- Carrying, use or being in possession of a prescribed or regulated weapon or dangerous article on Acumen's premises;
- Physical assault on a member of general or teaching staff, other students or members of the public or behavior which is perceived to be threatening;
- Theft from staff or students at Acumen;
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
- Arson at Acumen's property;
- Wilful or malicious damage to Acumen property or equipment.
- Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.
- Where fees, in excess of \$500, are due and payable by a student
- Where a student has failed to attend classes for 10 consecutive days without prior approval, or without a medical certificate from a registered medical practitioner.
- Where a student has found to be cheating within the meaning of the Academic Misconduct Policy as set out on Acumen's website.
- Conduct that is discriminatory and /or threatening on the basis of religion, culture, race, sexual differences, age, disability, or socio-economic status, whether to other students, staff members, or any other person at the Acumen's premises.

## Smoking

Tobacco Act 1987 (Vic) or Tobacco Products Regulation Act 1997 (SA) prohibits you from smoking in or around buildings or in Victorian motor vehicles. It is an offence to smoke within 4 metres of any part of the entrance to a building. Any breaches to the Act can result in fines being issued. You are only permitted to smoke in marked designated smoking areas, and must remain in these areas whilst smoking.

## Discrimination

Discrimination occurs when a person is treated less favourably than another person because of perceived attributes such as age, gender, sexuality, race, ethnicity, cultural background, disability status, or socioeconomic status.

Discrimination whether direct or indirect is unlawful under the Equal Opportunity Act 2010 (Vic) or Equal Opportunity Act 1984 (SA). Acts of discrimination will be considered as acts of behavioural misconduct and will result in disciplinary action, and may be reported to the appropriate authorities.

## Confidentiality

As an enrolled student of Acumen, you may be required to attend practical work placements as part of your studies. During these placements, you may become familiar with information that is confidential to that workplace (for example financial or business affairs, personal affairs and family background of staff and clients, technical information, trade secrets, know-how, formulae, processes, ideas, and inventions).

You must not divulge any confidential information that you become aware of during a placement. Breaches of confidentiality will be considered to be acts of behavioural misconduct and may result in disciplinary action.

## Dress Code

Acumen is predominantly an adult learning environment that prepares you for employment in business and industry, as well as for further career-related training. As such you are expected to dress in a manner that is neat, clean, and safe at all times, and in a manner that would be expected in the workplace. There is no desire on the part of Acumen to make dress standards too rigid. However, whilst attending the institute you must wear appropriate clothing. In particular you must:

- Wear all personal protective equipment and/or clothing necessary to meet the work health and safety requirements of your course. You are responsible for wearing appropriate clothing which minimises risk to yourself.
- Wear clothing appropriate to the program of study.
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.
- Wear appropriate footwear at all times. It is not permitted for anyone to enter Acumen buildings with bare feet. Enclosed footwear is recommended
- Not wear clothing that is likely to offend others in terms of its lack of decency, modesty, or cleanliness, or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn, or ridicule others.
- Not wear motorcycle helmets in Acumen building.

## Student identification cards

Whilst on Acumen premises, you are required to carry an Institute Student Identification card (or alternative identification where an Institute Student Identification card is not issued), and to produce it when requested by a member of staff. Institute staff is entitled to request individuals to leave Institute premises if student identification cannot be provided. If you lose your Student Identification card you may be required to pay costs associated with a replacement card. You should return your Student Identification card to your Institute's student services/customer services if you withdraw from your program of study.

## Harassment Policy

Acumen strives in every step of its way to maintain a safe and healthy learning and working environment and this policy helps Acumen to achieve it.

Acumen leaves no stone unturned to eliminating harassment including sexual harassment and bullying of any person involved with the institute. Administrative Managers have a responsibility to ensure everyone in the workplace is aware that harassment is unacceptable. Administrative Managers must also ensure the workplace is free from items or materials that, in the context of general community standards, may be considered offensive by other people.

At an instance when student feels harassed by other students or staff of Acumen, students should contact the management. If an employee feels they are being harassed by other staff or students, they should immediately approach their manager to discuss the situation.

All harassment complaints will be investigated impartially, seriously, empathetically and in strict confidence, taking into account the privacy of all parties.





# Policies and procedures

Acumen Education, like all providers of Vocational Education has a broad range of policies that apply to your studies and interactions with the Institute. In general policies are in place to ensure that in all aspects of its operations and in its interaction with students,

You can access these policies on the Acumen Educations website ([www.acumen.edu.au](http://www.acumen.edu.au)) where you will find a complete library of all relevant policies. The policies on the website are the most recent and therefore most authoritative versions. The following list outlines the key policies that you may need to access.

- Student Code of Conduct
- Student Support Services Policy
- Complaints and Appeals Policy
- Refund Policy and Procedure
- Completion within the Expected Duration Policy
- Monitoring Course Progress Policy
- Student Academic Misconduct
- Cheating and Plagiarism Policy
- Transfer between Registered Providers Policy
- Critical Incident Policy
- Privacy Policy



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