PRE ENROLMENT INFORMATION BROCHURE

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Science of Success

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Contents

About acumen	3
Vocational Training and Assessment	5
Campus Locations	6
Certificate III in Light Vehicle Mechanical Technology	7
Certificate IV in Automotive Mechanical Diagnosis	10
Diploma of Automotive Technology	12
Certificate III in Commercial Cookery	14
Certificate IV in Kitchen Management	16
Diploma of Hospitality Management	19
Advanced Diploma of Hospitality Management	22
Graduate Diploma of Management (Learning)	25
Other Fees & Charges	27
Student support services	30
Accommodation Options	30
Facilities and services available at all Campuses.	32
Enrolment Process	34
Refunds Policy And Procedure	35
Complaints and Appeals policy and procedure	40
Complaints	42
Deferring, suspending and cancelling an enrolment	46
Maintaining Satisfactory Course Progress	57
Flow Chart – Course Progress Policy Implementation	67
Completion within expected duration of Study Policy & Procedure	68
Plagiarism	71
The esos Frame work	71
Contact Details	72
Issuance of Certificate Policy	72
Written agreements between the student and acumen education	72

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 Hospitality, Automotive and Business. 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 Courses are developed in consultation with industry stakeholders to provide the students with quality education.

acumen education ensures that it will always:

- Comply with relevant Commonwealth, state or territory legislation and regulatory requirements;
- Comply at all times with the Standards for Registered Training Organisations (RTOs) 2015, including the Data Provision, Fit and Proper Person and Financial Viability Requirements;
- Comply with the Australian Qualifications Framework (AQF);

Our Vision

acumen Education aims to enrich lives of our students with a practical learning approach, through our commitment to quality, innovation and integrity by engaging the talent and passion of our people. We hold our selves accountable to all our stake holders by honouring our commitments and striving for highest quality outcome

Our Values

At acumen education, we value Integrity, Ethics, Accountability, and Respect. We are committed to our Students and other Stakeholders and have a passion for imparting skills. We take on big challenges and pride ourselves on seeing them through. We hold ourselves accountable to all our stakeholders by honouring our commitments and striving for the highest quality Outcome.

Integrity – Do what is right
Ethical – We exercise honesty, candour and sincerity
Accountable – We are transparent, responsible and answerable
Respect – Value every voice, bring the stakeholder's view to acumen

Strategic Direction

acumen education has identified five platforms that underpin our strategy, now and into the future: student focused approach; recruiting Excellent Staff and their professional development; industry engagement and collaboration; a sustainable Future; and Facilities and Infrastructure. Each platform works together to drive acumen towards long-term success. It is the actions we will undertake – as part of acumen education 2018 and beyond – that will set acumen up for a promising and prosperous future.

1. Student focused approach

acumen education is committed to prioritize student's learning objectives and their welfare above everything. Engaging with students and motivating them to learn and grow. We believe in focusing on the learning process and gaining feedback as guide for future strategies. Focusing on student well-being to foster positivity and resilience, Inspiring students not only with academic excellence but also motivate them to face the real life challenges and help them grow into responsible individuals.

acumen education is also focused on providing additional support to students where needed. International students may specifically require extra support to help them to adapt to the different features of VET courses, to this end we would like to do everything possible to ensure our students are successful.

We achieve Student focused approach by:

- Welcoming, supporting and retaining committed and capable learners.
- Engaging Students in their Learning Goals.
- Motivating students to Grow and succeed through challenges.
- Encouraging new passions and helping students accomplish their goals.
- Providing them the best possible student support at all times.
- Providing additional support to students where needed.
- Preparing students for a knowledge-based economy and a digitally connected world

- Preparing Our Students with the knowledge, skills and confidence to be job ready.
- Inviting students to apply learned knowledge to real-world problems.
- Exposing students to all key aspects of future life: sustainability, leadership, technology, creativity and community.
- Focusing on the learning process, and gaining feedback to guide future strategies.

2. Recruiting Excellent Staff and their Professional development

Foster a culture of continuous improvement by rewarding initiative, creativity and performance in an environment which develops staff.

We recognize that teachers drive students to reach their potential and play a key role in student outcomes, therefore acumen education will ensure we always hire the right and best talent. We understand how important is it to hire staff that love their work and have the passion and patience to deal with students, listen to them and guide them on the right path. We believe effective teachers have a profound influence on student achievements and hence it becomes that much more important to ensure we have people who align with this value.

We believe People are our assets and keeping this in mind acumen is focused on ensuring our people's professional and personal development is not compromised. Preparing them for tomorrow's challenges and ensuring they are role models in their fields, students can look up to. We ensure our staff values relationships and foster an inclusive and caring culture that students can enjoy.

We support recruiting Excellent Staff and their Professional development by:

- Identifying & Reaching out to the right talent
- Looking for the right attributes
- Provide career pathways for our staff to optimize their professional aspirations and build our capacity to drive acumen's future
- Building employee capacity, capability and productivity.
- Maintaining a team of varied ages and levels.
- Encouraging professional development programs.
- Making staff feel Valued.
- Providing younger members opportunities to develop.
- Active succession plan guided by purpose and vision.
- Ensuring regular appraisals and performance checks;
- Empowering staff to work together to deliver high quality student outcomes.
- Building and maintaining a skilled, diverse and capable Team

3. Industry Engagement and Collaboration

We understand the importance of staying current and delivering courses that are relevant. In order to do that acumen emphasises regular industry engagements with external experts for consultation. We would like to build upon and make use of our existing relations from relevant industry experts and academicians from external education field, these experts add depth of understanding to VET issues.

We consider giving back to the industry is our responsibility. Research shows that organizations that involve industry benefit from industry ready graduates and happier employers.

We achieve Industry Engagement and Collaboration by:

- Partnering with industry to identify skilling needs and target training
- Ensuring currency of curriculum to the industry requirement
- Periodic consultations with industry experts
- Periodic professional development programs for staff by relevant industry experts
- Bench marking learning techniques against industry standards.
- Cultivating valuable partnerships with industry, professionals in the field and community groups.
- Engaging industry in curriculum design decision making to support improved outcomes

4. A Sustainable Future

We are determined to ensure that the future of acumen is as bright as its past. It will be our mission to implement sound governance for our institution. Corporate Governance Board members are conscious of their role as custodians of acumen education as well as the need for sensible financial planning on an ongoing basis, as we have been doing in past. End objective is to maintain high quality, sustainable education for our students – today and for years to come.

acumen education has always maintained and ensured capital and operating budgets for both long and short term needs.

We ensure sustainability into the future and will continue to do so by:

- Ensuring capital and operating budgets planning
- Maintaining the financial integrity and viability of the institute
- Forecasting and updating the budget based on recent performance and making any material changes to the business outlook
- Financial reporting's
- Understanding and Responding to changes in the market
- Ensuring an effective succession planning for executive roles
- Evaluating interim performance results to ensure we are moving as per plan

5. Facilities and Infrastructure

A student's sense of place within a campus is of the utmost importance. There is a link between the physical resources and academic performance. We recognize the importance of the learning environment. At acumen we are committed to providing a harmonious yet innovative learning environment. Facilities will be developed and maintained with industry in mind. Our students will access the latest technology and resources within top-class Library, Information technology Lab, and latest teaching gadgets, comfortable teaching spaces that encourage creativity, interaction and learning.

We realise our facilities and infrastructure goals by:

- Creating an infrastructure that effectively supports acumen's plan
- Ensuring that the campus has facilities at its disposal for its core activities
- Providing efficient IT systems covering all campus premises.
- Providing training environment and support services
- Ensuring Our resources and facilities support our vision
- Ensuring our Facilities deliver the needs and preferences of students, staff and industry.

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 roleplays.

In this way you are able to demonstrate your competence over a period of time, as you progressively acquire more skills, knowledge and confidence.

Campus Locations

acumen education has two 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.

Address:
Campus 1: City Campus: Level 8 , 55 Swanston St, Melbourne,Victoria 3000.

Campus 2: Collingwood Campus: 157 Islington St Collingwood Victoria 3066, Australia

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 trams1, 3, 3/a, 5, 6, 8,35, 64, 67, 70, 72, 75. Get off at stop 5 or 13.

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.

Courses we offer

acumen education has made an impact on the Vocational Education and Training (VET) industry through a range of Nationally Recognized Courses. We deliver courses in the fields of Automotive and Hospitality. The courses are designed to fall in line with supported job roles as well as pathways to higher education degree programs.

The qualifications that acumen delivers span from certificate III to advanced diploma levels and these vocational Courses are developed in consultation with industry stakeholders to provide flexible and blended Modes for quality outcome.

Certificate III in Light Vehicle Mechanical Technology

National Course Code: **AUR30620**

CRICOS Course Code: **103620D**

Delivery Mode: Face to Face

Campuses : 157 Islington st, Collingwood, Vic 3066

Level 8, 55 Swanston st, Melbourne,Vic, 3000

NATIONALLY RECOGNISED TRAINING

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.

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 11 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at approved ELT centre.
- Prospective students seeking for enrolment at acumen education will have to successfully complete a placement test at the required ACSF level of qualification that provides acumen education insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy objects and have unrestricted use of both arms and hands.

Safety Requirement

Every student is required to wear Personal Protection Equipment (PPE): safety boots and protective clothing at every training session/practical demonstration session.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

This course is scheduled to be delivered over 52 weeks (including 6 Weeks Holidays) of full time study – 20 hours per week face to face. Students need to gain competency in 36 units (20 core units and 16 elective units) to successfully complete this course.

Course Structure

Unit Code	Unit Name	Core / Elective
AURASA102	Follow safe working practices in an automotive workplace	Core
AURTTK102	Use and maintain tools and equipment in an automotive workplace	Core
AURTTK001	Use and maintain measuring equipment in an automotive workplace	Elective
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace	Core
AURTTB101	Inspect and service braking systems	Core
AURTTF101	Inspect and service petrol fuel systems	Core
AURTTC001	Inspect and service cooling systems	Elective
AURTTD002	Inspect and service steering systems	Elective
AURTTD004	Inspect and service suspension systems	Elective
AURTTE104	Inspect and service engines	Core
AURLTJ102	Remove, inspect, repair and refit light vehicle tyres and tubes	Elective
AURTTJ011	Balance wheels and tyres	Elective
AURTTA105	Select and use bearings, seals, gaskets, sealants and adhesives	Elective
AURETR006	Solder electrical wiring and circuits	Elective
AURETR112	Test and repair basic electrical circuits	Core
AURETR125	Test, charge and replace batteries and jump-start vehicles	Core
AURETR010	Repair wiring harnesses and looms	Elective
AURLTB103	Diagnose and repair light vehicle hydraulic braking systems	Core
AURTTC103	Diagnose and repair cooling systems	Core
AURLTD104	Diagnose and repair light vehicle steering systems	Core
AURLTD105	Diagnose and repair light vehicle suspension systems	Core
AURLTE102	Diagnose and repair light vehicle engines	Core
AURETR129	Diagnose and repair charging systems	Core
AURETR130	Diagnose and repair starting systems	Core
AURETR131	Diagnose and repair ignition systems	Core
AURETR123	Diagnose and repair spark ignition engine management systems	Core
AURTTF105	Diagnose and repair engine forced-induction systems	Elective
AURLTX103	Diagnose and repair light vehicle clutch systems	Elective
AURLTX101	Diagnose and repair light vehicle manual transmissions	Elective

AURLTQ102	Diagnose and repair light vehicle drive shafts	Elective
AURLTQ101	Diagnose and repair light vehicle final drive assemblies	Elective
AURTTZ102	Diagnose and repair exhaust systems	Elective
AURLTZ101	Diagnose and repair light vehicle emission control systems	Core
AURTTA104	Carry out servicing operations	Core
AURTTA118	Carry out diagnostic procedures	Core
AURTTA017	Carry out vehicle safety inspections	Elective

Fees

Course fee and itemized fee details are available on http://acumen.edu.au/fees-and-charges/
Payment plan option is available to students.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment Methods

Assessment is structured throughout the course. If learners are unable to achieve competency, additional support is provided through mentoring and access to re-assessment as outlined in the *acumen's* policies and procedures.

Assessment is carried out on a range of tasks like written assessments, Practical demonstration of skills through observations.

Certificate IV in Automotive Mechanical Diagnosis

Nationally Recognised Training

National Course Code: AUR40226

CRICOS Course Code: 120280M

Delivery Mode: Face to Face

Campuses : **Practical** 157 Islington St Collingwood, Vic

Theory Level 8 / 55 Swanston Street Melbourne, Vic

Qualification Description

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

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 11 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at approved ELT centre.
- Must have completed the Certificate III in Light Vehicle Mechanical Technology
- Prospective students seeking for enrolment at acumen education will have to successfully complete a placement test at the required ACSF level of qualification that provides acumen education insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy objects and have unrestricted use of both arms and hands.

Safety Requirement

Every student is required to wear Personal Protection Equipment (PPE): safety boots and protective clothing at every training session/practical demonstration session.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

This course is scheduled to be delivered over 22 weeks (including 2 Weeks Holidays) of full time study – 20 hours per week face to face. Delivery (Theory & Practical) and assessment takes place in fully equipped classrooms and in-house workshop. Students need to gain competency in 10 units (1 core unit and 9 elective units) to successfully complete this course.

Course Structure

Unit Code	Unit Name	Core / Elective
AURETR137	Diagnose complex faults in light vehicle safety systems	Elective
AURTTX103	Inspect and service automatic transmissions	Elective
AURLTE104	Diagnose complex faults in light vehicle petrol engines	Elective
AURETR143	Diagnose and repair electronic body management systems	Elective
AURTTR101	Diagnose complex faults in engine management systems	Elective
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems	Elective
AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems	Elective
AURLTB104	Diagnose complex faults in light vehicle braking systems	Elective
AURTTA121	Diagnose complex system faults	Core
AURTTA125	Diagnose complex faults in vehicle integrated stability control systems	Elective

Fees

Course fee and itemized fee details are available on http://acumen.edu.au/fees-and-charges/
Payment plan option is available to students.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment Methods
Assessment is structured throughout the course. If learners are unable to achieve competency, additional support is provided through mentoring and access to re-assessment as outlined in the acumen's policies and procedures.

Assessment is carried out through a range of tasks like written assessments, Practical demonstration of skills through observations.

Diploma of Automotive Technology

NATIONALLY RECOGNISED TRAINING

National Course Code: **AUR50216**

CRICOS Course Code: **091709J**

Delivery Mode: Face to Face

Campuses : 157 Islington st, Collingwood, Vic 3066

Level 8, 55 Swanston st, Melbourne,Vic, 3000

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.

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 12 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English Language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at approved ELT centre.
- Students enroling in this course (Subject to assessment level of the student's country) are required to have completed AUR40216 Certificate IV in Automotive Mechanical Diagnosis or AUR40816 Certificate IV in Automotive Mechanical Overhauling.
- Prospective students seeking for enrolment at acumen education will have to successfully complete a placement test at the required ACSF level of qualification that provides acumen education insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy objects and have unrestricted use of both arms and hands.

Safety Requirement

Every student is required to wear Personal Protection Equipment (PPE): safety boots and protective clothing at every training session/practical demonstration session.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

Total duration for this qualification is 37 weeks (including 5 Weeks Holidays) of full time study including breaks. Students study 20 hours per week face to face each week. Delivery and assessment takes place in fully equipped classrooms and an in-house workshop. Students need to gain competency in 12 units (1 core unit and 11 elective units) to successfully complete this course.

Course Structure

Unit Code	Unit Name	Core / Elective
AURAFA007	Develop and document specifications and procedures	Core
AURTTX008	Overhaul manual transmissions	Elective
AURLTQ003	Analyse and evaluate faults in light vehicle transmission and driveline systems	Elective
AURLTB002	Analyse and evaluate faults in light vehicle braking systems	Elective
AURTNA001	Estimate and quote automotive vehicle or machinery modifications	Elective
AURETE001	Analyse and evaluate electrical and electronic faults in engine management systems	Elective
AURETB002	Analyse and evaluate electrical and electronic faults in dynamic control management systems	Elective
AURETR034	Develop and apply electrical system modifications	Elective
AURTTA022	Develop and apply mechanical system modifications	Elective
AURLTE003	Analyse and evaluate faults in light vehicle engine and fuel systems	Elective
AURLTD007	Analyse and evaluate faults in light vehicle steering and suspension systems	Elective
AURETR037	Diagnose complex faults in light vehicle safety systems	Elective

Fees

Course fee and itemized fee details are available on http://acumen.edu.au/fees-and-charges/
Payment plan option is available to students.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment Methods

Assessment is structured throughout the course. If learners are unable to achieve competency, additional support is provided through mentoring and access to re-assessment as outlined in the acumen's policies and procedures.

Assessment is carried out through a range of tasks like Practical demonstration of skills through observations, written assessments.

Certificate III in Commercial Cookery

Nationally Recognised Training

National Course Code: **SIT30821**

CRICOS Course Code: **109816K**

Delivery Mode: Face to Face

Campuses: 157 Islington st, Collingwood, Vic 3066

Level 8, 55 Swanston st, Melbourne,Vic, 3000

Qualification Description

This qualification reflects the role of 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.

Completion of this qualification contributes to recognition as a trade cook.

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

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 12 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at at approved ELT centre.
- Prospective students seeking for enrolment at acumen education will have to successfully complete a placement test at the required ACSF level of qualification that provides acumen education insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy pots; have unrestricted use of both hands to use kitchen tools and equipment efficiently and be able to stand up in a kitchen all day.

Safety Requirement

Every student is required to wear Personal Protection Equipment (PPE): safety boots and Chef uniform at every training session/practical demonstration session.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

Total duration for this qualification is 52 weeks (including 10 Weeks Holidays) on a full-time basis for 20 hours per week face to face. Students need to gain competency in 25 units (20 core units and 5 elective units) to successfully complete this course.

Work Based Training

Students are required to complete a minimum of 48 food service periods of 4 hours each organising, preparing and cooking a variety of food items in a commercial kitchen to meet the qualification requirements of SIT30821 Certificate III in Commercial Cookery.

Students will have the option to arrange the WBT placement from acumen education by paying separate WBT Fees. WBT Fees will be charged separately, and WBT fee payment plan will be made available at the time of admission.

Course Structure

Competency Code	Competency Name	Core/Elective
SITXFSA005	Use hygienic practices for food safety	Core
SITHCCC023*	Use food preparation equipment	Core
SITXFSA006	Participate in safe food handling practices	Core
SITXINV006*	Receive, store and maintain stock	Core
SITHCCC027*	Prepare dishes using basic methods of cookery	Core
SITHKOP009*	Clean kitchen premises and equipment	Core
SITHCCC040*	Prepare and serve cheese	Elective
SITHCCC028*	Prepare appetisers and salads	Core
SITHCCC029*	Prepare stocks, sauces and soups	Core
SITHCCC039*	Produce pates and terrines	Elective
SITXWHS005	Participate in safe work practices	Core
SITHCCC025*	Prepare and present sandwiches	Elective
SITHCCC031*	Prepare vegetarian and vegan dishes	Core
SITHCCC043*	Work effectively as a cook	Core
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes	Core
SITHCCC035*	Prepare poultry dishes	Core
SITHCCC036*	Prepare meat dishes	Core
SITHCCC037*	Prepare seafood dishes	Core
SITHCCC041*	Produce cakes, pastries and breads	Core
SITHPAT016*	Produce desserts	Core
SITHASC025*	Prepare Asian rice and noodles	Elective
SITHKOP010	Plan and cost recipes	Core
SITHCCC042*	Prepare food to meet special dietary requirements	Core
SITXHRM007	Coach others in job skills	Core
SITXWHS006	Identify hazards, assess and control safety risks	Elective

* HAS A PREREQUISITE UNIT SITXFSA005 Use hygienic practices for food safety

Fees

Course fee and itemized fee details are available on http://acumen.edu.au/fees-and-charges/
Payment plan option is available to students.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Training and Assessment Methods

Training is conducted in the classroom as well as in the commercial kitchen settings when required to simulate real work environment. The delivery will include face to face teaching, lectures, discussions, research, learning activities, group work, and supervised practical sessions.

Assessments comprise of

- Demonstrations
- Written Questions Answers
- Case Studies
- Projects

Certificate IV in Kitchen Management

Nationally Recognised Training

National Course Code: **SIT40521**

CRICOS Course Code: **109691G**

Delivery Mode: Face to Face

Campuses: 157 Islington st, Collingwood, Vic 3066

Level 8, 55 Swanston st, Melbourne,Vic, 3000

Qualification Description

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 12 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at at approved ELT centre.
- Prospective students seeking for enrolment at acumen education will have to successfully complete a placement test at the required ACSF level of qualification that provides acumen education insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy pots; have unrestricted use of both hands to use kitchen tools and equipment efficiently and be able to stand up in a kitchen all day.

Safety Requirement

Every student is required to wear Personal Protection Equipment (PPE): safety boots and Chef uniform at every training session/practical demonstration session.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

Total duration for this qualification is 64 weeks (including 6 Weeks Holidays) on a full-time basis for 20 hours per week face to face. Students need to gain competency in 33 units (27 core units and 6 elective units) to successfully complete this course.

Work Based Training

In case of a direct entry to SIT40521 Certificate IV in Kitchen Management, workbased training requirements apply to this course.

Students will have the option to arrange the WBT placement from acumen education by paying separate WBT Fees. WBT Fees will be charged separately, and WBT fee payment plan will be made available at the time of admission.

Course Structure

Competency Code	Competency Name	Core/Elective
SITXFSA005	Use hygienic practices for food safety	Core
SITHCCC023*	Use food preparation equipment	Core
SITXFSA006	Participate in safe food handling practices	Core
SITXINV006*	Receive, store and maintain stock	Core
SITHCCC027*	Prepare dishes using basic methods of cookery	Core
SITHCCC028*	Prepare appetisers and salads	Core
SITHCCC029*	Prepare stocks, sauces and soups	Core
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes	Core
SITHCCC040*	Prepare and serve cheese	Elective
SITHASC025*	Prepare Asian rice and noodles	Elective
SITHCCC038*	Produce and serve food for buffets	Elective
SITXCOM010	Manage conflict	Core
SITHCCC043*	Work effectively as a cook	Core
SITHCCC031*	Prepare vegetarian and vegan dishes	Core
SITHCCC035*	Prepare poultry dishes	Core
SITHCCC036*	Prepare meat dishes	Core
SITHCCC037*	Prepare seafood dishes	Core
SITHCCC041*	Produce cakes, pastries and breads	Core
SITHPAT016*	Produce desserts	Core
SITHCCC039*	Produce pates and terrines	Elective
SITHKOP010	Plan and cost recipes	Core
SITHKOP015*	Design and cost menus	Core
SITXFSA008*	Develop and implement a food safety program	Core
SITXHRM008	Roster staff	Core
SITXWHS006	Identify hazards, assess and control safety risks	Elective
SITXHRM009	Lead and manage people	Core
SITHCCC042*	Prepare food to meet special dietary requirements	Core

SITHKOP013*	Plan cooking operations	Core
SITHKOP012*	Develop recipes for special dietary requirements	Core
SITXMGT004	Monitor work operations	Core
SITXCCS015	Enhance customer service experiences	Elective
SITXWHS007	Implement and monitor work health and safety practices	Core
SITXFIN009	Manage finances within a budget	Core

* HAS A PREREQUISITE UNIT SITXFSA005 Use hygienic practices for food safety

Fees

Course fee and itemized fee details are available on http://acumen.edu.au/fees-and-charges/
Payment plan option is available to students.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Training and Assessment Methods

Training is conducted in the classroom as well as in the commercial kitchen settings when required to simulate real work environment. The delivery will include face to face teaching, lectures, discussions, research, learning activities, group work, and supervised practical sessions.

Assessments comprise of

- Demonstrations
- Written Questions Answers
- Case Studies
- Projects

Diploma of Hospitality Management

Nationally Recognised Training

National Course Code: **SIT50422**

CRICOS Course Code: **113776A**

Delivery Mode: Face to Face

Campuses: 157 Islington st, Collingwood, Vic 3066

Level 8, 55 Swanston st, Melbourne,Vic, 3000

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, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 12 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at at approved ELT centre.
- Prospective students seeking for enrolment at acumen education will have to successfully complete a placement test at the required ACSF level of qualification that provides acumen education insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy pots; have unrestricted use of both hands to use kitchen tools and equipment efficiently and be able to stand up in a kitchen/restaurant all day.

Safety Requirement

Every student is required to wear Personal Protection Equipment (PPE): safety boots and Chef uniform at every training session/practical demonstration session.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

Total duration for this qualification is 64 weeks (including 6 weeks of holidays). of full time study. Students study 20 hours per week face to face. Students need to gain competency in 28 units (11 core units and 17 elective units) to complete this course.

Course Structure

Unit Code	Unit Name	Core / Elective
SITXFSA005	Use hygienic practices for food safety	Elective
SITHCCC023	Use food preparation equipment	Elective
SITXFSA006	Participate in safe food handling practices	Elective
SITXINV006	Receive, store and maintain stock	Elective
SITHCCC027	Prepare dishes using basic methods of cookery	Elective
SITHCCC028	Prepare appetisers and salads	Elective
SITHCCC029	Prepare stocks, sauces and soups	Elective
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	Elective
SITHCCC031	Prepare vegetarian and vegan dishes	Elective
SITHCCC035	Prepare poultry dishes	Elective
SITHCCC036	Prepare meat dishes	Elective
SITHCCC037	Prepare seafood dishes	Elective
SITHKOP013	Plan cooking operations	Elective
SITXHRM008	Roster staff	Core
SITXWHS006	Identify hazards, assess and control safety risks	Elective
SITXHRM010	Recruit, select and induct staff	Elective
SITXMGT005	Establish and conduct business relationships	Core
SITXCOM010	Manage conflict	Core
SITXHRM009	Lead and manage people	Core
SITXFIN009	Manage finances within a budget	Core
SITXMGT004	Monitor work operations	Core
SITXCCS015	Enhance customer service experiences	Core
SITHCCC042	Prepare food to meet special dietary requirements	Elective
SITXFIN010	Prepare and monitor budgets	Core
SITXGLC002	Identify and manage legal risks and comply with law	Core
SITXCCS016	Develop and manage quality customer service practices	Core
SITXWHS007	Implement and monitor work health and safety practices	Core
SITXHRM012	Monitor staff performance	Elective

Fees

Course fee and itemized fee details are available on http://acumen.edu.au/fees-and-charges/
Payment plan option is available to students.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Training and assessment methods

Training is conducted in the classroom as well as in training kitchen when required to simulate real work environment. The delivery may include face to face teaching, lectures, discussions, research, learning activities, group work, and supervised practical sessions.

Assessments comprise of

- Demonstrations
- Written Questions Answers
- Case Studies
- Projects

Advanced Diploma of Hospitality Management

National Course Code: **SIT60322**

CRICOS Course Code: **113777M**

Delivery Mode: Face to Face

Campuses: 157 Islington st, Collingwood, Vic 3066

Level 8, 55 Swanston st, Melbourne,Vic, 3000

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, cafés, and coffee shops. This qualification allows for multi-skilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 12 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at approved ELT centre. (subject to assessment level of the student's country).
- Prospective students seeking for enrolment at acumen education will have to successfully complete a placement test at the required ACSF level of qualification that provides acumen education insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy pots; have unrestricted use of both hands to use kitchen tools and equipment efficiently and be able to stand up in a kitchen/restaurants all day.

Safety Requirement

Every student is required to wear Personal Protection Equipment (PPE): safety boots and Chef uniform at every training session/practical demonstration session.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

Total duration for this qualification is 104 weeks (including 22 weeks of holidays) of Full time Study. Students study 20 hours per week face to face. Students need to gain competency in 33 units (14 Core units & 19 elective units) to successfully complete this course.

Course Structure

Unit Code	Unit Name	Core / Elective
SITXFSA005	Use hygienic practices for food safety	Elective
SITHCCC023	Use food preparation equipment	Elective
SITXFSA006	Participate in safe food handling practices	Elective
SITXINV006	Receive, store and maintain stock	Elective
SITHCCC027	Prepare dishes using basic methods of cookery	Elective
SITHCCC028	Prepare appetisers and salads	Elective
SITHCCC029	Prepare stocks, sauces and soups	Elective
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	Elective
SITHCCC031	Prepare vegetarian and vegan dishes	Elective
SITHCCC035	Prepare poultry dishes	Elective
SITHCCC036	Prepare meat dishes	Elective
SITHCCC037	Prepare seafood dishes	Elective
SITHCCC041	Produce cakes, pastries and breads	Elective
SITHASC025	Prepare Asian rice and noodles	Elective
SITHKOP013	Plan cooking operations	Elective
SITHCCC042	Prepare food to meet special dietary requirements	Elective
SITXHRM008	Roster staff	Elective
SITXWHS006	Identify hazards, assess and control safety risks	Elective
SITXMGT005	Establish and conduct business relationships	Core
SITXHRM009	Lead and manage people	Core
SITXFIN009	Manage finances within a budget	Core
SITXMGT004	Monitor work operations	Core
SITXFIN010	Prepare and monitor budgets	Core
SITXGLC002	Identify and manage legal risks and comply with law	Core
SITXCCS016	Develop and manage quality customer service practices	Core
SITXCOM010	Manage conflict	Elective
SITXHRM010	Recruit, select and induct staff	Core

BSBFIN601	Manage organisational finances	Core
SITXHRM012	Monitor staff performance	Core
SITXWHS008	Establish and maintain a work health and safety system	Core
SITXFIN011	Manage physical assets	Core
SITXMPR014	Develop and implement marketing strategies	Core
BSBOPS601	Develop and implement business plans	Core

Fees

Course fee and itemized fee details are available on http://acumen.edu.au/fees-and-charges/
Payment plan option is available to students.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Training and assessment methods

Training is conducted in the classroom as well as in training kitchen when required to simulate real work environment. The delivery may include face to face teaching, lectures, discussions, research, learning activities, group work, and supervised practical sessions.

Assessments comprise of

- Demonstrations
- Written Questions Answers
- Case Studies
- Projects

Graduate Diploma of Management (Learning)

National Course Code: **BSB80120**

CRICOS Course Code: **120892E**

Delivery Mode: Face to Face

Campus: 157 Islington St, Collingwood, VIC 3066

Lvl 8, 55 Swanston St, Melbourne, Vic, 3000

Qualification Description

This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.

This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include RTO Manager and RTO Director.

Entry requirements

- 18 years or older
- Have successfully completed Australian year 12 or equivalent.
- IELTS 6.0 or equivalent
- Meet Student Visa requirements where applicable
- Prospective students seeking for enrolment at Acumen Education will have to successfully complete a placement test at the required ACSF level of qualification that provides Acumen Education insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Course Duration

Total duration for this qualification is 96 weeks (including 24 Weeks Holidays). Students study minimum 20 hours a week face to face.

Course Structure

(8 units must be completed for this qualification which includes 3 core & 5 elective units)

Unit Code	Unit Name	Core / Elective
BSBHRM613	Contribute to the development of learning and development strategies	Core
BSBLDR811	Lead strategic transformation	Core
TAELED803	Implement improved learning practice	Core
BSBHRM611	Contribute to organisational performance development	Elective
BSBINS603	Initiate and lead applied research	Elective
BSBLDR601	Lead and manage organisational change	Elective
BSBLDR812	Develop and cultivate collaborative partnerships and relationships	Elective
BSBSTR801	Lead innovative thinking and practice	Elective

Fees

Enrolment Fees – Non-Refundable AUD $500.00 Per Student
Tuition Fees Graduate Diploma of Management (Learning) AUD $20000.00
Material Fee for Graduate Diploma of Management (Learning) (Learner guides) AUD $1000.00

Course fee and itemized fee details are available on www.acumen.edu.au

Payment plan option is available to students. All fees are subject to change at any time.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment methods
Assessment is carried out on a range of following tasks:

- Research tasks, Projects
- Presentations and Case Studies.

Other Fees & Charges

ITEM	Fees*	Description
WBT Fees (Optional) SIT30821 - Certificate III in Commercial Cookery*	AU$ 2000.00	
WBT Fees (Optional) SIT30821 - Certificate III in Commercial Cookery and SIT40521 - Certificate IV in kitchen Management*	AU$ 3000.00	
RPL (Recognition of prior Learning)/Credit transfer	AU$ 200.00	Per Unit
Re-assessment during a term break	AU$ 200.00	Per Unit
Airport Pickup Fee (Internal Arrangement)	AU$ 95.00	
Late Payment processing Fee	AU$ 100.00	
Re Enrolment Fee after Cancellation of COE (Due to Non Payment / Disciplinary Action)	AU$ 600.00	
Changes to COE / Changes to course (If COE has to be changed)	AU$ 500.00	
Printing	AU$ 0.10	Per Page
Re-issue of student ID card	AU$ 10.00	
Re-issue of Course Completed Certificate & Statement of Result	AU$ 50.00	
Re-issue of Statement of Attainment	AU$ 50.00	
Photocopy / Printing / Note Books / Pens and Other Stationary Items	You have to Pay separately	
OSHC charges may vary according to health insurance providers and Duration of cover		

Additional Cost

Following additional costs may apply to student enrolled in Automotive and Hospitality courses. The students have an option to source their own personal, protective equipment (PPE)

Safety Overalls $ 80* - Safety Boots $ 50* - Chef Uniform Set $74*
Price are subject to Change without prior Notice*

Please Note -- Additional charges will apply where the student requests for extension of the COE. Charges are determined based on the annual course fee on a pro-rata basis

Accommodation Costs

Accommodation costs will vary from city to city and the following is an estimate of Melbourne accommodation.

Type of Accommodation	Average Cost
Managed student accommodation	$350- $500 per week
Shared Rental	$250- $450 per week
Homestay	$260-$415 per week
Rental	$550- $600 per week

Source: International Student Guide Melbourne, Inside Guides – copy available at Head Office or by visiting 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 cost of living in Australia student 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 – **$24600- 29500**
Partner or spouse – **$8600- $9500**
Child – **$3670**

- Living expenses (in addition to housing)
- Groceries and eating out – $200 to $300 per week
- Gas, electricity – $100 to $150 per week
- Phone and Internet – $30 to $70 per week
- Public transport – $40 to $60 per week
- Car (after purchase) – $300 to $450 per week
- Entertainment – $150 to $250 per week

Visit https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs 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 (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) 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 December2018 and price is subject to change. Further information on the price of OSHC and provider details can be gained by contacting acumen education.

Overseas Student Health Cover	Approximately $1200-$1500 for 12 months Per Person Approximate Standard Cover

School Aged Dependants

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.

Course Credit and Recognised Prior Learning (RPL)

Recognition of AQF Qualifications (Credit Transfer) If you are seeking national recognition for AQF Qualifications and/ or Statements of Attainment awarded by another recognised training organisation, you must either present the original documents for photocopying or appropriately verified copies of original documents. The copies will be kept in your student file. Only original, verified AQF Qualifications and Statements of Attainment will be fully recognised. acumen education offers the opportunity to apply for credit transfer at the time of enrolment. Recognition of prior learning (RPL) is defined in the AQF as follows: Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. Course Credit or RPL may affect the duration of your course and, therefore, the duration of your visa. Where credit is granted, it is important to remember that your visa conditions require that you maintain a full-time enrolment load. You must apply for Course Credit or RPL at the time of enrolment. For more information, please refer to the RPL and Credit Transfer Policy.

To apply for Credit Transfer a 12.1 Application form for RPL or Credit Transfer must be completed with certified copies of the academic transcript attached.

Orientation Program

All successful applicants receive an orientation program on the first day of the course to familiarize them with the institute's services, facilities and procedures. They receive a Student Manual and Orientation Guide that introduce them the services they can receive at acumen and provide them with general information about life in Australia. All Students receive complete orientation of the Institute's facilities and services upon their arrival. A one to one interview is a part of the orientation to identify the LLN skills of each student. If students need any LLN assistance, they need to consult the SSO (Student Support Officer).

Students will be informed of their orientation time once they have been enrolled in the course.

During orientation, students should expect the following to take place:

- Information about studying and living in Australia, and the expectations of students at acumen education
- A guided tour of acumen education's relevant campus
- Completing all relevant student forms and an Agent survey (if applicable)
- Information about acumen education's policies and procedures.
- Finalise any outstanding fees
- Photo taken and collection of their student identification card
- Information on course training plan and collection of timetable
- Opportunities for the student to apply for their USI
- Students to receive a copy of their learning resources, materials and uniform / protective clothing (if applicable)

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 education 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 access to the Support officer through normal College hours

Accommodation

acumen education 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 organise social events that allow all students enrolled with acumen education to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.

Arrival services

Please let us know if you would like a representative of acumen education Institute of Further Education to meet you at the airport. A representative of acumen education will greet you at the airport and transfer you to your pre-arranged accommodation. There is a fee involved with this service.

Accommodation Options

acumen education 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:

Home stay/Private Board

This is a common form of accommodation is 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 'Homestay Providers' operating in Australia and these arrangement 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 & Guesthouses

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 newspaper 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.

Facilities and services available at all Campuses.

Administration Offices located City Campus and Richmond Building A

acumen Institute of Further Education Administration can help you about all the facilities on campus. If you are not sure about where to go or who to ask about anything on campus, ask our friendly and helpful Administration staff at the reception desk. If you require a letter for Immigration, you need to give the Administration staff at least 2 days' notice before you require the letter.

Student ID card

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

Student Support Officers are available at City Campus and Richmond Campus (Building A and Building B)

Being an international student is exciting, but it can also be challenging. The Student Services at acumen Institute of Further Education is specifically designed to help you while living and studying in Australia. The Student Support Officers (SSO)is always available for you to gain advice on both academic and personal issues. The Student Services Officer also offers professional and confidential advice in areas where they can help.

All The services and information the SSO is able to provide is at no cost to students:

- Public Transport information
- Accommodation information on your rights and responsibilities as a tenant
- Legal issues such as going to court
- Resume preparation
- Job search support and workplace rights and responsibilities (remember that international students on Student Visas cannot work more than 20 hours a week)
- Police powers in Australia, and your rights when dealing with police.
- Counselling and welfare service-Student Support Services Officer is able to make appointments for these services

Another service available from this office is information on future careers, or further study after you finish your course at acumen Institute of Further Education. Please make an appointment or drop-in to the office. Please be aware that some courses have early closing dates and pre-requisites, so it is important to get into the office to get your application and pre-requisites organised.

Computer Access

The Computer Rooms have high-quality computers for your use when not being used by a class and also there are two lounges, one in each campus for internet usage and socialising. These computers have software to facilitate you do your work, and you can access the Internet from both campuses. All acumen Institute of Further Education students will have computer access.

This allows you to access the World Wide Web and your email. If you are having problems logging on, please see an SSO.

Printing and Internet usage

All acumen Institute of Further Education students are allowed access to the internet facilities for reasonable study use and Printing @ 10cents per page. At the orientation session the student is given$10.00 credit.

Student Common Lounges

Students are encouraged to use the facilities available in the Student Common lounge. This area is comfortable for student to relax and meet others. There are separate lunch areas for you to eat your lunch as well as lounges for you to relax during a break. Remember, this is your area–please keep it clean. There is also shared access to computers and internet for student use within this lounge area.

The student support officer will occasionally organise social events that allow all students enrolled

Unique Student Identifier (USI)

Students must also have a Unique Student Identifier (USI) and provide this to ACE. See contact details table for the link to apply for a USI.

- acumen requires every enrolling student to provide their Unique Student Identifier (USI). This will be recorded within the Student Management System

- acumen education will verify the USI by using the automated service available in the Student Management System.
- acumen education will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual.
- Certificates and Statement of Attainment do not have the USI number listed
- Where a student has an exemption from the USI requirement under the Student Identifiers Act acumen education will inform the student prior to either the completion of the enrolment or commencement of training and assessment, (whichever occurs first), that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Student Identifiers Registrar.
- The USI is recorded in the student's file in the Student Management System

Working in Australia

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods (Term Breaks). This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on https://immi.homeaffairs.gov.au/

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work.

The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements, you can visit www.fairwork.gov.au. You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa.

Enrolment Process

Your Application

- Read through the *acumen* Course Guide and pre-enrolment information at www.acumen.edu.au.
- Choose your course.
- Download the *acumen* 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 *acumen* directly to admissions@acumen.edu.au or to your local education agent.

1

Application Assessment

Upon receiving your application, *acumen* will assess the application according to the admissions policies. Student may be required to attend the Genuine Temporary Entrants (GTE) interview at this stage.

2

LLN Test

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.
** Please visit department of home affairs website - document check list. Level of country is determined based on the Documentary Evidence checklist.*
https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool

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.
** For international students LLN test will be administered by the respective educational agents*

3

Offer Letter

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 *acumen* programs; pathway applications may take approximately 2 to 4 weeks.

4

Accepting Offer

- To accept the offer, sign the Student Acceptance Agreement.
- Complete the Homestay and Airport Reception Application form (if required)
- Send the above documents to *acumen* or your local education Agent.

5

Making Payment

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:

Online Payments* | Telegraphic transfer | Direct deposit | Visit our accounts office | Pay by mail

Banking Details		
Account Name:	***Acumen Education* Pty Ltd.**	**Located at Level 8, 55 Swanston St, Melbourne, Richmond**
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	

*Mastercard and Visa are accepted. Visit http://acumen.edu.au/fee-payment-options/
It is important to provide the deposit evidence and student enrolment details to the *acumen* Accounts Office for identification purposes.

6

Electronic Confirmation of Enrolment

Electronic Confirmation of Enrolment (eCoE) will be issued upon receipt of complete Student Acceptance Agreement and relevant tuition fee payment.

7

Visa Application

- Include the eCoE(s) with your visa application.
- Please consult your local education agent about visa applicaiton matters or visit https://www.homeaffairs.gov.au/ for more details on visa application to Australia.

8

Homestay & Airport Pickup

acumen finalises Homestay and Airport Pickup Process (if applicable)

9

Arriving in Melbourne

- Contact *acumen* 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.

10

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

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.

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 aninternational 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:

a) An international student currently in Australia has their student visa cancelled by Department of Home Affairs for a breach of visa conditions.
b) 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.
c) 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:

- Acumen education cancels course before commencement.
- The course does not start on the agreed starting date which is notified in the 3.5 Letter of Offer and Acceptance Agreement.
- Refunds under these conditions will be paid in full within 14 days.

The student is entitled to a refund of any unused tuition fees if the course ceases to be provided after it has commenced but before completion, or if the college is unable to fully deliver the course due to a sanction imposed by a government regulator.

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 for off-shore students.	100% refund of tuition fees.
Visa refused after Course start date / Visa extension is refused for On-shore students.	Tuition fee received from student less the Enrolment fee, Other non-tuition fee and Tuition fee up to the Visa refused date(Calculated on Monthly Basis)*
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.
If a student fails to commence after the start date of the course.	No refund
Student abandons the course without notice.	No refund and the balance of all outstanding fees for the course to be invoiced to the student **The student will not be eligible for any refunds for the durations / units that he or she missed due to abandoning the qualification.
Student requesting for refund after the COE is deferred/ Changed.	Refund calculation in this scenario will be done as per the initial commencement date or the very first COE dates and not as per the deferred, changed COE dates.

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

The fee 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.
4. 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.
5. 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.

6. 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.
7. Admin Manager will calculate the refunds if applicable and send the completed form to the Operations Manager / CEO for final approval.
8. Details of refunds provided must be maintained in individual student files.
9. 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)
10. 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.
11. 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
12. 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.

WBT Fees Refunds

Students will have an Option to arrange the WBT placement from Acumen Education by paying a separate WBT Fees. Please see other fees and charges table for price details.

WBT Fees will be charged separately and WBT fee payment plan will be made available at the time of admission. In case of Visa refused prior to Course start date for off-shore students and the student paid Optional WBT fees, there will be a Full refund of unused WBT fees.

Visa refused after Course start date or Visa extension is refused for On-shore students or Student withdrawal/Cancellation from the course after course commencement date there will not be any refund of WBT fees.

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://tps.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

- 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.)
- 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
- 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.
- 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.
- Admin Manager will calculate the refunds if applicable and send the completed form to the Operations Manager for final approval.
- Details of refunds provided must be maintained in individual student files.
- 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.
- 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.

Complaints and Appeals policy and procedure

Purpose

The policy relates to the institutes complaints and appeals processes, which are independent, easily and immediately accessible and inexpensive for the parties involved.

Scope

This policy and procedure applies to all Staff and students of acumen education.

Policy

This policy/procedure supports 'Standard 10 – Complaints and Appeals' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018'

And

This policy/procedure also supports clauses 5.2d of chapter 2 – Each learner is properly informed and protected, where Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

The RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

The policy supports Standard 6.Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Despite all efforts of acumen education to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. Each and every student has the opportunity to formally present his/her case at no cost to himself/herself. The following procedures provide students the opportunity to have Complaint & Appeal resolved and resolutions reached. This process incurs no cost to either party involved.

Definitions

Complaint:	Dissatisfaction with a service offered or treatment received at acumen Institute of Further Education.
Appeal:	Dissatisfied with a decision made by acumen Institute of Further Education. Could be an Internal Appeal or an External Appeal.
Complainant:	The Student making a Complaint.
External Appeal:	Overseas Student Ombudsman Website: http://www.ombudsman.gov.au Call: 1300 362 072* (within Australia) Call +61 2 6276 0111. (Outside Australia) Online Form Email: ombudsman@ombudsman.gov.au Post: GPO Box 442, Canberra ACT 2601
Formal Complaint:	Means a Formal Complaint managed under the Complaint and appeal Procedure.
Informal Complaint:	Means an Informal Complaint managed under Complaint and appeal Procedure.
Internal Appeal:	An appeal to a Staff member at acumen Institute of Further Education.
International Student:	A person holding an Australian student visa, enrolled in a CRICOS registered course, as a Student of acumen education.
Party:	Means a person lodging an Appeal and the Respondent.
Privacy:	Means information protected under the Information Privacy Act (Vic) in accordance with the acumen's Information Privacy Policy.
Procedures:	Means Institutes Procedures published on the acumen's website and student Handbook.
Respondent:	A person who must respond to the Appeal on behalf of the acumen education.

Staff:	Any person who is an employee of acumen education at the time of the Complaint and this includes full-time, part-time, sessional or casual Staff.
Student:	Any person enrolled as a student of acumen Institute of Further Education.
Support Person:	Means an observer (who is not legally trained) who accompanies a Party during the Complaint.
acumen / Institute / RTO:	Means acumen Institute of Further Education.
Working Day:	Seven but excluding days which are designated as Institute's holidays.

Complaints Procedure

Step 1	Try to resolve your concern with the staff member or student directly in an informal manner if possible.
Step 2 - (Problem not resolved at Step 1)	Make an appointment with a Student Services staff member who will assist you in resolving the situation. Alternatively email your complaint to: sso@acumen.edu.au Upon receipt of your complaint via email, the Student Support staff member will contact you to organize an appointment to discuss and resolve your complaint.
Step 3 - (Problem not resolved at Step 2)	Complete a 10.1 Complaints & Appeals Form and submit to the Student Services staff member to take the complaint further. The Institute will undertake to investigate your concerns. This investigation will involve contacting the party ('s) against whom the complaint was made and allows them to respond in writing in relation to the complaint. Alternatively a meeting will be arranged with the parties involved. complainant will receive an outcome in writing within 10 working days
Step 4 - (Problem not resolved at Step 3)	Make an appointment with the Operations manager through the Student Support Department at reception.
Step 5 - (Problem not resolved at Step 4)	Make an appointment with the CEO through the Student Support Department at reception.
Step 6 - (Problem not resolved at Step 5)	Seek resolution of the matter via an external appeal (see external appeals procedure in the policy) The third-party mediation organisation is Overseas Students Ombudsman (OSO). Overseas Students Ombudsman (OSO) Phone number: 1300 362 072 Online Form: OCO Complaint Form (business.gov.au)

*Please Note: You have the right to appoint an independent nominee to attend all discussions.

Appeals Procedure

Step 1	Contact the Student Support officer to try and resolve the issue in an informal manner.
Step 2 (Not resolved at Step 1)	If the issue is not resolved, the Student Support officer will assist you to complete 10.1 Complaints & Appeals Form and will submit to the nominated staff member.
Step 3	The Institute will undertake to investigate your appeal. This investigation will involve contacting the party (is) who were involved in making the decision and allow them to respond in writing in relation to the appeal. Alternatively, a meeting will be arranged with the parties involved.
Step 4 (Not resolved at Step 3)	Continue through the internal appeals channel – For more details please speak to your student support officer or refer to the "Appeals Procedure" in the complaints & Appeals Policy
Step 5 (Not resolved at Step 4)	Seek resolution of the matter via an external appeal (see external appeals procedure in the policy) The third-party mediation organisation is Overseas Students Ombudsman (OSO). Overseas Students Ombudsman (OSO) Phone number: 1300 362 072 Online Form : OCO Complaint Form (business.gov.au)

*Please Note: You have the right to appoint an independent nominee to attend all discussions.

Complaints

Informal process

Where possible all non-formal attempts shall be made to resolve the Complaint or appeal. This may include advice, discussions, and Operations mediation in relation to the issue and the student's Complain or appeal. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint or appeal the above said procedures must be followed.

General Complaints

All complaints or appeals are to be submitted through 10.1 Complaints and appeals form to the Admin manager. It is his responsibility to deal with the complaint in the first instance. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint;
- Date of the events which lead to the complaint
- Attachments (if applicable);

Once the 10.1 Complaints and appeals form is received it is to be entered into the Complaints and appeals Register which is monitored by the Operations Manager.

The information to be contained and updated within the 10.1 Complaints and appeals form is as follows:

- Submission date of complaint
- Name of complainant;
- Description of complaint / appeal
- Determined Resolution; and
- Date of Resolution.

A student may be assisted or accompanied by a support person regardless of the nature of the Complaint & Appeal.

Once a complaint has been filed and logged in the Complaints and appeals register the Admin Manager shall notify Operations Manager of the complaint and provide any further documentation related to the matter.

The Operations Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint at hand within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the operations manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing.

Copies of all documentation, outcomes and further action required will be placed into the complaints and appeals register by the admin manager and on the student file.

With the notification of the outcome of the formal complaint the students shall also be notified that they have the right to appeal. To appeal a decision acumen education must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

Operations Complaints

Any student, potential student, or third party may submit a formal complaint to acumen education with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

Complaints should be submitted in writing using the complaints and appeal form

All formally submitted complaints or appeals are submitted to the Student Support Officer. It is his responsibility to deal with the complaint in the first instance. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint ;
- Date of the event which lead to the complaint
- Attachments (if applicable);

Once a formal complaint is received, it is to be entered into the 'complaints and appeals register' which is monitored by the Operations Manager regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant;
- Description of complaint / appeal
- Determined Resolution; and
- Date of Resolution.

Each complainant or appellant will have the opportunity to formally present their case at no cost

A student may be assisted or accompanied by a support person regardless of the nature of the complaint throughout the process at all times.

Once a complaint has been filed and logged in the 'complaints and appeals register' the Student Admin Manager shall notify the Operations Manager of the complaint and provide any further documentation related to the matter.

The Operations Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the Operations Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right to appeal. To appeal a decision acumen education must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

The Operations Manager shall ensure that acumen education will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, acumen education will immediately implement any decision and/or corrective and preventative action that are required, and advise the student of the outcome.

Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the Student Admin Manager and on the students file.

Appealing a Decision

All students have the right to appeal decisions made by acumen education where reasonable grounds can be established. The areas in which a student may appeal a decision made by acumen education may include:

Assessments conducted

Deferral, suspension, or cancellation decisions made in relation to the student's enrolment

Or any other conclusion / decision that is made after a complaint has been dealt with by acumen education in the first instance.

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.

To activate the appeals process the student is to complete 'complains and appeal form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student administrations department.

The Operations Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

The Operations Manager shall ensure that acumen education acts on any substantiated appeal.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

Operations appeals

Where a student has appealed a decision or outcome of a formal complaint they are required to notify acumen education in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through student administrations and the student admin manger shall ensure the details of the appeal are added to the 'complaints and appeals register'.

The Operations Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

The student shall be notified in writing of the outcome with reasons for the decisions, Admin Manager will make sure the 'complaints and appeals register' is updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify acumen education if they wish to proceed with the external appeals process.

Assessment appeals

Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining the reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'complaints and appeals register'.

The Operations Manager shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by acumen education.

The student shall be notified in writing of the outcome with reasons for the decision Admin Manager will make sure the 'complaints and appeals register' is updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify acumen education if they wish to proceed with the external appeals process.

Appealing deferrals, suspension or cancellation of enrolment decisions

Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.

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.

The appeal submitted shall be lodged with student administrations department and the appeal shall be entered into the 'complaints and appeals register'.

The Operations Manager shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.

The student shall be notified in writing of the outcome with reasons for the decision, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify acumen education if they wish to proceed with the external appeals process.

The Operations Manager shall ensure that acumen education will act immediately on any substantiated appeal. If the internal or any external complaint handling or appeal process results in a decision that supports the student, acumen education will immediately implement any decision and/or corrective and preventative action that are required, and advise the student of the outcome.

Guidelines

The complaint or appeal will be dealt with promptly and the length of time involved may vary in accordance with the complexities of the case. Under normal circumstances student can expect at least a provisional written response within 10 working days of presenting the complaint and appeal. If resolution takes longer, they will be kept informed on the progress of the case.

Student will be provided with a written outcome on their case including reasons.

Student must maintain the enrolment throughout the complaints and appeals process.

The complaints and appeals services available to students shall not incur any cost.

External Appeals

If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, acumen education advises the student that he/she has the right to access the external appeals process. Where this is the case, the matter shall be referred to the external independent / third party mediator at no cost to the student. The third party mediation organisation is Overseas Students Ombudsman (OSO).

Overseas Students Ombudsman (OSO)
Phone number : 1300 362 072
Online Form
Postal Address : GPO Box 442 Canberra ACT 2601
Website : http://www.ombudsman.gov.au

The decision of this independent mediator is final and any further action the student wishes to take is outside acumen education policies and procedures. The student shall be referred to the government agencies such as DET and Department Of Home Affairs and this information can be gained from the Operations Manager.

Where a decision or outcome is in favour of the student, acumen education shall follow the required action to satisfy the students Complaint & Appeal as soon as practicable.

Recording Student Complaints and Appeals

Complaints that the student does not wish to formalise in writing should be recorded on a Student file Cover sheet, which is maintained by the admin department and sits in Admin File of a student.

Each complaint, appeal and its outcome is recorded on the Complaints and Appeals Register, Student Management System and a copy of the Complaints and Appeals Form is placed in the student's admin file.

Action of the outcome of Complaints and or Appeals

Where the complaints or appeals process results in a decision supporting the student complaint acumen Institute of Further Education will within thirty days implement the required corrective/preventative action and advise the student of the outcome. This decision is reviewed internally in the continuous improvement meetings to make appropriate decision on the change in the procedure implemented my acumen that led to the complaint to make sure such scenario does not repeat.

Deferring, suspending and cancelling an enrolment

1. Purpose

The purpose of this policy is to put in place a framework that ensure the processes of Deferring, Suspending or Cancelling the Overseas Students Enrolment is done in line with the standard 9 of the ESOS ACT.

2. SCOPE

This policy applies to all the staffs of acumen education who are involved in the process of Deferment, suspension and Cancellation of Student's enrolment and all the students of acumen education.

3. POLICY

This policy/procedure supports 'Standard 9 – Deferring, suspending or cancelling the student's enrolment' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states:

'Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances."

The following procedures will ensure acumen education follows the required process when a student wishes to defer, suspend, or cancel their enrolment with acumen education.

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below. Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies. Students have the right to appeal a decision by acumen education to defer, suspend or cancel their studies and acumen education will not notify Department of education of a change to the enrolment status until the internal complains and appeals process is completed.

4. Definitions

Application for Transfer Between Registered Providers	An application by a Student for Transfer Between Registered Providers (release).
DIBP	Department of Home Affairs
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
National Code:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Student Counsellor or equivalent:	Includes a student counsellor/student support officer/advisor or welfare officer appointed by the Institute and working at the Institute or, in the case of Students

International students

Student Deferral

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation will be kept in the student file and Department of Home affairs shall be notified via PRISMS of the decision to defer the enrolment as a result of the student's request.

Student Suspension

Acumen Education is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
  - A traumatic experience which could include:
  - Involvement in or witnessing of a serious accident;
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
  - Where acumen education is unable to offer a pre-requisite unit
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above are only some examples of what may be considered compassionate or compelling circumstances. The Operations manager will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the acumen education will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student file.

- Students will be required to complete a 9.1 Defer, Suspend or Cancel Enrolment form in and submit to the Student admin Department. Students will also be required to provide evidence of the compassionate or compelling circumstances in their 9.1 Defer, Suspend or Cancel Enrolment form (I.e. a medical certificate or police report)
- Students who would like to defer their studies must first speak to a staff member in the Student Administration to gain a 9.1 Defer, Suspend or Cancel Enrolment form and to ensure they understand the reasons that deferment may be granted. A 9.1 Defer, Suspend or Cancel Enrolment form must be completed which will need to be approved by the operations manager. This 9.1 Defer, Suspend or Cancel Enrolment form must include in detail the 'compassionate or Compelling circumstances'
- Where a suspension of enrolment is granted, acumen education will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.
- Department Of Home Affairs policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to Department Of Home affairs
- Students are to be informed in writing of the outcome of their 9.1 Defer, Suspend or Cancel Enrolment form and that it may affect their student visa.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the suspension will be kept in the student file and Department Of Home affairs
- Shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.

Student Cancellation

- Students wishing to cancel their enrolment must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a Letter of Offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the Overseas student transfer policy & procedure
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the cancellation will be kept in the student file and Department of Home affairs shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.

Domestic students

Student Deferral

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation will be kept in the student file
- The student will be informed by the admin manager once the deferment has been approved. The maximum time period approved for the deferment is 4 weeks. Once the 4 week time period lapses, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course

Student Suspension

- Students are able to suspend their enrolment during the study periods on the grounds of extenuating circumstances.
- These circumstances could include but are not limited to:
  - Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
  - Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
  - A traumatic experience which could include:
    - involvement in, or witnessing of a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
  - Where acumen education is unable to offer a pre-requisite unit
- Students who feel the need to suspend the course will be encouraged to speak to the student support officer.
- Students will be required to complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- Where a suspension of enrolment is granted, acumen education will suspend an enrolment for an agreed period of time - to a maximum of 6 months. Once the student returns after the suspension period, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course.. If the student does not return after the 6 month period, the enrolment will be cancelled by the admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the suspension will be kept in the student file and Department of education shall be notified via AVETMISS (If applicable) of the decision to suspend the enrolment as a result of the student's request.
- Acumen education will request any assessments related to the units delivered until the suspension to be submitted.

Student Cancellation

- Students wishing to cancel their enrolment must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the cancellation will be kept in the student file and Department Of education shall be notified via AVETMISS (if applicable) of the decision to cancel the enrolment as a result of the student's request.
- If the student decides to return to acumen education and continue studying the course, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course

5. PROCEDURE FOR RECORDING AND REPORTING DEFERMENTS, SUSPENSION OR CANCELLATION OF ENROLMENTS

Provider Deferral

Acumen education may defer an enrolment where the course is not being offered at the proposed Date, site, or any other reason acumen education deems necessary to defer the course.

Provider Suspension

Acumen education has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within acumen education:

Examinations

i. Students must not help or receive assistance from other students
ii. Students must not request the loan of or lend materials or devices to other students
iii. Students must not bring any materials into the examination room other than those specified for that examination
iv. Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from a final examination in a unit for any of the following reasons:

- unauthorised absence from class
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests
- academic misconduct
- general misconduct (see below)
- Other assessment tasks
- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

General Misconduct

General misconduct is where a student:

- Acts dishonestly;
- Harasses other students or staff;
- Interferes with students or staff;
- Prevents or disrupts learning;
- Disobeys/fails to comply with contractual or legal requirements;
- Misuses, damages or steals acumen education's property or the property of others;
- Alters/defaces acumen education documents or records;
- Prejudices the good name of acumen education, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

a) Contravenes any rules or acts;
b) Prejudices the good name or reputation of acumen education;
c) Prejudices the good order and governance of acumen education or interferes with the
d) Freedom of other people to pursue their studies, carry out their functions or participate in the life of the Acumen education;
e) Fails to comply with conditions agreed in the contract;
f) Wilfully disobeys or disregards any lawful order or direction from acumen education personnel;
g) Refuses to identify him or herself when lawfully asked to do so by an officer of acumen education;
h) Fails to comply with any penalty imposed for breach of discipline;
i) Misbehaves in a class, meeting or other activity under the control or supervision of acumen education, or on acumen education premises or other premises to which the student has access as a student of acumen education;
j) Obstructs any member of staff in the performance of their duties;
k) Acts dishonestly in relation to admission to acumen education;
l) Knowingly makes any false or misleading representation about things that concern the student as a student of acumen education or breaches any of acumen education rules;
m) Alters any documents or records;
n) Harasses or intimidates another student, a member of staff, a visitor to acumen education, or any other person while the student is engaged in study or other activity as an student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
o) Breaches any confidence of acumen education;
p) Misuses any facility in a manner which is illegal or will be detrimental to the rights or property of others. This includes the misuse in any way of any computing or communications equipment or capacity to which the student has access at or away from acumen education premises while acting as an acumen education student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;

q) Steals, destroys or damages a facility or property of acumen education or for which the acumen education is responsible; or is guilty of any improper conduct.

Where a student has been identified of Academic or General Misconduct the operations manager shall be informed and will make a decision on the penalty and the severity of the penalty. The operations manager may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

1 Where a student has been identified with Academic or General Misconduct acumen education shall ensure the following:
   - Students must be treated fairly, with dignity and with due regard to their privacy
   - Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the operations manager to have so behaved.
   - Past misconduct is not evidence that a student has behaved in the same manner again.
   - Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
   - Students are able to access the COMPLAINTS AND APPEALS process if they feel that the decision is unfair or they have other grounds to appeal the decision.
2 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.
3 The penalties the operations manager can impose are:
   - Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC in the unit, or suspension of enrolment
   - A charge for any costs that the general misconduct may have caused
   - Temporary exclusion from acumen education in the form of suspending enrolment for a period of time.
4 Department Of Home Affairs policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to Department of affairs.
5 Where the severity of misconduct is severe, the operations manager may decide to cancel the enrolment
6. Provider Cancellation

In some cases where the student's misconduct is severe, acumen education has the right to cancel the enrolment.

Non-payment of fee

In relations to the non-payment of fees the student will be sent out only one warning letter (where the student fails to pay tuition fees within 7 days of due date and the amount exceeds $500) informing them that they have 20 working days from the date after 2 days of issue to access the Acumen's complaints and appeals process. If the complaint and/or appeal are not upheld, or the student withdraws from the complaint and/or the appeal process, then Acumen must report the student to Department of Home affairs. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

Non-Commencement of enrolment

When the student does not attend the orientation a student support officer will try to establish contact with the student through a telephone call and if the contact was not established for two weeks or fourteen days the students qualifies to be reported on the basis of non-commencement. Then Acumen must report the student to Department Of Home affairs

When the student was due to commence studies but has not arrived in Australia nor contacted the Institute within 2 weeks of the semester's Start date to explain the reason for his or her non-commencement of studies and they have not notified Acumen in writing, is eligible for being cancelled on the basis of non-commencement. The student who has not returned from semester break and has not paid the next semester's fees and has not contacted acumen within 2 weeks of the semester's commencement date to explain the reason for his or her non-commencement of studies is also eligible for being cancelled on the basis of non-commencement. In this case, no Notification of Intention to Cancel or suspend the student's enrolment letter will be issued, as the Institute has assumed that the student, by not paying his or her fees and not contacting Acumen, has indicated "inactively" that he or she will not be continuing with his or her studies.

Where the operations manager has decided the misconduct is severe enough for cancellation the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of acumen education to cancel the student's enrolment
- They must be informed of the fact that they have the right to appeal the decision by accessing the COMPLAINTS AND APPEALS and completing this appeal within 20 working days of the notification
- 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.
- Students must also be informed that acumen education is obliged to inform Department of education / Department of Home affairs via PRISMS after the 20 working day period and that they will be at risk of having their Visa cancelled.

7. PROCEDURE FOR RECORDING AND REPORTING DEFERMENTS, SUSPENSION OR CANCELLATION OF ENROLMENTS

- All 9.1 Defer, Suspend or Cancel Enrolment form and outcomes are to be kept in the Student file.
- All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept in student file.
- Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to Department of education / Department if Home affairs via PRISMS.
- Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.
- All students are to be given the opportunity to access the complaints and appeals before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge a Complaint or an Appeal.
- Where a student decides to access this procedure within 20 working days of notification acumen education must wait until the process has finished before going ahead with the reporting of the student's enrolment changes via PRISMS.
- Identifying and entering the appropriate dates in PRISMS such as the last day of study and termination dates for different circumstances (i.e. student notify of seizure of study , provider initiated cancelations) have to be determined based on the annexure 3 after this policy.

Responsibility:

The Admin Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implements its requirements and is responsible for ensuring that PRISMS are notified of any deferment, suspension or cancellation.

Associated documents:

- 9.1 Deferral, Suspension or Cancellation Form
- 9.2 Non-payment of Fees warning letters
- 9.3 Deferment approval letter or Refusal Letter
- 9.4 Breach Reported (Non Payment)
- 9.5 Breach Reported (Non Commencement)
- Complaints and Appeals Policy and Procedure
- 10.1 Complaint and Appeals form
- Student's Code of Conduct Policy and Procedure
- Deferring Suspending or Cancelling the overseas Students policy & procedure
- Plagiarism Policy and Procedure

8. DEFERRAL OF COMMENCEMENT PROCEDURE

Students requesting a deferment for e.g. due to not receiving their student visa in time to commence their program for the current term or other compassionate or compelling reasons will contact the Admin Manager and apply in writing. (Provide the related documents)

↓

The Admin Manager processes form. Approval or disapproval is provided to student in writing.
A copy of it is retained on the student file.

↓

A letter is sent out by the Admin Manager with the:
Information provided to student regarding how their visa may be affected as a result of the deferment

Notify student of DIAC website or helpline.

↓

Admin Manager Reports the student deferral in the PRISMS and makes changes in the start and end date accordingly.
Notify student of Department of Home affairs website or helpline.

↓

The cancelled COE, the cancelled variation CoE and the new CoE is placed on the student file.
The student activity in regards to the process is logged in the Deferring, Suspending or Cancelling the Students Enrolment register

9. SUSPENSION OF STUDIES PROCEDURE (Student Initiated)

Students requesting a Suspension based on compassionate or compelling reasons will contact the Admin Manager and apply in writing on the Students suspension/deferral/cancellation withdrawal form. (Provide the related documents)

↓

The Admin Manager processes form. Approval or disapproval is provided to student in writing.
(A copy of it is retained on the student file.)

↓

If approved the Admin Manager consults with the assessor for the student's study plan. (Whether the student's end date would be affected so as to make changes accordingly on the CoE in PRISMS) - Notify student of Department website or helpline.

↓

Once change is made in Prisms, a letter with the amended CoE/s is sent out by the Admin Manager with the:
Information provided to student regarding how their visa may be affected as a result of the deferment or suspension
Notify student of Department of home affairs website nd or helpline.

↓

If not approved the Admin Manager will inform the student in writing the reason for disapproval and a copy of it is then placed on the student file. (The student must be informed they have 20 working days to access the Institute's complaints and appeals process).

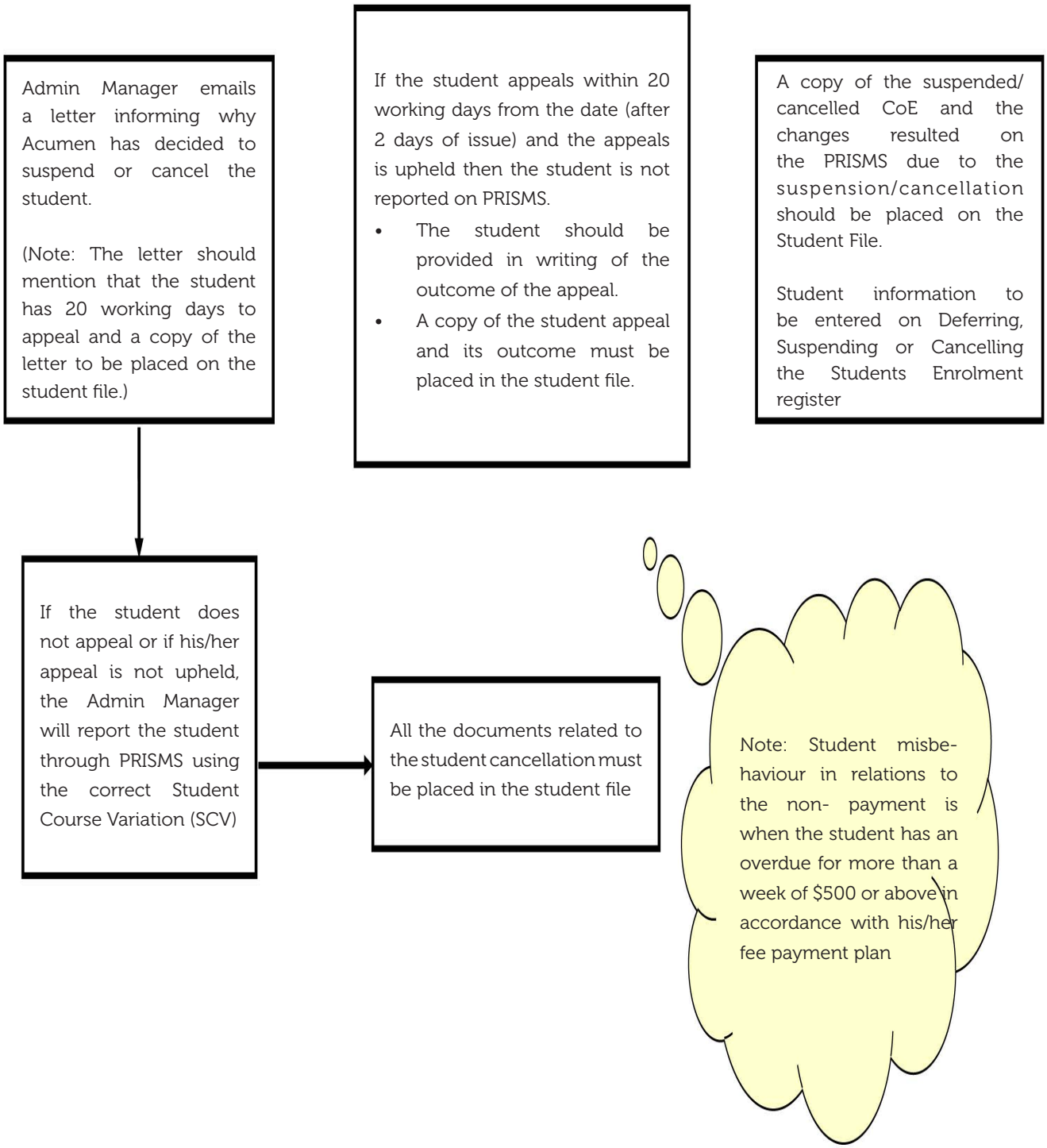
↓

Admin Manager reports student via PRISMS that the student's enrolment is suspended and makes changes in the start and end date accordingly

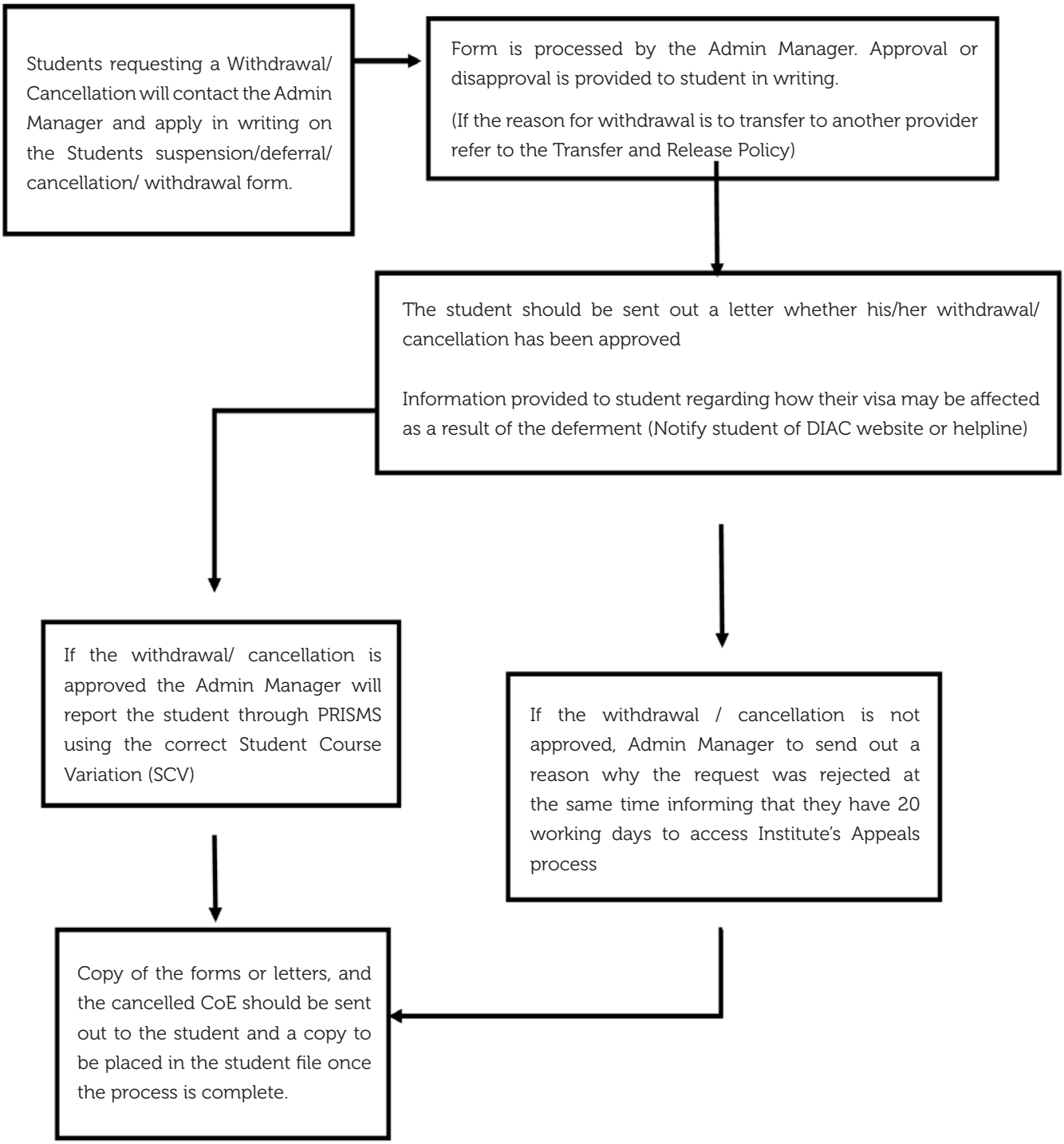
↓

A copy of the suspended CoE and the changes resulted on the PRISMS due to the suspension should be placed on the Student File.

10. SUSPENSION/CANCELLATION OF STUDIES PROCEDURE (INSTITUTE Initiated)



11. Withdrawal/Cancellation of Enrolment Procedure (Student initiated)



12. Termination of Studies

While processing Student Course Variations (SCV) two dates are included as per reporting obligations for termination of studies in PRISMS. These dates are:

- the last day of the student's studies; and
- the day the student's studies are terminated (whether or not the termination takes effect on that day)

Below are the details on how last day of school and termination dates taken.

Annexure 3

Provider Decision to terminate the studies

Termination of Studies	SCV Reason	Last day of School and Termination dates
Provider decision to cease student enrolment	- Non-Payment of Fees - Disciplinary reasons - Unsatisfactory course progress	If the outcome of the appeals process finds in favor of the provider, the date the student's studies are terminated is the day after the completion of the internal appeals process. However, if the student ceases to attend classes before the appeal concludes – the first day they were not in class becomes the termination date. In the event that the student does not access the provider's internal complaints and appeal process, the date the student's studies are terminated would be the 21st day after the issuing of the written notice or earlier if the provider knows the date the student stopped attending classes.
Provider decision to cease student enrolment	- No longer Holding Student Visa	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study
Provider decision to cease student enrolment	- Provider unable to deliver course	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study
Provider decision to cease student enrolment	- Student has Died	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study

Student Decision to terminate the studies

Termination of Studies	SCV Reason	Last day of School and Termination dates
Termination of Students study prior to completing the course (ie prior to the CoE end Date)	- Student completed Course Early	The date of termination of a student will be the next day of last day of the course.
Student Withdraws from course.	- Student left provider – transferred to another provider	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study. If a student timetable is from Monday through to Wednesday each week. The student advises the provider that they do not wish to continue and decides to terminate the enrolment. If the student's last actual day of study falls on a Monday, the date the student's studies are terminated would be the next "study" day - Tuesday.
Student Withdraws from second semester while studying First semester	- Student notifies cessation of studies	The student advises during semester one that they will not be returning to study with the provider in semester two. Where a student informs the provider during semester one that they will not continue studies in a future semester, the provider is unable to process the SCV reporting for the student in PRISMS until the student's last actual day of study has passed.
Student withdraws from currently studying course	- Student notifies cessation of studies	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study.

Maintaining Satisfactory Course Progress

Overseas Students Visa Requirements Standard

1.0 PURPOSE

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

- Systematically monitor, record and assess the course progression of each student for each unit of the course they are enrolled in;
- 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's compliance with Standard 8 of the National Code and monitors the progress of each Overseas 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

2.0 SCOPE

This policy applies to all staff & third parties of Acumen Education who is responsible for recording, monitoring and reporting the academic progress of Overseas 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.

3.0 POLICY

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

This policy/procedure supports 'Standard 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

4.0 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 term
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: • 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: o involvement in or witnessing of an accident or o a crime committed against the student or o 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 when the final result for a unit of competency is recorded
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 should not differ from the expected duration of the course mentioned on CRICOS register. The course duration includes approved holiday periods.
DHA	Department of Home Affairs
Intervention Management Tool:	A method, tool or process that allows the following processes: • Recording of submission of assessment tasks and the grade awarded, • Identifies if the student is above or below the designated 'At Risk' level, • Recording of communication with student.
Intervention Strategy:	Any documented action targeted at addressing the needs of an 'at risk' student.
Satisfactory Progress:	Successfully completing or demonstrating competency in at least 50% of the course requirements in a given Term
Unsatisfactory Progress:	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that Term.
Term/ Study Period:	Please see attached Annexure 2 for Term schedule
Student	An Overseas student who holds a Student Visa, and is an 'overseas Student' as defined by the ESOS Act.

5.0 SATISFACTORY COURSE PROGRESS

Successfully completing or demonstrating competency in more than 50% of the course requirements in a given term is considered to be satisfactory course progress. The duration of each course term varies based on the length of the course. For specific details, please refer to Annexure 2 at the end of this policy. For example, courses with shorter durations will have correspondingly shorter terms, allowing for systematic monitoring of course progress at regular intervals.

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 Education assesses each student's progress during and at the end of each term.

Acumen Education 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 course and during Orientation, Acumen Education provides each student with a Training Plan incorporating the units for each term 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 course progress. 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 Education 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 Education 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. Students are responsible for staying informed about the support options available to them and should utilize these resources as needed.

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

Course requirements have been defined for each term so that Acumen Education 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 term. Acumen Education has listed the circumstances where the early interventions will be triggered.

Where Acumen Education has assessed the student as not achieving satisfactory course progress even after the early intervention strategy, in a second consecutive term, Acumen Education 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 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 Education 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 Education does not report the student, and if required 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 Education 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 appeals process, or
iii. The process is completed and results in a decision supporting Acumen Education (i.e. the student's appeal was unsuccessful).
iv. Though, Acumen Education subscribes to the Department of Home Affairs 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

6.0 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 education
- 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 institute 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.

7.0 RECORDING STUDENT ACADEMIC PERFORMANCE

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

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled in based on the outcome of the unit. The assessment shall be conducted by qualified trainers / assessors using the

RTO's assessment tools/methods and recording processes as required. Academic results are recorded on the My Acumen portal once the trainer has finished assessing the unit

It is the responsibility of the admin manager along with MIS team to ensure the course progress report is published on monthly basis

Term 1				
Student Name	Student No.	Number of Units Assessed 'Competent'	Number of Units Assessed 'Not Yet Competent'	Course Progress (%)
John Citizen	SAEXXXXX	4	2	66.67%

The trainer along with the SSO is also 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.

8.0 RECORDING STUDENT ATTENDANCE

Acumen Education understands that satisfactory course progress cannot be achieved when a student does not attend and participate in classes adequately.

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. At this stage 8.1 warning letter is triggered via My ACUMEN portal

Additionally, consolidated weekly attendance reports will be shared with SSO and trainers every week. Students who missed 3 classes consecutively in the previous week will be identified by the Admin Manager as potentially at risk of not meeting satisfactory course progress. SSO calls these students and tries 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.

9.0 STUDENT FALLING BELOW 75% ATTENDANCE

The attendance records are monitored by the SSOs for the students they are responsible for. Monitoring of attendance is done on a monthly basis. When it is identified that student is below 75% attendance for the previous month the SSO sends the warning letter 8.1 for lack of Course progress, 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 discuss any issues that the student may be facing and provide support where required.

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

10.0 WHEN IS EARLY INTERVENTION STRATEGY INITIATED

Acumen Education monitors the student's course progress from the initial stages of the enrolment. Acumen Education 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 Education 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 misses class for three consecutive days will be identified and will be called by the SSO and an early intervention for the student will be triggered

b) Participation in class - Acumen Education 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 is triggered for the student.

c) Not Competent Result-Acumen Education 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 steps 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 term If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented.

11.0 MONITORING STUDENT ACADEMIC PERFORMANCE

The SSO in association with Administration Manager will monitor student academic performance and report any issues, as outlined below to the Operations Manager. This monitoring will occur once per 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 term
When a student fails a prerequisite unit it is considered as a high priority event that needs to be addressed. The SSO organizes 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 finalized 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.

Each month the admin manager will review the academic progress of all students along with their attendance records and monitor the following points

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 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. (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 a '8.2 Poor Academic Performance letter' is triggered by My ACUMEN 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 an '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 admin 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 admin 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
My acumen portal triggers '8.4 poor academic performance letter and 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. (8.7 Breach recorded letter)

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.

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 a particular term". When a student is identified as being at risk, the system flags the student by generating the appropriate letter in the student portal and the intervention strategy is activated 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
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, medical 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
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 completing any student counselling documents if required

Although timeframes are case specific and may therefore vary from student to student, if second and third intervention meetings are required, they 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

Consequences of unsatisfactory course progress

vii. Assisting students by advising of opportunities for the students to be reassessed or re-conducting of assessments for tasks or re-enroll 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
viii. Advising students that unsatisfactory course progress in a second consecutive term could lead to the student being reported to the Department Of Home Affairs and cancellation of his or her visa,
ix. if the student does not respond to the intervention strategy devised for him or her either during or at the end of the term depending on the outcome of any appeals process"
x. Usefulness of undertaking additional English Language training or assistance if required
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 Education identifies that a student is at risk of making unsatisfactory course progress before the end of the term, 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 on My ACUMEN, which 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 term 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 will then able to arrange a time with the teacher/trainer to re-sit/ or submit the assessment during the term. 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 term.

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 the assessment outside the academic term in which the unit was delivered in order to reach competency.

12.0 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) My ACUMEN portal records the updated outcome of the unit .

Reporting 'Breach of Student Academic Progress

If Acumen Education identifies a student as not making satisfactory course progress in a second consecutive term in a course, Acumen Education 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 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 course progress 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 provided 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 term, 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 term, a decision could be arrived at, for determining whether a student should be reported to Department Of Home Affairs or not. Admin Manager or Operations manager is 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 term), 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 folder on My Acumen.

If the appeal is not successful, based on the operations managers advice, the admin manager 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 Complaints and Appeals Procedure (incorporating an appeal to an independent external third party) which the student may choose to access.

13.0 RESPONSIBILITIES

CEO

Operations Manager

Trainers

Administration Manager

Student Support Officer

14.0 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).

15.0 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

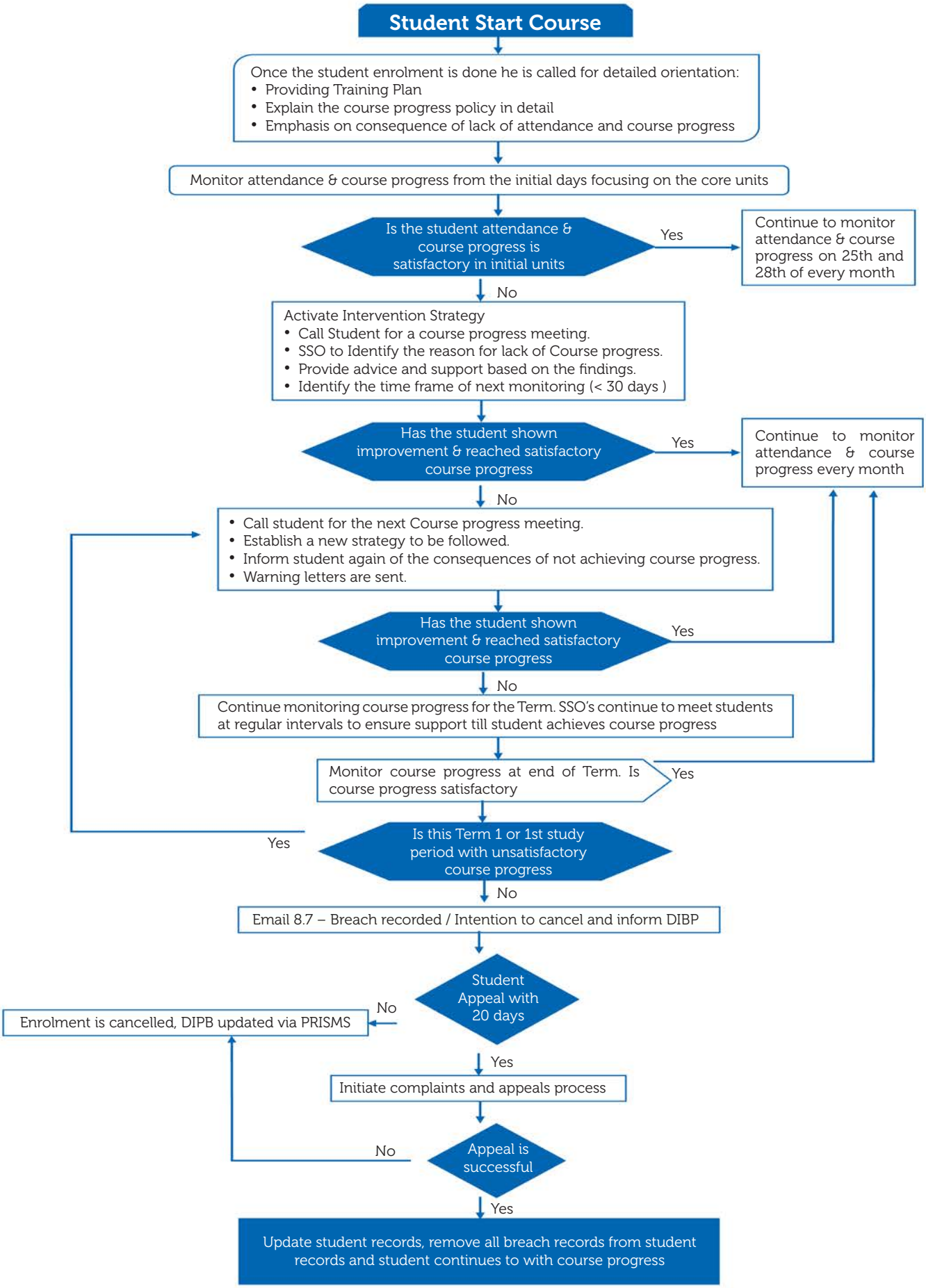
16.0 ANNEXURE 1

Intervention Reason / scenario	Action	Owner
- 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 8.1 Poor Academic Performance is also generated.	SSO
Attendance below 75% for previous month	8.1 Poor Academic Performance is generated on My acumen	SSO
When a student fails in one complete unit in a term	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	My acumen / SSO to monitor
Course progress below 50% for single Term	8.2 Poor Academic Performance letter	My acumen / SSO to monitor
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	My acumen / SSO to monitor
Course progress below 50% in 2 consecutive terms	a) 8.4 Poor Academic Performance Letter b) 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 c) Inform them of their ability to access the appeals and complaints process within 20 working days	My acumen / SSO to monitor

17.0 ANNEXURE 2

Study Period Schedule						Durations & SP in case of Packaging Courses		
S. No.	**Code**	**Course**	**Total Duration**	**Study Periods**	**Term duration in weeks for each study Period**	**Total Duration**	**Study Periods**	**Term duration in weeks for each study Period**
1	SIT30821	Certificate III in Commercial Cookery	52 Weeks	4	Term-1-13 weeks	NA	NA	
					Term-2-13 weeks			
					Term-3-14 weeks			
					Term-4-14 weeks			
2	SIT40521	Certificate IV in Kitchen Management	64 Weeks	4	Term-1-16 weeks	19 Weeks	3	
					Term-2-16 weeks			Term 1-6 weeks
					Term-3-16 weeks			Term 2-6 weeks
					Term-4-16 weeks			Term 3-7 weeks
3	SIT5422	Diploma of Hospitality Management	64 Weeks	4	Term-1-16 weeks	25 Weeks	3	
					Term-2-16 weeks			Term 1-8 weeks
					Term-3-16 weeks			Term 2-8 weeks
					Term-4-16 weeks			Term 3-9 weeks
4	SIT60322	Advanced Diploma of Hospitality Management	104 Weeks	8	Term-1-13 weeks	24 Weeks	3	
					Term-2-13 weeks			
					Term-3-13 weeks			Term 1-8 weeks
					Term-4-13 weeks			Term 2-8 weeks
					Term-15-13 weeks			Term 3-8 weeks
					Term-6-13 weeks			
					Term-7-13 weeks			
					Term-8-13 weeks			
5	AUR30620	Certificate III in Light Motor Vehicle Technology	52 Weeks	4	Term-1-13 weeks	NA	NA	
					Term-2-13 weeks			
					Term-3-13 weeks			
					Term-4-13 weeks			
6	AUR40216	Certificate IV in Automotive Mechanical Diagnosis	22 Weeks	3	Term-1-7 weeks	19 Weeks	3	Term 1-6 weeks
					Term-2-7 weeks			Term 2-6 weeks
					Term-3-8 weeks			Term 3-7 weeks
7	AUR50216	Diploma of Automotive Technology	37 Weeks	3	Term-1-13 weeks	35 Weeks	3	Term 1-11 weeks
					Term-2-12 weeks			Term 2-12 weeks
					Term-3-12 weeks			Term 3-12 weeks

Flow Chart – Course Progress Policy Implementation



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 DHA 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 2018'

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 8 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 enroll 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: Serious illness or injury, where a medical certificate states that the student was unable to attend classes; ereavement 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: 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 endeavor 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.
- Additional charges will apply where the student requests for extension of the COE. Charges are determined based on the annual course fee on a pro-rata basis.
- 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:
  a. Monitoring international students course progress
  b. 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.
- If acumen education extends the duration of the student's enrolment, acumen will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

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).

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Plagiarism

Plagiarism is the copying or imitation of someone else's work or ideas without acknowledging its original source. This includes obtaining information from books, the internet and from fellow students. This can sometimes happen when students study together and write down exactly the same information as each other when answering a question. Plagiarism is regarded as cheating and severe penalties may be imposed i.e. failing a unit of study if a student is found to have plagiarised work.

The esos Frame work

Please refer to the websites:

- http://acumen.edu.au/esos-framework/
- https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

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 Common wealth Register of Institutions and Courses for Overseas Students (CRICOS)at http://cricos.education.gov.au/default.aspx

Registration guarantees that the course and the education provider at which you study meet 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:

- Your 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 a visa only if there is 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 refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS frame work includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

Your right to know:

- How to use your provider's student support services;
- 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;
- If attendance will be monitored for those courses;
- What will happen if you want to change providers; and

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 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
- If you are under18, maintain your approved accommodation, support and general welfare arrangements

Contact Details

Who	Why	How?
Your Provider	For policies and procedures that effect you	Speak to Student support officer at acumen. Go to www.acumen.edu.au
Department of Education Science and Training (DEST)	For your ESOS rights and responsibilities	https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
Department of Home Affairs	For visa matters	https://www.homeaffairs.gov.au/ Phone 131 881 in Australia Contact the Home Affairs office in your Country.
Unique Student Identifier	To apply for your USI	www.usi.gov.au
ESOS Act 2000 and The National Code 2018	For complete information of The Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018	https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
Tuition and Protection Services(TPS)	For information about TPS	https://tps.gov.au/StaticContent/Get/StudentInformation
Overseas Students Ombudsman	The Overseas Students Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas	http://www.ombudsman.gov.au Ph: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Email:ombudsman@ombudsman.gov.au
Australian Tax Office	Information about declaring tax	https://www.ato.gov.au/
Fair Work Australia	Information and advice about your workplace rights and obligations	https://www.fairwork.gov.au/

Issuance of Certificate Policy

acumen education will issue to students who have completed an accredited unit(s) a Statement. In accordance with the 'AQF Qualifications Issuance Policy', acumen education will maintain a register of

- all AQF qualifications they are authorised to issue
- all AQF qualifications and Statements of Attainment they issue to graduates

acumen education will retain student records of Statements of Attainment and qualifications for a period of 30 years and provide reports of its student records of Statements of Attainment and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

The Statement of Attainment or Qualification will be issued within 30 calendar days of the student meeting the requirements of the unit of competency / competencies provided they have completed the 'Request for Certificate or Statement of Attainment' Form if they do not have any outstanding fees owing to acumen education.

Written agreements between the student and acumen education

acumen education will provide a 3.5 Letter of Offer and written agreement with you outlining the services and all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it.

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