STUDENT HAND BOOK and PRE-ARRIVAL GUIDE

acumen education
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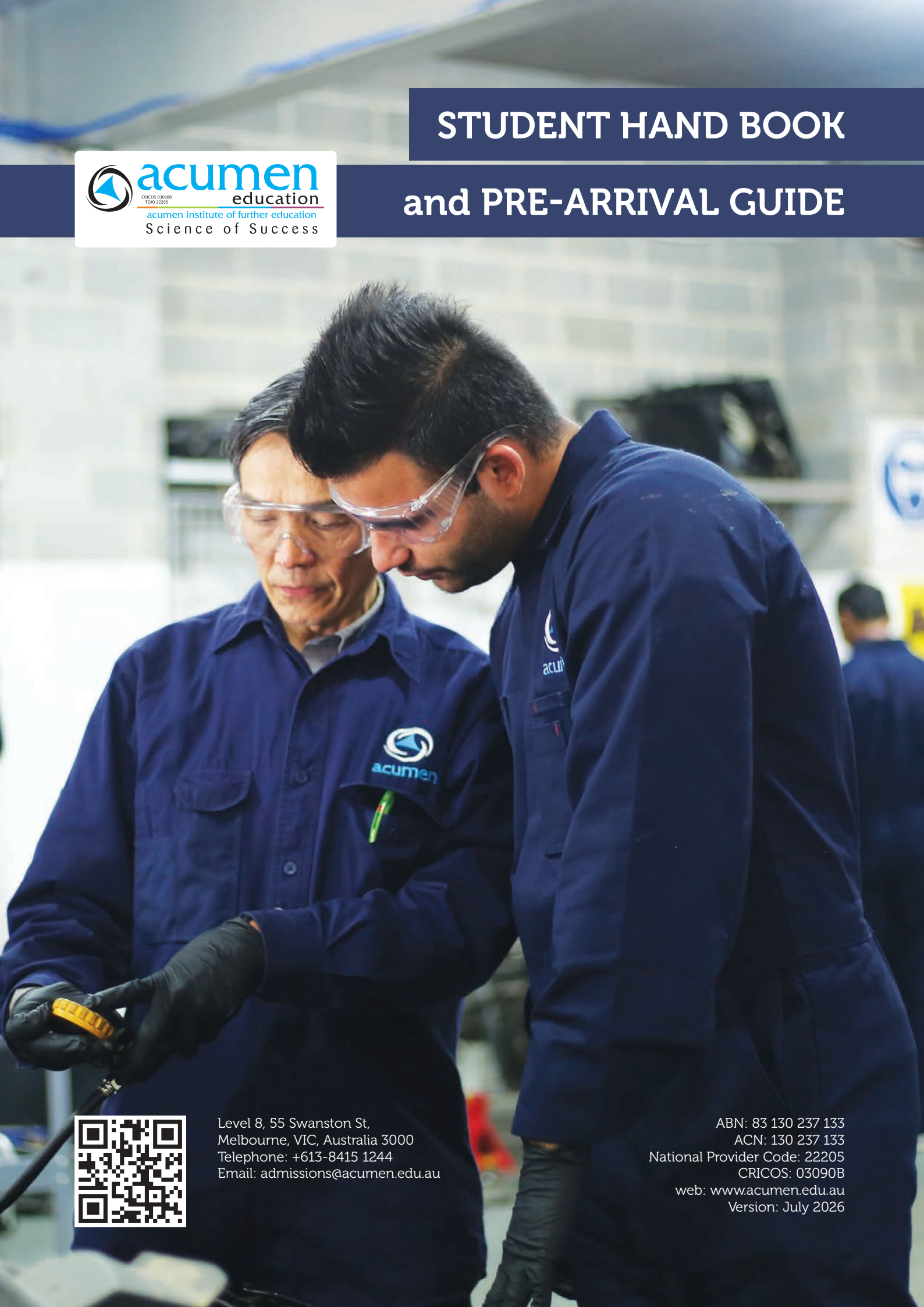
acumen institute of further education
Science of Success



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

ABN: 83 130 237 133
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web: www.acumen.edu.au
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Why Acumen

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

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

Acumen 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.

Campus 1: City Campus: Level 8 , 55 Swanston St, Melbourne,Vic 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.

Course Information

Refer to acumen website for individual course brochures and information regarding your chosen course of study. The course brochures provide all information like:

- The training product code and title
- Mode/s of delivery, delivery location/s, duration
- Entry Requirements
- English language proficiency with a minimum score required for international students
- Any work placement, work integrated learning or community-based learning requirements
- Any licensing or occupational license requirements, including any relevant state and territory requirements
- Information about use of third parties
- Fees, costs and charges (including what is and is not included in the fees and charges)
- Campus Locations
- Physical requirements
- Safety requirements
- Resources Required

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

Pre-Enrolment Review and LLND Skills Assessment

All students complete a Pre-Enrolment Review and Language, Literacy, Numeracy and Digital (LLND) Skills Assessment before starting their course. This process helps us to:

- Understand your current skills, competencies, LLN levels, and digital literacy.
- Confirm your readiness to complete your chosen qualification.
- Check that the course is suitable for you based on your background, goals, and current abilities.
- Identify and record any support or reasonable adjustments that may help you succeed.
- Provide you with clear, individual advice about the suitability of the course and any recommended bridging or foundation support.

What the process involves

1. Pre-Enrolment Review – A short interview and discussion about your background, study goals, and suitability for the course.
2. LLN Assessment – A set of tasks to assess your Language, Literacy and Numeracy skills using the Australian Core Skills Framework (ACSF).
3. Digital Literacy Skills Assessment – A set of tasks to assess your digital skills in line with the Australian Digital Capability Framework.

When this happens

The LLND Skills Assessment is normally completed before enrolment is confirmed. In some cases, it may be finalised after admission but always before the course start date.

Outcome of the review

The results of this process will be used to confirm your course suitability, finalise your enrolment, and plan any academic or wellbeing support you may need during your studies.

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 supports students with 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

Preparation for travel

The following checklist will help you prepare for your exciting journey to Australia to study at Acumen Education:

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

Flight Arrangements

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

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

What to Pack

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

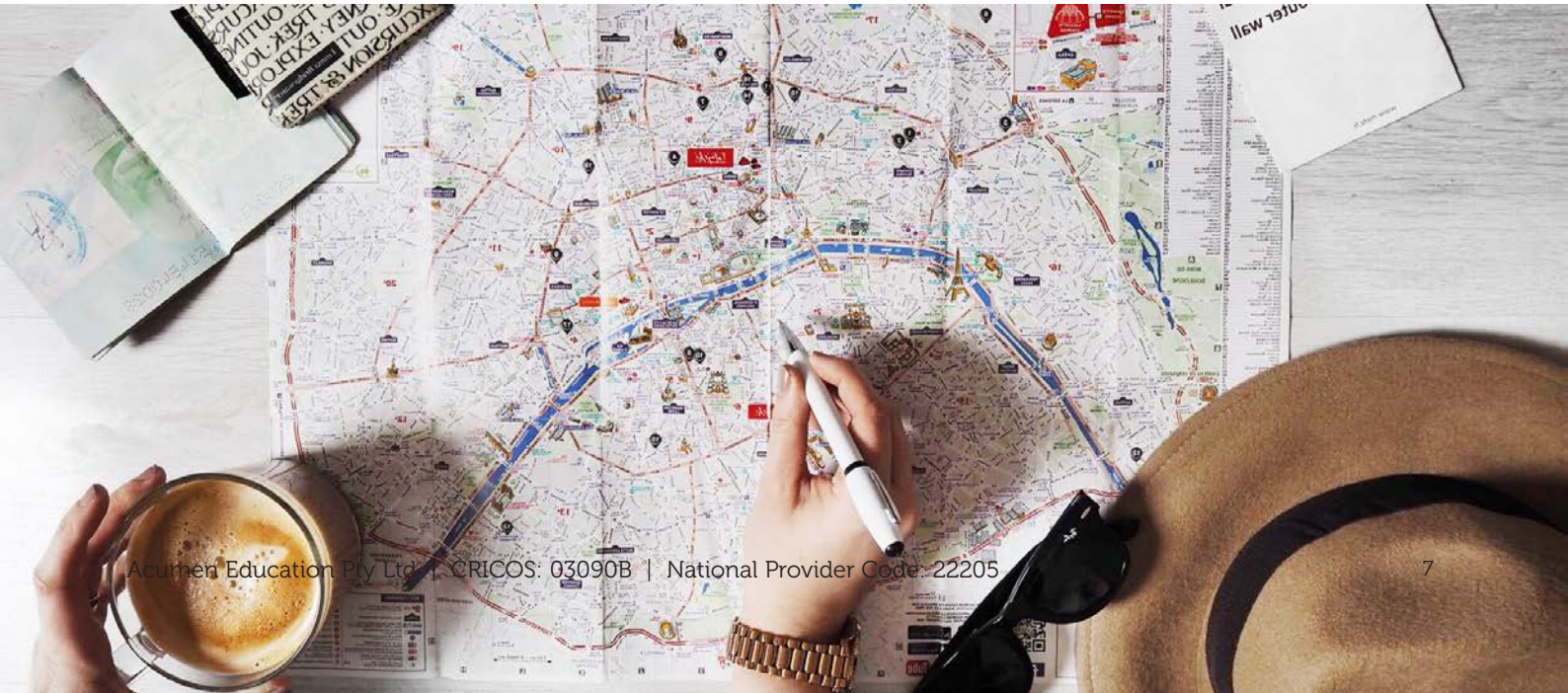
The next decision you will need to make is what you need to "check in" and what you carry as hand luggage. Make sure that items like your passport, student visa, money and valuables are in your hand luggage together with some clothing to keep you warm and comfortable during your plane journey.

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

You need to have the following documents handy:

- Name and contact details of an institution representative

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



Arriving in Melbourne

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

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

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

RED EXIT – goods to declare
GREEN EXIT – Nothing to declare

At each of these exits a customs officer will collect your Incoming Passenger Card and direct you either to an exit or to an area where your luggage will be x-rayed and where it may also be inspected or searched by a customs officer.
All of the following products must be declared on your Incoming Passenger Card and will most probably be taken by customs because they are not allowed into Australia due to strict quarantine laws.

- Airline food and snack foods
- Cooked and raw food and ingredients
- Dried fruit and all fresh and frozen fruit and vegetables
- Instant noodles and rice
- Herbs and spices
- Herbal and traditional medicines, remedies, tonics and herbal teas
- Dairy products (fresh and powdered) including milk, cheese and infant formula
- All whole, dried and powdered eggs, and egg products, such as mayonnaise
- Meat including fresh, dried, frozen, cooked, smoked, salted or preserved—from all animal species
- Sausages, salami and sliced meats
- Fish and other seafood products
- Cereal grains, popping corn, raw nuts, pinecones, birdseed, unidentified seeds, some commercially packaged Seeds, and ornaments including seeds
- Tea containing seeds, fruit skin (for example citrus and apple peel) and fruit pieces
- Remedies and medicines containing herbs, seeds, bark, fungi and dried plant material
- Fresh or dried flower arrangements and potpourri
- Wooden items, such as carvings, souvenirs or other articles made using timber

Studying and living in Australia -Melbourne

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

What to see in Melbourne

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

Federation Square

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

Block Arcade

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

Old Melbourne Gaol

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

The MCG and Australian Sports Museum

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

Royal Botanic Gardens

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

St kilda

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

Graffiti Laneways

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

Postal Service

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

For a listing of locations and for advice on how to address envelopes and other matters to www.auspost.com.au

Telephones

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

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

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

You should select a plan that you can afford, and which suits your pattern of usage. Skype, Facetime and WhatsApp work on Australian mobile phones.

Telephone interpreter service

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

Religion

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

Tipping, Bargaining / Haggling

When shopping in Australia, you generally don't bargain or barter (also called haggling) for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price.

However, there are exceptions to this rule. It is acceptable to bargain in certain situations, such as at garage sales, community markets, second-hand dealerships, electrical goods stores, furniture shops, or when purchasing a motor vehicle—particularly if you are offering to pay in cash or have seen the item at a competitor store for a better price..

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

Melbourne Climate

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

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

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

Australian Culture

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

Australians love sport, especially Australian Rules Football (known as AFL), rugby league, cricket and tennis, and many

Australians — both men and women —spend their weekends watching and playing sport.

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

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

It is important to be on time in Australia — it is polite to call if you are going to be late for an appointment. Smoking is not permitted in restaurants, bars, nightclubs and many other public covered areas, such as train stations. It is unacceptable to spit or sniff in public and Littering is prohibited, as is drinking alcohol in a public place.

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

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

Languages

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

Melbourne Central Business district (CBD)

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

Public transport

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

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

Accommodation and living cost

Acumen 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 close to transport and with access to the College, students are 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 or 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 provided below:

Homestay/Private Board

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

There are many 'Home stay Providers' operating in Australia and arrangements will vary from full board, part board, or board in Exchange. The most common arrangements for Home stay will usually include a furnished room, two or three meals per day, and bills (except telephone and internet). Some homestay providers may even do your laundry.

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

Hostels & Guest houses

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

Student Apartment

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

Residential College

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

Private Leasing/Rentals

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

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

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

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

Also visit http://flatmates.com.au (to find a room in a property)

Accommodation Costs

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

Type of Accommodation	Average Cost
Hostels and Guesthouses -	As an example, at Journal Student Living in the central suburb of Carlton, the weekly price starts at $369 for a twin-share room. includes internet, utilities, and access to various facilities
Shared Rental	$240 to $300 per week
Homestay	$260 to $415 per week
Rental	Median Rental as of Oct2023 $553per week

(https://insiderguides.com.au/cost-of-living-melbourne/)

Living Costs

The information in this section outlines the estimated cost of living for an international student living in Australia. When calculating your living costs, you 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 your 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 to the minimum funds you must have available to study in Australia:

- You - **$29,710 per annum**
- Partner or spouse - **$10,334 per annum**
- child - **$4,449 per annum**

For further information about living costs and an overview of expenses, visit: https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

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.

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 was valid as of December 2018 and is subject to change. For current OSHC pricing and provider details, please contact Acumen.

Overseas Student Health Cover	Approximately $550.00 - $800.00 for 12 months Per Person Approximate Standard Cover. Speak to your insurance provider for details

Seeing a doctor

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

Visas & Migration

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

Department of Home Affairs

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

English Proficiency requirements

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

Department of foreign affairs and trade (DFAT)

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

Migration Agents

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

Education agents

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

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

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

School age Dependents

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

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

ESOS (Education Services for Overseas Students Act 2000)

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

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

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

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

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

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

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

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

Recognition of Prior Learning and Course Credit

If you have completed previous study or have relevant work experience, you may be eligible to have this recognised so you do not need to repeat the same learning. There are two main ways this can happen:

- Credit Transfer – when you have completed the same or equivalent units at another recognised institution.
- Recognition of Prior Learning (RPL) – when you can show that your skills and knowledge gained through work, training, or life experience meet the requirements of the unit.

Key points to know

- All students are informed of RPL and Credit Transfer opportunities during pre-enrolment and orientation discussions.
- All course application forms clearly provide an option for students to apply for course credits or Recognition of Prior Learning.

- All RPL and course credit applications are assessed using the same principles of fairness, consistency, and evidence-based decision-making.
- All outcomes are recorded in the Student Management System.
- Any reduction in course duration is accurately reflected and reported in accordance with visa conditions and PRISMS requirements.
- RPL may be deemed inappropriate in specific cases (e.g. short, low-cost courses), and such decisions will be transparently communicated and justified.

Please refer to the Course Credit and RPL Policy and Procedure at www.acumen.edu.au for more information, or speak to a Student Support Officer at the campus.

Your right to get the education you paid for

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://www.education.gov.au/tps/international-students

Your responsibilities

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

Vocational Training and Assessment

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

ASQA uses the Standards for RTOs 2025 to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the Standards is a requirement for:

- All ASQA registered training organisations, and
- Applicants seeking registration as an RTO

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

Competency based training

Competency Based Training is based on student demonstrating that they can complete all the elements of the competencies

as defined in the course outline, in order to receive a Completion Certificate. These Units of Competency are the set of skills that apply to a particular job function.

Elements

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

Performance criteria

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

Assessment

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

Reasonable adjustment

Acumen Education is committed to supporting students with disability or special needs so they can access and participate in training and assessment on the same basis as other students.

What is a reasonable adjustment?

A reasonable adjustment is a change made to the training, assessment, or learning environment to help you participate fully without compromising the essential requirements of the course.

Examples include:

- Extra time to complete assessments.
- Audio-recorded or captioned learning materials.
- Alternative formats for resources (e.g., large print, Braille, electronic text).
- Flexible scheduling of classes or assessments.
- Using different equipment to demonstrate the same skill.
- Assistive technology (e.g., screen readers, voice recognition software).
- Changes to the physical learning environment.
- Support services such as note-takers or interpreters.

How adjustments are arranged

- You can let us know about your needs when you apply, during your pre-training review, or at any time during your course.
- We will discuss your needs with you and, if necessary, involve relevant trainers or specialists.
- We will agree on suitable adjustments together and record them in an Individual Learning Plan (ILP).
- All information you provide will be treated confidentially.

If an adjustment is not possible

If we cannot provide an adjustment, we will explain why and discuss other options with you.

Need more information?

Speak to the Student Support Officer at your campus if you have a disability, medical condition, or other support needs and wish to discuss reasonable adjustments.

Unit outline

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

Time table

Timetables may change each term and you will be provided with a timetable which shows the session time. Acumen is committed to ensuring that all students are well supported and have satisfactory learning experiences. Early identification of issues affecting student progress and performance is a priority. All students will be able to access their time tables via student management system https://my.acumen.edu.au/. Students access for https://my.acumen.edu.au/ will be provided during the orientation program.

Extensions for Submission of Work

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

Student Welfare

Student Welfare and Wellbeing

Acumen Education is committed to supporting the physical, mental, emotional, and financial wellbeing of all students from the time you are offered enrolment until you complete your course. Our aim is to help you adjust to study and life in Australia and to provide a safe, supportive environment so you can succeed in your training.

We regularly consult students for feedback and continuously improve our services to meet your needs.

Wellbeing support available

You can access free, confidential support or request a referral to specialist services in areas such as:

- Accommodation and welfare – help finding housing, resolving tenancy issues.
- Academic and study support – study skills workshops, tutoring, Language, Literacy and Numeracy (LLN) support.
- Mental health and emotional wellbeing – counselling, resilience workshops, peer support programs, referral to services like Lifeline and Headspace.
- Disability and adjustments – individual learning plans, reasonable adjustments to learning or assessment.
- Financial wellbeing – referrals to Centrelink, food relief, affordable accommodation options.
- Career and employment support – advice on part-time work, resume tips, workplace rights.
- Health and medical services – information about local clinics, Nurse-on-Call, emergency contacts.
- Legal and advocacy services – referrals for free legal aid and tenancy advice.
- Cultural and community support – links to multicultural, youth, and LGBTIQ+ organisations.
- Safety and crisis support – information and referrals for domestic violence, abuse, and harassment services.

Accessing support

- Speak to your Student Support Officer (SSO) at any time, or ask your trainer or admin staff to help you make an appointment.
- All services provided by Acumen are free. If a referral to an external provider may incur costs, you will be told beforehand.
- Your privacy will be respected — information you share is confidential and only disclosed with your consent or when required by law.

Counselling

You can access counselling services by speaking to your trainer, Student Support Officer, or admin staff. If you need ongoing counselling, we can refer you to a community or specialist service (these may charge a fee).

More information

Full details of our wellbeing services are provided at orientation, in your Student Handbook, and on our website. You can also refer to our Wellbeing Policy at www.acumen.edu.au.

Training Support Services

Acumen Education provides a wide range of training support services to help you succeed academically and personally during your studies.

Support available includes:

- Learning Resources – Access to study materials via the Myacumen portal, including readings, exercises, and self-directed learning resources.
- Language, Literacy, Numeracy (LLN) and Digital Literacy Support – Targeted support identified through your Pre-Training Review and ongoing assessments, provided via coaching, workshops, or online resources.
- Assistive Technology – Accessible learning materials for students with specific needs.
- Additional Tutorials – Group or individual tutorials delivered on-campus or online.
- One-on-One Academic Support – Personalised study planning and targeted learning assistance.
- IT and Technical Support – Help with the Myacumen portal and digital learning tools.
- Wellbeing and Personal Support – Assistance and referrals coordinated by the Student Support Officer (SSO).
- Administrative Assistance – Help with enrolments, forms, and other processes.
- Assigned Student Support Officer – Your dedicated SSO is available during business hours for academic, wellbeing, and administrative guidance.
- Orientation and Transition Support – A full induction program covering support services and adjustment to study.
- Inclusive and Responsive Services – All services are designed to be inclusive, accessible, and responsive to diverse needs.

Accessing support

- You will be introduced to all support services during your orientation program.
- You can request help at any time by contacting your trainer, Student Support Officer, or the administration team.
- All requests are handled promptly, and your privacy will be respected.

More information

Refer to the Training Support Services Policy at www.acumen.edu.au or speak with your Student Support Officer for full details.

Personal Safety

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

When attending classes at Acumen

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

Please contact the nearest member of staff if you:

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

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

Attending weekend classes

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

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

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

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

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

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

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

If you are going out at night remember:
Know the telephone numbers of the Institute and the Police (000).

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

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

Emergency Contact

Australian Health Management 24-hour Emergency Help

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

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

Victims of Crime Helpline

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

Study Melbourne Student Centre

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

Emergencies Ambulance | Fire Brigade | Police 000

Lifeline for Counselling 13 11 14

State Emergency Service for storm, rain damage 13 25 00

Vic Roads for traffic Hazards and information 13 11 70

Work Safe for workplace incidents 1800 136 089

Australian Health Management 24-hour Emergency Help 1800 006 745

Victims of Crime Helpline 1800 819 817

Study Melbourne Student Centre 1800 056 449

Community Legal Services

Please Visit: https://www.fclc.org.au/

Student code of conduct

Objective

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

Scope and legal obligations

This Code of Conduct applies to all students enrolled at Acumen Education, regardless of location, mode of study, or course of enrolment. It applies during all educational activities, including on-campus classes, online learning, work placements, excursions, and any events or functions associated with Acumen.

Students are expected to uphold the standards outlined in this Code at all times, both within Acumen premises and in any external setting where they are representing the Institute.

The Code aligns with and is supported by relevant legislation, including but not limited to:

- Standards for RTOs 2025
- National Vocational Education and Training Regulator Act 2011
- Equal Opportunity Act 2010 (Vic) and Equal Opportunity Act 1984 (SA)
- Racial and Religious Tolerance Act 2001 (Vic)

- Disability Discrimination Act 1992 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Fair Work Act 2009 (Cth)
- Work Health and Safety laws applicable in the relevant state or territory

By enrolling with Acumen Education, students agree to abide by this Code of Conduct and all associated policies and procedures. Breaches may result in disciplinary action in accordance with the Student Disciplinary Policy.

Commitment to Diversity and Inclusion

Acumen Education values diversity and is committed to providing an inclusive, culturally safe, and respectful learning environment for all students. We actively promote understanding, acceptance, and mutual respect among students and staff, and support the participation of underrepresented groups in vocational education and training. All students have equitable access to learning and support services, and reasonable adjustments are provided where needed to remove barriers to participation. Discrimination, harassment, or victimisation of any kind will not be tolerated. These commitments align with our obligations under the Standards for RTOs 2025.

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

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

Student Misbehaviour

Improper or inappropriate behaviour includes but is not restricted to:

- Being on Acumen's premises and consuming or having consumed alcohol;
- Persistent disruptive behaviour;
- Verbally abusive or hostile behaviour affecting fellow students;
- Smoking or the use of prohibited or illegal substances at Acumen's classes or on Acumen's premises;
- Deliberate misuse of Acumen's equipment or materials;
- Behavior of a discriminatory nature;
- Carrying, use or being in possession of a prescribed or regulated weapon or dangerous article on Acumen's premises;
- Physical assault on a member of general or teaching staff, other students or members of the public or behavior

which is perceived to be threatening;

- Theft from staff or students at Acumen;
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
- Arson at Acumen's property;
- Wilful or malicious damage to Acumen property or equipment.
- Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.
- Where fees, in excess of $500, are due and payable by a student
- Where a student has failed to attend classes for 10 consecutive days without prior approval, or without a medical certificate from a registered medical practitioner.
- Where a student has found to be cheating within the meaning of the Academic Misconduct Policy as set out on Acumen's website.
- Conduct that is discriminatory and /or threatening on the basis of religion, culture, race, sexual differences, age, disability, or socio-economic status, whether to other students, staff members, or any other person at the Acumen's premises.

Smoking

Smoking is prohibited in or around buildings and in Victorian motor vehicles under the Tobacco Act 1987 (Vic) or Tobacco Products Regulation Act 1997 (SA). It is an offence to smoke within 4 metres of any building entrance. Breaches may result in fines. Smoking is permitted only in designated areas..

Diversity and Inclusion Practices

Acumen Education is committed to ensuring that all students and staff learn and work in an environment that is inclusive, culturally safe, respectful, and free from discrimination, harassment, and victimisation. These commitments apply to all teaching, assessment, and administrative functions and are underpinned by our obligations under the Standards for RTOs 2025 and relevant legislation, including but not limited to the Australian Human Rights Commission Act 1986, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992, Equal Opportunity Act 2010 (Vic), and Equal Opportunity Act 1984 (SA).

Acumen Education is committed to (including but not limited to)::

- Ensuring all students have equitable access to learning and support services.
- Respecting and valuing differences in culture, language, ethnicity, religion, gender, sexuality, age, disability, and socio-economic background.
- Providing culturally safe and inclusive practices across all teaching and administrative functions.
- Actively preventing and addressing discrimination, harassment, and victimisation.
- Promoting understanding, acceptance, and mutual respect among students and staff.
- Supporting participation of underrepresented groups in vocational education and training.
- Taking proactive steps to remove barriers to participation, including reasonable adjustments for students with disability or specific learning needs.
- Responding promptly and appropriately to any form of discrimination, harassment, or exclusionary behaviour.

Any student who experiences discrimination, harassment, or exclusion is encouraged to raise the matter with the Student Support Officer or through the Complaints and Appeals process, without fear of disadvantage or reprisal.

Discrimination

Discrimination occurs when a person is treated less favourably than another person because of perceived attributes such as age, gender, sexuality, race, ethnicity, cultural background, disability status, or socio-economic status. Discrimination, whether direct or indirect, is unlawful under the Equal Opportunity Act 2010 (Vic) or Equal Opportunity Act 1984 (SA). Acts of discrimination will be treated as behavioural misconduct and may result in disciplinary action, including referral to authorities.

Confidentiality

During practical work placements, students may encounter confidential information. This may include financial or business information, personal details, trade secrets, processes, or intellectual property. Students must not disclose any such information obtained during a placement. Breaches of confidentiality will be treated as behavioural misconduct and may result in disciplinary action.

Dress Code

Acumen is an adult learning environment that prepares students for employment in business, industry, and other vocational settings, as well as for further career-related training. Students are expected to dress in a manner that is neat, clean, and safe at all times, and in a way that reflects the standards expected in the workplace.

While Acumen does not impose unnecessarily rigid dress standards, appropriate attire is required to maintain safety, professionalism, and mutual respect. The following requirements apply:

- **Personal Protective Equipment (PPE):** You must wear all PPE required for your course or practical activity. This may include, but is not limited to, safety boots, safety glasses, gloves, high-visibility clothing, aprons, or chef's uniforms. PPE must be kept clean, in good condition, and worn whenever instructed by your trainer or supervisor.
- **Course-appropriate clothing:** Clothing must suit the program of study and training environment. Examples include: Trade courses: high-visibility shirts and sturdy work pants.
- Hospitality courses: full chef's uniform, including hat and non-slip enclosed footwear.
- **Classroom-based courses:** smart casual attire. Clothing should be free from rips, excessive wear, or offensive slogans/images.
- **Personal hygiene:** As you will often be working in close proximity with others, care with your personal hygiene is expected (clean clothing, well-kept hair, deodorant, etc.). This is essential in environments where health, safety, or food standards apply.
- **Footwear:** Enclosed footwear must be worn at all times. In high-risk areas such as workshops or kitchens, footwear must meet relevant safety standards (e.g., steel-capped boots or slip-resistant shoes).
- **Prohibited clothing and accessories:** Items that may compromise safety, cause offence, or create disruption are not permitted. This includes excessively revealing attire, clothing with offensive language or imagery, or loose accessories that may become caught in machinery.

- **Headwear:** Motorcycle helmets and similar headgear are not permitted inside Acumen buildings. Religious or cultural headwear is permitted provided it does not pose a safety risk.
- **Work placement:** Students on work placement must comply with the host organisation's dress code and PPE requirements in addition to Acumen's standards.
- Trainers and staff may refuse participation in classes, workshops, or placements where a student's attire does not meet these requirements.

Student identification cards

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

Harassment Policy

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

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

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

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

Policies and procedures

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

You can access these policies on the Acumen Education website (www.acumen.edu.au), where you will find a complete library of all relevant policies. The policies on the website are the most recent and therefore most authoritative versions. The key policies you may need to access include, but are not limited to:

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

acumen education
CRICOS 03090B
TOID 22205
acumen institute of further education
Science of Success

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

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