



**AMERICAN COLLEGE Pty Ltd  
Trading as**

**American College**

American College  
INTERNATIONAL STUDENT HANDBOOK

**American College**

Unit 7, 56 Logan Road, Woolloongabba  
Brisbane, QLD, Australia – 4102

6, Pegg Road, Rocklea  
Brisbane, QLD, Australia - 4106

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Received by (name).....

(Signature)..... Date .....

Date received.....



# Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of the International Student Handbook, which outlines the conditions of my rights and responsibilities as a student of American College.

.....  
Name

.....  
Signature

.....  
Date

.....  
Name of Witness

.....  
Signature of Witness

.....  
Date



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# Welcome to American College

On behalf of the staff at American College, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we hope will answer many of the questions you have about studying with us.

Please take the time to read this handbook and sign the acknowledgement form at the back of the book acknowledging that you have done so. If you haven't already done so, please sign the front cover of this handbook and hand it to Administration. This document will be photocopied and retained in your student file.

In accordance with the Privacy Act, American College would also appreciate your signing the consent form. If you would like further clarification, please feel free to talk to one of our staff members.

Copies of the acknowledgement and consent forms will be collected one month from today's date and will be retained in your student file.

If, after reading this booklet you have any questions, please ask your teacher or another staff member to explain.

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with American College is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

**The Management Team**  
American College



# About American College

## Mission Statement

### Mission of American College

Dissemination of the highest quality of education in order to empower aspiring minds; thereby, creating world leaders in different vocations on an individual level and proud, responsible, socially contributing citizens of the world on a global level.

### Vision of American College

To offer innovative, relevant and most up-to-date curriculum backed by excellent and latest facilities so that students acquire work-based experience supported by academic proficiency; thereby, building a strong foundation of work ethics and morals which promote sincerity, trust, goodwill, respect, honesty, collaboration, and teamwork in their respective chosen vocations.

**American College** is founded on the motto of "Empowering Aspiring Minds". Every thought, every word, and every effort of American College revolves around this dictum.

**American College** is devoted to imparting exceptional learning so that its students can avail of innovative, relevant and industry tailored courses taught and prepared by an internationally acclaimed faculty.

**American College** is distinguishable from its peers by its core emphasis on academic excellence, citizenship, leadership and public service with comprehensive hands-on training.

**American College** is introducing path-breaking vocational, job-oriented courses with special emphasis on agricultural development, social reform and human resources development to provide benchmarks for the development of the nation.

**American College** is proud to create a global intellectual wealth in the form of its students, who after having practical exposure with latest cutting-edge technology and facilities, go on to become leaders in their chosen vocations.

**American College** is the place to learn varied vocations so that upon completion, the student can immediately start earning, keep his head high, free from fear of financial insecurities, and participate in the society as a responsible citizen of the nation.



# Our Organisation

## Training Staff

American College will abide by the AQTF in relation to all training and assessment activities. We will ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAE40110) and
- A minimum of five (5) years' recent industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training, the Australian Quality Training Framework and Recognition of Prior learning and
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles.

Only leaders can create leaders therefore American College continues to invest in its workforce and recruits, develops, and retains the staff needed to achieve the College's goals.

Employees and applicants rank the College as the employer of choice in the region, in part, because it continues to offer meaningful work, stable growth, appealing benefits, and competitive compensation

## American College Details

### International / Domestic Contact Details:

Address:

<b>American College</b>	<b>American College</b>
<b>Unit 7, 56 Logan Road</b>	<b>6, Pegg Road</b>
<b>Woolloongabba</b>	<b>Rocklea</b>
<b>Qld – 4102</b>	<b>Qld – 4106</b>

**Postal Address:** American College  
P.O. Box 160  
Stones Corner  
Qld – 4120

**Telephone Number:** 61 (07) 3391 7599  
**Fax Number:** 61 (07) 3393 2143  
**College Email:** [info@americancollege.com.au](mailto:info@americancollege.com.au)  
**Director's Email:** [bernard@americancollege.com.au](mailto:bernard@americancollege.com.au)  
**College Website:** [www.americancollege.com.au](http://www.americancollege.com.au)



**CRICOS Registration Information**

CRICOS Provider Code: 03149K  
Registered as: American College Pty Ltd  
Trading as: American College

**Other Information**

National Provider Number: 31897  
ABN: 91 130 637 320  
ACN: 130 637 320

**College Hours of Operation**

Monday	8:00am till 6:00pm
Tuesday	8:00am till 6:00pm
Wednesday	9:00am till 5:00pm
Thursday	9:00am till 5:00pm
Friday	9:00am till 5:00pm
Saturday	8:00am till 6:00pm
Sunday	8:00am till 6:00pm

Closed On All Public Holidays



## Campus Services and Facilities

### **(National Code Standard 3)**

American College provides an orientation program before the commencement of the training course to cover issues such as:

- Information relating to studying and living in Australia, including visa conditions, attendance and participation requirements,
- Student support services available to students in the transition to life and study in a new environment,
- Legal services,
- Emergency and health services,
- Facilities and resources,
- Complaints and appeals process.

### **International Student Support (National Code Standard 6)**

American College provides assistance to international students and their families, from arrival to departure.

American College has an International Student Support Officer (ISSO) who is responsible for helping overseas students settle in to living and studying in Australia, the ISSO will make contact with overseas students immediately after their arrival in Australia and will provide assistance whenever necessary during your stay.



# Course Information

## Vocational Education and Training

### The Australian Quality Training Framework (AQTF) Standards

You are about to consider becoming a student in the process that can result in achieving a nationally accredited qualification.

The required standards are defined in the Australian Quality Training Framework (AQTF). DETA QLD audits Registered Training Organisations (RTOs) to ensure compliance against these standards.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the AQTF standards and will be re-audited during its subsequent five-year registration period.

These standards and the auditing process are intended to provide the basis for a nationally-consistent, high quality vocational education and training system.

The Australian Quality Training Framework is a training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

The Australian Quality Training Framework (AQTF) is a national set of standards, which assures nationally consistent, high-quality training, and assessment services for the clients of Australia's vocational education and training system.

As a Registered Training Organisation, American College adheres to this system and does all within its power to remain compliant. From time to time students will be surveyed and their cooperation will assist this organisation in remaining compliant.

## Course Award

American College will issue all AQF qualifications and statements of attainment within 21 days of the training programs completion. All qualifications and statements of attainment issued by American College comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of AQTF 2007.

American College will only issue AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses. Students are able to download the Employability Skills for the training package qualification they are completing by visiting [www.employabilityskills.training.com.au](http://www.employabilityskills.training.com.au)



## Course Program

At American College the following courses are offered for international students:

<b>Course Code</b>	<b>Course Name</b>	<b>CRICOS Code</b>	<b>Duration</b>
BSB40207	Certificate IV in Business	069573D	22 Weeks
BSB50207	Diploma in Business	069574C	22 Weeks
BSB51107	Diploma of Management	071432K	30 Weeks
BSB50407	Diploma of Business Administration	073726B	27 Weeks
91423 NSW	Certificate III in Spoken and Written English	069577M	22 Weeks
91419 NSW	Certificate IV in Spoken and Written English (Further Studies)	069578K	22 Weeks
CPC31308	Certificate III in Wall and Floor Tiling	073645C	54 Weeks
BSB60407	Advanced Diploma of Management	070908J	31 Weeks
BSB60207	Advance Diploma of Business	073750B	32 Weeks

To get the latest information regarding the courses, course fee structure, durations or course materials, please speak to one of our friendly administration staff, or contact the college via email at [info@americancollege.com.au](mailto:info@americancollege.com.au). You can also visit our website at [www.americancollege.com.au](http://www.americancollege.com.au)



# General Administration and Overview of Policies

## Fees Payments

Fees are levied on all courses, details of which are contained in the relevant course information sheet.

### Fee Breakdown

Course Fee	Refer to Letter of Offer or Confirmation of Enrolment
<b>Pre-Paid Course Fee</b>	<b>\$1000.00</b>
<b>Course Material Fee</b>	<b>\$245.00</b>
<b>Enrolment Fee</b>	<b>\$195.00</b>

American College will be responsible for ensuring that fees paid in advance are accounted for in, and are clearly identified within the student record management system.

## Change of Enrolment Details

It is your responsibility to notify the Department of Immigration and Citizenship and American College of any change of name, address or employment, within one week, during the term of your studies with us.

Students are required to promptly notify American College of changes to their addresses and telephone numbers within seven (7) days of the change.

## Course Withdrawal and Deferrals (National Code Standard 13)

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing to the college Director. As a general rule, no refund will be payable after course has commenced, however, exceptions will be considered on a case-by-case basis.

- See refund policy.
- The student will be issued with a nationally recognised Statement Of Attainment for any units in which the student has been assessed as competent as recognition of partial completion of the course.

A deferral may be awarded on an individual basis. Please contact the American College Director to discuss your circumstances. Deferral requests must be submitted in writing.



# Induction

## (National Code Standard 2)

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On the first day all new students are requested to register at reception at 8:00am. Students will be greeted, and an Orientation will be conducted which will include the following.

- Policies and procedures contained in the Student Handbook will be explained
- Floor Plan Orientation (toilets, fire exits, kitchen, Code of Conduct, Legislative requirements etc) will be given
- Overview of the Evacuation procedure will be conducted
- Student Application Forms will be completed
- Disclaimers will be completed and handed in

The students will then be conducted to their designated classrooms.

## Academic Misconduct and Plagiarism

The Director will **deal** with any dishonest assessments/examinations. Dishonest assessments/examinations include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before cancelling the assessment and the student will be marked NYC.

Students involved in any of the above will be set a new examination/assessment and will be counselled by the Chief Executive Officer. A fee of \$20 will be charged to the student and must be paid prior to the re-sit. Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the Chief Executive Officer.

## Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainer will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course

## Statement of Authorship

All homework assignments, projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged.

Any student who, for whatever reason, submits work that is not their own or fails to



acknowledge sources, will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by a student's statement of authorship, which is included on American College's Assessment Validation Checklist at the completion of assessment for each unit.

## Access and Equity

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American College is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within American College's scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Chief Executive Officer.

Some examples of support offered include:

- Language and Literacy support of students who have difficulty with written or spoken English.
- Numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.



# Assessment Information

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re: competency based training and assessment page 12). Students are expected to participate actively in class discussions and activities, attend practicum and fulfil all course requirements. If students are unable to achieve competency at the first assessment in a unit, Trainers will work with students to identify areas of need and support students efforts to achieve competency. Opportunities are provided for students to re-sit assessments.

## Assessment Methods

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Three methods of assessment will be conducted for each competency. Some of the methods are but not limited to:

*Observation:* where the student will be observed performing a series of tasks a number of times to determine their competency.

*Verbal question and answers:* when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.

*Written assessment:* In this instance the student will be given the opportunity to demonstrate their competency through written reports etc.

Other methods include case studies, projects, essays etc.

All assessment tasks must consider any language and literacy issues or cultural issues related to the task.

Once competency is achieved in **all** the performance criteria for a unit candidate will be marked **C** for **Competent**; if not they will be marked **NYC** for **Not Yet Competent**. Students concerned about their results should refer to American College's Appeal Procedure and Resit Policy.

## Competency Based-Training and Assessment

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Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student achieves the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by American College will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Training and Assessment (TAE04)

- **Competency Based Assessment** - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Assessment TAE04),
- **Validity** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliability** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,



- **Fairness** - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
  - be equitable, culturally and linguistically appropriate,
  - involve procedures in which criteria for judging performance are made clear to all participants,
  - employ a participatory approach,
  - Provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexibility** - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- **Recognition of Prior Learning** - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit,

## Assessment Criteria

Assessments should provide opportunity for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information sessions will be included with the introduction of each subject to advise students of the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Re-assessment is available on appeal; see further details in the appeal process section.

Students should be aware of the assessment criteria used by the trainers at American College. Assessment requiring essay or report writing will be based on the following criteria:

### 1. Answering the Question

Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

### 2. Referencing

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.

### 3. Accuracy of Spelling, Grammar and Punctuation

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Chief Executive Officer and dealt with accordingly. Students should keep a copy of their assessments.

### Format

- Cover sheet
- Assignments to be word-processed\*
- Double spacing to be used



- Use correct format, i.e. essay or report format, appropriate headings
- Bibliography

*\*NB: exception allowed where students are unable to access appropriate equipment. Hand written assignments must be neat and legible.*

## Due Date Information

The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

## Assessment Re-sit Procedure

### Stage 1: Student undertakes in-class assessment

- Students will be notified within 14 days of undertaking an assessment of their performance.
- If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided no administrative fee will be charged for re-sitting the assessment.

### Stage 2: Student deemed Not Competent in FIRST assessment

- Students who are deemed to be Not Competent are to be provided with information identifying the areas in which they failed to achieve competency.
- Students will then have the opportunity to repeat the assessment task within 7 days of notification.

### Stage 3: Student deemed Not Competent in FIRST re-sit

- If the student is again deemed Not Competent they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification; no fee will be required to be paid for the assessment.

### Stage 4: Student deemed Not Competent in SECOND re-sit

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
  - American College will determine the time at which the unit will be available.
  - The student will be liable to pay a fee if the unit is retaken.
- 



# Language, Literacy and Numeracy (LLN)

## (National Code Standard 2)

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American College aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's Language, Literacy and Numeracy requirements or any other special learning needs. In the event of Language, Literacy and Numeracy becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Students must ensure that they have discussed with the Director any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. American College will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for students, American College will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that American College can offer include:

### **Literacy**

- Providing students only essential writing tasks,
- Provide handouts in an audio format via either cassette tape or on CD,
- Consider the use of group exercises so that the responsibility for writing rests with more than one person,
- Provide examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

### **Language**

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage students to ask questions,
- Ask all questions to ensure students understand.

### **Numeracy**

- Ask students to identify in words, what the exact problem is and how they might solve it,
- Show students how to do the calculations through step by step instructions and through examples of completed calculations,
- Help students to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them.



## Issuing of Qualifications

Students must be assessed competent in all units of competency before being issued a qualification (Certificate/ Diploma/Advanced Diploma) for the course in which they are enrolled. Students will only be issued a qualification upon completion of their course. American College will issue each student a list of the units of competency at the end of each course.

On successful completion of your course, you will receive:

*Full Qualification* - a Certificate and a Statement of Results

*Partial Qualification* - a Statement of Attainment for units completed



# Complaints and Appeals

## (National Code Standard 8)

### Appeals and Complaints Process

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A fair and impartial complaints and grievance process is available to all students and each complainant or appellant has an opportunity to formally present their case at no cost to them.

If a student wishes to lodge a complaint about some aspect of our service, they must, where practicable, commence action within 14 days of the incident that is the subject of the complaint.

The student must speak with the person in charge of delivering the service, in the first instance, in an attempt to resolve the problem, after which, if the student still wishes to proceed with the lodgement of a complaint, they should complete a Complaint Form.

The process/procedure for dealing with the complaint will be commenced by American College within 10 working days of initial receipt. All complaints and grievances are recorded in writing, and the results will be communicated to the student in writing, including reasons for the decision.

Students may be accompanied and assisted by a support person (However, please note that the support person cannot be a migration agent or lawyer.) at any relevant meetings of the complaints and grievance process in compliance with Standard 8.1(c) of the National Code. The complaints and grievance process does not prevent a student from exercising the student's rights to other legal remedies.

Above all, we want your time at American College to be a happy one. If you have a grievance concerning any aspect of your life at American College, the College has a complaints and appeals process that you can access to help you solve your problem. The procedure to follow is:

#### A. RESOLVING YOUR COMPLAINT INFORMALLY

**Step 1)** Discuss the problem informally with your trainer/staff member.

**Step 2)** Make an appointment to see the Student Support Officer to discuss the problem. If you are unsure who to see, please contact the Administration Officer at Unit 7, 56, Logan Road, Woolloongabba, Brisbane and they will direct you to the appropriate Student Support Officer

**Step 3)** if you are not satisfied with the outcome of Steps 1 and 2; make an appointment to speak with the Director who will endeavour to resolve your problem.



## **B. LODGING A FORMAL COMPLAINT**

### **Step1:**

If you wish to lodge a formal complain you must fill out American College's complaint form which is available at our reception desk on Unit 7, 56, Logan Road, Woolloongabba, Brisbane and on our website.

### **Step2:**

Post or hand deliver the properly filled complaint form to Administration Officer.

### **Step3:**

American College will commence working on your formal complain within 10 working days of receiving complain form.

### **Step4:**

Outcome of the complain process will be posted to the provided residential address.

## **Appeal's Process**

### **Internal Appeal:**

Should you be dissatisfied with the outcomes of Steps 1-3, you may access the College's formal *internal* appeals process. To access this process you must:

Put your complaint in writing, including your desired outcomes. You may use the Complaint form available at Reception or, you may write your complaint on a plain sheet of paper and attach it to the form. Please include your date of birth and contact details along with your student id number.

American College will commence the internal appeals process within 10 working days of receiving your formal written appeal's request.

### **Preparing for the appeals meeting:**

The student may bring a *support person* to any relevant appeal meetings. However, please note that the support person cannot be a migration agent or lawyer.

In addition, the student is advised to bring all supporting evidence, including documents that may assist the student in his or her case. Supporting evidence may include

- All correspondence sent to the student by American College including letter and emails
- A log of discussions the student has had with staff concerning the issue/complaint under review
- Medical certificate
- Any other documents the student may feel will support his or her case



## Notifying student of Appeal Meeting outcome:

You will be given a **written statement of the outcome** of the appeal, including reasons for the decision. If you are successful in your appeal, American College will immediately implement the outcome of the appeal. Once the statement of the outcome of the appeal has been finalised, American College will contact you by telephone to ask you to come to American College to collect the statement. If American College is unable to contact you by telephone, the statement will be posted to your Australian residence.

## EXTERNAL APPEAL

Should you be dissatisfied with the outcome of the Internal Appeal, you may access an *external* body, whereby someone outside American College will hear your case. American College will honour the independent arbitrator's decision.

Further, American College will maintain your enrolment during the appeal process, unless the American College fears for the safety and wellbeing of the student and/or people the student may encounter, in which case the American College may cancel the student's enrolment. The student, however, can still appeal from his or her Australian residence or home country.

*If you wish to lodge an external appeal or complain, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.*

If you decide to appeal externally, you have **10 days** from the date that appears at the head of the Internal Appeal's Statement of Outcome within which to lodge an appeal with the external arbitrator. At the same time, you **MUST** notify American College that you intend to appeal externally. If, within the 10 day period, you have not notified American College that you have appealed to the external body, American College will consider that you do not intend to appeal externally and the complaint will be deemed closed.

Finally, students may find out more about their rights and laws governing their stay in Australia by contacting the Department of Education, Employment and Workplace Relations on: <http://aei.gov.au/aei/esos/EnquiryForm.aspx> or ESOS HELPLINE Tel: (02) 6240 5069.



# Privacy Policy

## Privacy

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American College operates in compliance with current privacy legislation (2001). All training staff has current knowledge of privacy policies as they relate to an RTO. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilized for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the AQTF.

## Recognition of Prior Learning and Credit Transfer

### (National Code Standard 12)

#### Recognition of Prior Learning (RPL)

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Recognition of Prior learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term "recognition processes" refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the Australian Quality Training Framework, competencies may be attained a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something or though
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the student acquired the skills.

American College has an established RPL process.

The procedure for applying for Recognition is:

1. The potential student is informed of the course contents and of the existence of an RPL process prior to/or at the time of enrolment.
2. If the RPL applicant wishes to make an application for RPL, they are invited to verbally discuss their basis for RPL, the purpose of this is to prevent poorly supported claims from being made and to ensure that the potential RPL applicant is fully aware of the RPL process.
3. If the applicant decides to proceed with the RPL process then, upon payment of the prescribed sum, they will be issued with the RPL kit, containing:
  - a. An RPL application form, outlining the basic information about the application and the units of competency they are making claim for.



- b. A guide for the portfolio of evidence that the student will need to amass to show the support their claim for RPL; three forms of evidence from the list below will be acceptable:
  - i. Letters or statements for experts attesting to the applicants ability
  - ii. samples of work or documentation completed
  - iii. certificates from courses attended,
  - iv. details of participation in activities, this may include resumes, or other types of records
  - v. videos demonstrating skills,
- c. The portfolio of evidence will be assessed by a competent person.
- d. The assessment will be determined and results forwarded in writing to the applicant.
- e. The applicant has an opportunity to appeal if they feel that this is appropriate, in which case the appeal is managed from the Academic Appeal process.
- f. Included with the assessment decision will be feedback informing the student of the reasons for the decision.

**RPL Fee: RPL will be charged at the usual cost of the unit of competency.**

### **Credit Transfer Policy**

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Credit Transfer is available to all students enrolling in courses on American College's scope of registration.

Credit Transfer is credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider, in line with American College's Recognition of Qualifications Policy.

### **Recognition of Qualifications issued by other Registered Training Organisations**

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All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by American College .

Students enrolling in American College courses will be able to use their existing qualifications issued by other RTO's as Credit Transfer, provided that the Credit Transfer complies with the Packaging Rules for the qualification being sought.

An example may be that of a Certificate III qualification. Units of competency within the Certificate III qualification may be able to be used as Credit Transfer for a Certificate III course offered by American College, effectively reducing the duration of the Certificate III course.



# Refunds

## (National Code Standard 3)

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### 1. Overseas Students

American College Pty Ltd Trading as American College has a fair and equitable refund policy and procedure that is compliant with AQTF and ESOS requirements. This policy is provided to students prior to signing the International Enrolment & Acceptance Form being completed, OR prior to any payment of the course (whichever happens first).

American College acknowledges that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start of the agreed starting date which is notified in the Offer Letter.
- The course stops being provided after it starts and before it is completed.
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator.
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

Refunds under the above conditions will be paid in full to the student within 14 days. American College may arrange for another course, or part of a 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, the College will not be liable to refund the money owed for the original enrolment.

In signing the International Enrolment & Acceptance Form to enrol in a course(s) at the College the Applicant acknowledges:

1. That the information provided by the Applicant in their application is complete and correct.
2. Agrees to be bound by the College rules and regulations and any amendments made to the rules and regulations.
3. Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by the College.
4. Agrees to update the College on any change of contact details as soon as practicable.
5. Agrees to obey DIAC student visa requirements.
6. Agrees to pay all fees required on or by the due date as notified in writing by College or as per the invoice. The College reserves the right to charge a late fee of \$100 per week if the student defaults on the agreed payment plan.
7. The College will access these fees in accordance with the procedures established by the State Government and DEEWR.
8. The College reserves the right to accept or reject any application for enrolment at its discretion.



9. The College reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
10. Refunds are made in accordance with the policy below and full refunds of amounts owed to the student will be made within 28 days.

## 2. Deposit

A deposit of 25 % of the cost of the course is payable to secure a place in a course at American College. Tuition fees are refunded in full if you are originally NOT a holder of a student visa (which includes student bridging visa) and your application for a student visa is rejected or American College is unable to offer the course.

The term “Overseas Student” includes an intending overseas student

## 2. Refund Conditions

Enrolment Fees of AUD \$195	No refund of Enrolment fee of AUD \$195 will be done
Visa refused prior to/after the course commencement (off-shore students)	Full refund, less no more than the lesser of AUD\$195 (Administrative Fee) and 5% of the total course money received before default date
Visa extension refused (continuing overseas student)	Refund of unused tuition fees
Non-commencement due to visa renewal application being refused	Full refund less AUD\$195 (Administrative Fee)
Withdrawal at least 8 weeks prior to course commencement date	Full refund less AUD\$195 (Administrative Fee)
Withdrawal less than 8 weeks prior to course commencement date where visa is granted	No refund
Withdrawal after the course commencement date where the visa is granted	No refund
College is unable to provide the course for which the original offer was made	Full refund
Course withdrawn by the College	Full refund
Visa cancelled due to actions of the student	No refund
Withdrawal from study – current students	No refund
Airport pick-up	No refund
Home stay fees and accommodation booking fee	No refund

American College reserves the right to withhold granting the Award attained by the student, if student’s tuition fees remain outstanding.

## 3. Application for refund form

- If a student wishes to withdraw their enrolment, they are required to complete a American College Application for Withdrawal and Refund form and forward



it to the Administration Officer. Your application will be processed within 28 days of the application being received.

- The application should arrive at American College prior to course commencement (see Refund Conditions for details of expected refund amounts).
- If the organisation is unable to offer the course, the refund will be processed within 28 days.
- If American College defaults the student is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001. Please note this before making payment to American College.

#### **4. Provider default.**

In the unlikely event that American College is unable to deliver your course in full, you will be offered a refund of all course monies you have paid to date or alternately, American College will offer you the opportunity of studying in an alternative course at no extra cost to you. Students may choose preferred option.

Students will be required to sign an agreement outlining preferred options co-signed by the Director.

Should students choose the refund option; the refund will be paid no later than 14 days of the day on which the course ceased being provided.

If American College is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) ACPET – OSTAS will place you in a suitable alternative course at no extra cost to you.

Finally, if the ACPET – OSTAS cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

#### **5. Student rights**

“This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.”

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia’s consumer protection laws or to pursue other legal remedies. Please see American College’s Complaints /Appeals Policy.

The processes in the American College’s Complaints/ Appeals policy do not circumscribe the student’s right to pursue other legal remedies.

#### **6. Recipient of refund**

American College will pay the refund to the person who enters into the International Enrolment & Acceptance Form with the College, unless the person gives a written



direction to American College to pay the refund to someone else – (The legislation does not allow the refund to be paid to an agent.)

The refund will be paid in the same currency in which the fees were paid unless this is impractical.

The refund will be paid no later than 28 days after it is lodged with American College.

## 7. Provision of refund information to students

The refund policy will be given to students in their handbook prior to enrolment (signing of International Enrolment & Acceptance Form) and made accessible on the American College website. It will also be explained at induction and orientation so that it is clearly understood by overseas students.

Course deferment, suspension of studies, or cancellation (Procedure for application for deferment is available in the student handbook)

## 8. Grounds for deferment / suspension / cancellation of enrolment

American College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances. These include but are not limited to:

- 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 emergency travel and this has impacted on the student's studies; or
- 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 American College was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa;
- Student failure to meet unit prerequisites;
- Unavailability of units/subjects;
- Non-payment of fees;
- Student behaviour;
- Marriage and marriage of a sibling.

You need to complete the application for deferral form and send to the Director for consideration.



# Student Code of Conduct

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## ***Students' Rights***

American College recognises that students have the right to:

- expect American College to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all American College's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement,
- appeal for a review of the results of an assessment,
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it,
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- be treated with dignity and fairness,
- expect that American College will be ethical and open in their dealings, their communications and their advertising,
- expect that American College will observe their duty of care to them,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc,
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.

## ***Students' Responsibilities***

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake.
- providing accurate information about themselves at time of enrolment, and to advise American College of any changes to their address or phone numbers within 7 days.
- paying of all fees and charges associated with their course and providing their own course requirements where notified.
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- regular and punctual attendance.
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- the security of their personal possessions while attending a course.
- promptly reporting all incidents of harassment or injury to American College administration office.
- respecting American College property and observing policy guidelines and instructions for the use of equipment.
- seeking clarification of their rights and responsibilities when in doubt.



## Theft

As the premises of American College are open to the public, students are advised not to leave their valuables unsupervised. American College cannot be held responsible for anything which may be stolen from its premises.

## Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

## Behaviour on Campus

Students are expected to reflect the ideals and code of behaviour of American College in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in the effective running of American College .

Our organisation strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person.
- to assist in maintaining the self-confidence and self-esteem of others.
- to maintain constructive relationships with all staff and fellow students.
- to take the initiative to assist in making things better.
- to always lead by example.
- to always respect the property of American College, staff and fellow students.
- to refrain from using inappropriate language with the understanding that to do so will not be tolerated.
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at American College .

Water bottles in classrooms are acceptable.

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

## Student Discipline

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American College will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of all students and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a student:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- brings onto or consumes on the premises any alcohol,



- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damages or removes any property or resource belonging to American College or any training venue hired by American College,
- assaults (physically or verbally) any person or persons on the premises or any training venue hired by American College ,
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises,
- exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present,
- enters any part of American College's premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.

When disciplinary action is taken, the Chief Executive Officer will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual file
- Where the behaviour continues after the verbal warning, the Chief Executive Officer will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual file,
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student's individual file.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow American College's complaints procedure.

American College expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the Chief Executive Officer and the appropriate action will be taken.

## **Student Welfare and Guidance**

### **(National Code Standard 6)**

#### **Student Support, Welfare and Guidance**

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American College wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their Trainer, or another member of the staff.

The staff member will ensure that the full resources of American College are made available to ensure that the student achieves the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Student Support Officer for free advice relating to study on:



- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

## Student Records and Access

### Student Training Records

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American College has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

#### Definitions:

Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- student enrolment data,
- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) process documents (application and results).
- We are committed to maintaining and safeguarding the confidentiality and privacy of all of American College's individual student's information. American College will document and implement procedures to assure the integrity, accuracy and currency of all student records.

Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a back up system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Further computer system protection is provided by the firewall software which monitors and protects American College's computer systems from unauthorised access from the internet.

Student results will be archived for a period of not less than 30 years.

Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

### Student Training Records Procedure

Each individual student will have a personal file for storage of training records.

Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).



All Trainers/assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of the American College.

As a student, you should be aware that our lecturing staff is required to:

- supply in a timely manner accurate records of student's academic performance for each unit of the course which the Trainer delivers and/or assesses.
- supply in a timely manner as per American College's procedures accurate attendance records of student(s) for each session they deliver.
- refrain from engaging in or permitting any practices that could result in false attendance records.
- sign and verify attendance records for each and every session which they deliver or supervise.
- if Trainer is aware that a student has been absent for more than five consecutive days, the Trainer is required to notify management.
- assist in ensuring that students are not allowed to repeat any unit more than once.

### **Access to Student Training Records**

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Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records,
- individuals authorising releases of specific information to third parties in writing,
- American College staff who require this information as part of their job role,
- officers from the DETA QLD or their representatives for activities required under the Standards for Registered Training organisations and User Choice,
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

Students wishing to access their records may do so by presenting photo ID to Administration.



# Legislative Requirements

## Harassment and Discrimination

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At all times American College will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, Trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform American College management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- allow others to learn,
- keep American College's premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep American College's premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

*Other relevant legislative requirements students are required to familiarise themselves with are:*

## Workplace Health & Safety

### ***Work Place Health and Safety Act 1995***

*(<http://www.deir.qld.gov.au/workplace/law/legislation/act/index.htm>) and*



**Workplace Health and Safety Regulation 2008**

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkplHSaR08.pdf>

**Tobacco and Other Smoking Products Act 1988**

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/T/TobacoPrPrSuA98.pdf>

**Queensland Anti-Discrimination Act 1991**

<http://www.legislation.qld.gov.au/LEGISLTN/ACTS/1991/91AC085.pdf>

**Disability Services Act 2006**

<http://www.legislation.qld.gov.au/LEGISLTN/ACTS/2006/06AC012.pdf>

**Commonwealth Privacy Act 1988**

<http://www.privacy.qld.gov.au/about.htm>

**Copyright Act 1968**

[http://www.austlii.edu.au/au/legis/cth/consol\\_act/ca1968133](http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133)

**Definitions**

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees either full-time, part-time or contract of American College .

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.



**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.



# Work Place Health and Safety

## (National Code Standard 6)

### Occupational Health and Safety Policy

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The Workplace Health and Safety Act 1995 QLD requires that the employers duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participant,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

### Accidents

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All accidents must be reported at Reception and recorded on the Incident Report Form (see Appendix "B"), which must be signed by the Chief Executive Officer . Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.



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**First Aid**

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In the event of a student requiring First Aid, a trainer or staff member must hold first aid certificate to administer the First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

**Smoking**

American College premises (including classrooms, toilets, and general office areas) are smoke free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.



# MONITORING ATTENDANCE POLICY

(National Code 11)

## POLICY

This policy contains requirements that apply to all students that are currently studying or formally enrolled with us at American College.

### Definitions

Study period	a period of time during a course for which attendance will be monitored and calculated
at risk	any student identified as having an attendance percentage between 90%- 80% but still able to achieve satisfactory attendance for the Study Period
compassionate and compelling circumstances	As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, (standard 11), compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to: <ul style="list-style-type: none"> <li>➤ serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> <li>➤ bereavement of close family members such as parents or grandparents (death certificate must be provided);</li> <li>➤ major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies;</li> <li>➤ a traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by policy or psychologists' reports where possible);</li> <li>➤ where the American College is unable to offer a pre-requisite unit</li> </ul>
approved leave	As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 13, the registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of: <ol style="list-style-type: none"> <li>a. Compassionate or compelling circumstances; or</li> <li>b. Misbehavior by the student.</li> </ol> Approved Leave is a period of approved absence from the college based on the above.
DEEWR	Department of Education, Employment and Workplace Relations
DIAC	Department of Immigration and Citizenship

### In order to remain compliant with Student visa conditions, what percentage of classes must a student attend?

- 1) For a student to achieve a satisfactory attendance, students need to attend at least 80% of scheduled classes during a study period.
- 2) However, if, at any point during the study period, a student's attendance for scheduled classes falls below 80% but remains at or above 70%, American College may choose not to report the student to the Secretary of DEEWR for unsatisfactory attendance:



**Scenario 1:**

- a) The student's attendance is at least 70%; and
- b) The student is making satisfactory academic course progress

**Scenario 2:**

The student produces documentary evidence clearly demonstrating that compelling or compassionate circumstances apply.

(Please refer to the Satisfactory Course Progress Policy on the American College website [www.americancollege.com.au](http://www.americancollege.com.au) for more information)

3. At any point during a study period, if a student's attendance has fallen below 80% and it is clear that, even if the student attends every class until the end of the study period, 80% attendance will not be reached, American College is required to report the student to the Secretary of DEEWR via PRISMS for unsatisfactory attendance. Before reporting the student to the Secretary of DEEWR via PRISMS for unsatisfactory attendance, American College issues the student the Intent to Report letter advising the student to appeal the decision to report within 20 working days.

(Please refer to American College website [www.americancollege.com.au](http://www.americancollege.com.au) for more information)

**HOW IS ATTENDANCE MONITORED?**

- A. Attendance is monitored over the whole study period. During the study period, students are required to attend 20 hours of classes each week. 100% attendance is calculated on the number of academic weeks in the study period multiplied by 20 hours. Public holidays are excluded when the attendance is calculated.
- B. The Trainers are required to mark attendance at the beginning of every session. Trainers are advised to use the symbol "√" for Present and "A" for Absent on the attendance rolls. If a student is late by more than **30 minutes** for a session, he or she will be marked absent for **that particular whole session**. Attendance is taken in two sessions, morning and afternoon. (Please be advised that a **session's duration** is considered in American College's attendance monitoring policy).
- C. At the end of each academic week, student's attendance rolls are passed to the administration staff who updates the student's attendance percentage. Please note, **at any point in time**, attendance percentages are always calculated to indicate the student's **maximum possible attendance on the last day of the study period** should the student not miss any classes from the last day on which attendance was calculated until the last day of the study period.

Hence, if student's attendance percentage at the end of Week 5 is calculated to be 85%, this means that if students do not miss any class between the last day on which attendance was monitored and the last day of the study period, student attendance will be 85% on the last day of the study period. In other words, the attendance percentage remains the same if the student continues to attend classes but never increases and it always decreases if the student misses any of the classes.

**Additional Notes:**

1. If a student commences study after a study period has started, attendance is monitored from the first day on which the student was officially enrolled in the class.



2. If a student disappears from the session without the trainer's permission after being marked present on the attendance roll, the trainer or administration staff has the right to change the student's attendance status to absent for that session.
3. A student must be **physically present in class** during the class hours in order to be marked 'present' on the attendance roll. An absence supported by a medical certificate is not counted towards the student's total absences when calculating attendance.

### **PROCEDURE FOR WARNING STUDENTS IN DANGER OF BREACHING STUDENT VISA CONDITIONS BECAUSE OF UNSATISFACTORY ATTENDANCE:**

If I am at risk of breaching my visa conditions because of unsatisfactory attendance, will the College notify me?

Yes, the College will issue you with a warning letter in accordance with the following policy:

1. **FIRST WARNING LETTER:** If a student's attendance is **between 90% - 86% of scheduled classes within a study period**, the student is issued the **First Warning Letter** advising the student that he/she is at risk of breaching their student visa conditions because of unsatisfactory attendance.

The warning letter is sent to the student's Australian residential address. It is, therefore, essential that the student should notify the College within 7 working days whenever the student changes his or her address.

2. **SECOND WARNING LETTER:** If a student's attendance falls **between to 85% - 81% of scheduled classes within a study period**, the student is issued a **second warning letter** advising the student that he/she is at risk of breaching student visa conditions because of unsatisfactory attendance. The letter also advises the student to attend an appointment with the College's Student Support Officer to discuss the reasons for the absence and to find if there is some way in which the College may assist the student so that the student does not breach the student visa condition 8202 because of unsatisfactory attendance. The Student Support Officer is required to review the student's academic course progress report prior to the meeting with the student.

The second warning letter is issued to the student in the same manner as the first warning letter. (Please see FIRST WARNING LETTER)

3. **INTENT TO REPORT LETTER:** If, at any point during the study period, a student's attendance of scheduled classes **falls below 80%** but remains at or above 70%, American College may choose not to report the student to the Secretary of DEEWR for unsatisfactory attendance:

Scenario 1:

- a) The student's attendance is at least 70%; and
- b) The student is making satisfactory academic course progress

Scenario 2:

The student produces documentary evidence clearly demonstrating that compelling or compassionate circumstances apply.



(Please refer to the 'Complaints and Appeals' policy on the American College website [www.americancollege.com.au](http://www.americancollege.com.au) for more information)

### **COMPLAINTS AND APPEALS PROCESS:**

1. If the student undertakes an internal appeal, processing starts within 10 working days of the appeal and the student's course enrolment is maintained during the processing.
  - a) If the internal appeal is successful, the letter of the appeals outcome is sent to the student advising him/her to continue student course and the student's enrolment is maintained.
  - b) If internal appeal is unsuccessful, the letter of the appeals outcome is sent to the student advising him/her of the opportunity to an external appeals process within 10 working days.
2. If the student undertakes an external appeal, the student has to provide the proof of appeal and his / her enrolment is maintained.

### **ISSUING SECTION 20 NOTICES TO STUDENTS**

Section 20 is issued to the student via PRISMS by the PRISMS Administrator and sent to the student by registered post and student's enrolment is cancelled in the following cases:

1. If the student does not appeal against the Intent to Report letter within 20 working days.
2. If the student does not undertake any external appeal within 10 working days from the outcome of internal appeal if the internal appeal is unsuccessful.
3. If the external appeal is unsuccessful.

### **If I am absent due to illness, should I bring in a medical certificate?**

Presentation of a medical certificate will not automatically result in your attendance not being monitored during the period covered by your medical certificate. Only in compelling or compassionate circumstances, on a case by case basis will a medical certificate be taken into consideration.

### **Do I have to attend classes if I have Recognition for Prior Learning (RPL) for units being taught?**

Students are advised to apply for RPL before course commencement so that a study schedule can be planned well in advance. Students must attend all scheduled classes until and unless advised in writing from American College that they are allowed to be absent for a unit.

Students who have been formally granted course credits or RPL for particular units by American College may be exempt from attending those units when those units are being run at American College.

SHOULD YOU HAVE ANY QUERIES ABOUT OUR ATTENDANCE MONITORING POLICY AND PROCEDURE, PLEASE DO NOT HESITATE TO CONTACT AMERICAN COLLEGE OR VISIT OUR WEBSITE FOR A COPY OF THIS INFORMATION.



# Deferment, Suspension or Cancellation Policy

## Policy

This policy contains requirements that apply to all enrolments by international students.

## Procedural Purpose

The purpose of this policy is to ensure that students of American College (thereafter known as AC) are only able to defer or temporarily suspend their studies during the course through formal agreement in certain limited circumstances. This is to provide a procedure for assessing, approving and recording a deferment of the commencement of study, suspension or cancellation of study for the student, including keeping documentary evidence on the student's file of the assessment of the application or evidence of the initiation of the deferment, suspension or cancellation of enrolment procedures or status.

## Definition of terms:

**Cancelling** a student's enrolment means that the student is formally no longer a student of American College (thereafter known as AC). Cancelling a student's becomes official once DEEWR, via PRISMS, is notified that the student's enrolment with AC has been cancelled.

**Deferring or suspending studies** means to temporarily delay or postpone studies. A deferment or suspension of studies can be initiated by either AC or the student. A deferment or suspension of studies becomes official once DEEWR, via PRISMS, is notified that the student's enrolment with AC has been suspended or deferred.

**DIAC:** Department of Immigration and Citizenship.

**DEEWR:** Department of Education, Employment and Workplace Relations

Students may apply for a temporary deferment or suspension of studies. All temporary suspensions, regardless of their duration, must be reported to DEEWR via PRISMS.

It is important to keep in mind that should you apply for a deferment or suspension of studies, this may affect your course completion date which in turn may affect your student visa. Therefore, students planning to **defer, suspend or cancel their enrolment** are advised to contact DIAC on 131 881 for further information.

## **On what grounds may a student apply for a deferment or suspension of studies?**

The prospective students should find this information on the student's handbook, which also can be found on AC's website. Students wishing to defer or temporarily suspend their studies can only do so when there are genuinely compelling or compassionate circumstances. Compelling or compassionate circumstances include, but are not limited to:

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- b) Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- d) 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)
- e)** Where American College was unable to offer a pre-requisite unit; or
- f)** Inability to begin studying on the course commencement date due to delay in receiving a student visa;
- g)** Student failure to meet unit prerequisites;
- h)** Unavailability of units/subjects;
- i)** Non-payment of fees;
- j)** Student behaviour;
- k)** Marriage and marriage of a sibling.

*Please note: Even if medical or other certificates are provided, the student cannot be guaranteed a suspension or deferment of studies. AC will use its professional judgement to assess each case on its individual merits.*

Reason	Evidence Required
"I have an illness that will stop me from fulfilling all the course requirements."	Medical certificate to support the claim.
"The issuing of my student Visa has been delayed beyond my control"	Documentation from the relevant embassy
"A relative or friend of mine is very sick, and I have to take care of them. This will stop me from fulfilling all the course requirements."	Medical certificate of the relative or friend, plus any supporting evidence requested by the College, i.e., proof of your connection with the person, etc.
"A friend or relative of mine died recently, and this will stop me from fulfilling all the course requirements."	Death certificate of the relative or friend, plus any supporting evidence requested by the College, proof of your connection with the person, etc.
"I have personal problems that stop me from fulfilling all the course requirements."	Written proof of this problem, either from the Student Services Officer or an equivalent professional.

When completing an application form, if the above reasons do not cover reasons for deferral or suspension, or further explanation is necessary, the applicant should provide a more detailed explanation of the reasons in the space provided on the form.

### **How to apply for a deferment or suspension of studies?**

Students must submit the Deferment or Temporary Suspension of Studies Form (available from Reception or from the AC's website <http://www.americancollege.com.au> as this form is available for download) at least 10 working days prior to the start of the suspension period for which the student is applying. In exceptional cases, such as the death of a family member, this 10 working days period may be waived.

Together with the application form, the student needs to provide documentary evidence in support of the application. Documents may include, for example:

- A police report
- Medical certificates that clearly indicate the period during which the student is unable to attend classes. Generally, medical certificates without such evidence will not be accepted as proof that the student is unable to attend classes.
- Return air flight tickets to one's home country

AC will process the application within **10 working days**. Should the application be refused, AC will provide written reasons for its decision. A copy of AC's response will be kept in the student's file.

### **Additional important information:**



Students should keep in mind that, unless they have been granted, in writing, a formal approval to suspend studies, airline tickets should not be pre-purchased, as AC cannot guarantee that the student will be successful in his or her application for a suspension.

### **On what grounds may AC initiate a cancellation or suspension of a student's studies?**

AC reserves the right to cancel or temporarily suspend a student's enrolment on the basis of:

1. Student misbehaviour, examples of which include, but are not limited to, behaviour which:
  1. seriously disrupts a class;
  2. could potentially bring AC into disrepute;
  3. poses a serious threat to the student's, other students' or staff health, safety or welfare;
  4. is dishonest, including theft of AC, staff or student property;
  5. shows great disrespect towards staff or students;
  6. is academically unethical such as engaging in plagiarism, cheating or other inappropriate behaviour; and
  7. demonstrates a wilful misuse or damage of AC property or facilities.
2. Compelling reasons relating to the welfare of the student and/or other members of the College community. For example, if a student has a contagious disease and refuses to take leave, AC may be forced to suspend the student's studies, so as to protect the College community.

### **Are there any other grounds on which AC may initiate a cancellation of a student's studies?**

1. Non-payment of fees
2. Unsatisfactory attendance
3. Unsatisfactory course progress
4. The student is due to commence studies but has not arrived in Australia nor contacted the College within 2 weeks of the semester's commencement date to explain the reason for his or her non-commencement of studies.
5. The student has not returned from semester break **and** has not paid the next semester's fees **and** has not contacted AC within **2 weeks** of the semester's commencement date to explain the reason for his or her non-commencement of studies. In this case, **no** Notification of Intention to Cancel or Suspend the student's enrolment letter will be issued, as the College has assumed that the student, by not paying his or her fees and not contacting AC, has indicated "inactively" that he or she will not be continuing with his or her studies.

### **If American College initiates a cancellation or suspension of a student's studies, what process will the College follow?**

**WARNING LETTER:** In cases relating to attendance, course progress, or non-payment of fees, warning letters will be sent to the student's residential Australian address (please refer to *Attendance Policy*, *Course Progress Policy* and *Fee Payment Policies* for specific details on when and how warning letters are issued).

Warning letters will not be issued in compelling circumstances requiring the immediate removal of the student's presence from campus (e.g. where the student has a contagious disease that poses a serious threat to other persons).

**Notification of Intention to Cancel or Suspend the Student's Enrolment:** Before taking the final step to cancel or suspend a student's enrolment, the student will be sent a Notification of Intention to Cancel or Suspend the student's enrolment letter to his or her



Australian residence and given 20 working days within which to appeal the College's intention to cancel the student's enrolment.

A Notification of Intention to Cancel or Suspend the Student's Enrolment letter will not be issued in the circumstances covered by Point 5 above or where there are compelling circumstances requiring the immediate removal of the student from campus. This does not preclude the student's right to appeal AC's decision to suspend/cancel the student's enrolment. All such appeals must be made within 20 working days of the letter issued to the student indicating that his or her enrolment has been cancelled.

### **Cancellation/Suspension Due to Misbehaviour**

In cases where AC has decided to cancel/suspend a student's enrolment due to misbehaviour (as outlined above), AC will take the following steps:

- Administration will contact the student to discuss the issue and to determine how the issue might be rectified. This meeting will be documented and signed by both parties and included in the student's file.
- Where the issue or behaviour continues, the student will be given a warning **in writing** and invited to discuss the issue with the Student Support Officer. This meeting will be documented and signed by both parties and included in the student's file.
- Should the issue or behaviour persist, the student will be issued a final letter indicating AC's intention to cancel or temporarily suspend the student's enrolment. The letter will indicate that the student has 20 working days within which to appeal using AC's internal appeals process. A copy of this letter will be kept in the student's file.

### **Before cancelling or suspending a student's enrolment, will American College wait for the Appeals Process to be completed?**

#### **Unsatisfactory attendance or academic progress**

If the student is appealing AC's intention to report the student to DEEWR via PRISMS for unsatisfactory attendance, non-payment of fees, academic progress, AC will maintain the student's enrolment throughout the appeals process, including the external appeal, should the student choose to access an external arbitrator. AC will only cancel a student's enrolment, if the student has not appealed or the appeals process is completed and the decision is in AC's favour.

#### **Other reasons**

If the student is appealing AC's intention to cancel or suspend his or her enrolment for other reasons, including **misbehaviour** (ref. previous section for list), AC will maintain the student's enrolment throughout the internal appeals process. AC is not required, however, to wait for the outcome of an external appeal before notifying DEEWR through PRISMS of the change to the student's enrolment. Once DEEWR has been notified of the change to the student's enrolment, the student has 28 days within which to choose one of the following 3 options:

- a. leave Australia
- b. show DIAC a new CoE
- c. provide DIAC with evidence that he or she has accessed an external arbitrator.

**Please note that American College may cancel the student's enrolment without waiting for the internal appeals process to run its course, if the College fears for the safety and wellbeing of the student and/or people the student may encounter. The student, however, can still appeal from his or her Australian residence or home country.**

#### **Attendance Monitoring during suspension or deferment of enrolment**

If a student has had his or her studies suspended or deferred, the student's attendance will not be monitored for the period covered by the suspension or deferment.



# Critical Incident Policy and Procedures

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## Overview

American College will ensure that appropriate infrastructure is in place to ensure the provision of all necessary support services in the event of a critical incident occurring.

This document outlines American College's policy, support mechanisms and procedures for managing a critical incident.

This policy will ensure that American College has:

- An effective approach in responding to critical incidents as they occur
- Appropriate support and counselling services available to those affected
- Appropriate training and information resources provided to staff.

## 1. Definition

A critical incident is defined by the National Code (under Standard 6) as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents may include, but are not limited to:

- serious injury, illness, or death of a student or staff
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- social issues e.g. sexual assault, drug use, alcohol abuse.

## 2. Critical Incident Team

American College has a Critical Incident Team to assist the Director in the prevention and management of critical incidents at American College, on/ off campus in the case of an overseas student for whom American College has undertaken care responsibilities.

The Director is the Critical Incident Team leader and he will call upon a meeting to address any critical incident. There would be a periodic review and workshop for the team to ensure regular updates if required.

**24hr Contact Number – Director of American College - 0450 499 357 (Dr. Bernard Malik)**

***In the event of an emergency, please dial 000***



### 3. The responsibilities of the team include:

- risk assessment of hazards and situations which may require emergency action
- analysis of requirements to address these hazards
- establishment of liaison with all relevant emergency services e.g. police, fire and rescue, crime stoppers, ambulance, state emergency, national security hotline ( These numbers will be displayed on the notice board in American College's office)
- 24 hour access to contact details for all students and their families
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. Director
- development of a critical incident plan for each critical incident identified
- assisting with implementation of critical incident plans
- dissemination of planned procedures to staff and students as necessary
- organisation of practice drills
- coordination of appropriate staff development
- regular review of critical incident plans

## **Critical Incident PROCEDURE**

### 1. Critical incident procedures

American College's critical incident plans assign responsibilities among relevant staff members, and cover all the actions to be taken and timelines for doing so.

Immediate Response (within 24 hours)

- identify the nature of the critical incident
- contact emergency services (under no circumstances are students/staff to be transported in private vehicles)
- if applicable secure the area
- ensure safety and welfare of staff and students
- notify the critical incident team leader
- implement appropriate critical incident plan
- liaise with emergency services, hospital and medical services
- manage media and publicity
- contact and inform parents and family members
- identify students and staff members most closely involved and at risk
- assess the need for support and counselling for those directly and indirectly involved

### 2. Student missing from approved accommodation

If a student has gone missing from the approved accommodation and cannot be contacted, this will result in American College implementing its documented critical incident policy (see [Standard 6](#)). This policy may include contacting the student's parents, and filing a missing persons report with the police and/or children's services agencies. If, after a reasonable period, the student has not been found, American College will report the student's breach of visa condition 8532 to DIAC by submitting the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' letter.



### 3. Secondary response (48–72 hours)

- assess the need for support and counselling for those directly and indirectly involved (ongoing)
- provide staff, students, and wider American College community, with factual information as appropriate
- arrange debriefing for all students and staff most closely involved and at risk
- restore American College to regular routine, program delivery, and community life as soon as practicable
- completion of critical incident report

### 4. Ongoing Follow-up Response

- identification of any other persons who may be affected by the critical incident and provide access to support services for community members
- provision of accurate information to students and staff
- maintain contact with any injured and affected parties to provide support and to monitor progress
- monitor staff and students for signs of delayed stress and the onset of Post-Traumatic Stress Disorder; providing specialised treatment as necessary
- evaluation of critical incident management
- plan for and be sensitive to anniversaries
- manage any possible longer term disturbances e.g. inquests, legal proceedings

American College welcomes new students. It's administrative and teaching staff ensure that students receive high quality services and in so doing provide students with an enriching learning and living experience.



# TRANSFER AND RELEASE POLICY

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**Policy**

This policy and related procedure relate to students wishing to transfer to and from American College.

Under the revised National Code of Practice for Registration Authorities and Providers for Education and Training to Overseas (the National Code), registered providers are only able to enrol transferring students in the first six months from the commencement of the student's principal course of study in limited circumstances.

**A: Transfer Request and Release Policy**

All applications for Release must be made on the 'Request for Release' Form and submitted to a Student Support Officer.

The submission of this 'Request for Release' Form must also include an accompanying Offer Letter from another Provider.

The submission of the Release Letter request will be acknowledged with a written receipt by American College.

The consideration and approval, or non approval, of a Letter of Release will be done at no cost to the student.

**Students who have not completed 6 months of their principal course**

Students who have not completed 6 months of their principal course are able to apply for a release letter and this may be granted, based on factors related to

- i. the ability of the Principal Provider to deliver a course
- ii. the altered academic, social, residential, cultural or other personal circumstances as described by the student, that impact on his/her ability to sustain attendance and academic performance, and which would be more readily delivered at an alternative Provider.
- iii. Any government sponsor of the student considers that the change maybe in the best interest of the student and provided with written support for the change.

**Issuing release letters to students under 18 years of age\***

If the student is under 18 years of age and not living with his/her parent or nominated relative,

- i. The offer letter must indicate that the new provider has accepted responsibility for the student's accommodation and general welfare. The new provider will need to consult with American College about the exact date on which the new provider will take over responsibility for the care of the student. This date must be indicated clearly on the offer letter. If no date is indicated, American College will not issue a release letter.
- ii. American College must have written confirmation that the student's parents/guardians support the transfer.



\* Note: American College does not accept enrolments from students under 18 years of age.

## **General Policy Statement**

American College (thereafter known as AC) will consider all requests with due reference to the well-being of the student and the best educational opportunities and outcomes, as the student's situation may indicate. Notably though, AC will not be involved in short term measures associated with non-compliant responses to attendance or academic shortcomings by the student.

Student Support Officer will make a diligent effort to ensure the best outcome for the student requesting a transfer or release letter, and finalise the outcome as quickly as possible.

The American College will consider the Request for Release application and reply to the student in writing giving all details of the AC's deliberations and factors taken into consideration, within 10 working days of the receipt of the application.

If the request is refused, the student will be provided with a detailed, written response as to the factors considered and the assessments made of each of these factors. The report will be clear and detailed so as to fully inform the student and assist in the decision to proceed to an appeal via the ACs process. The student has 20 working days from the Release Request notification to notify AC of the intention to appeal the decision.

If a student transfers into another provider, any refunds of course fees paid to AC will be in accordance with the AC's Refund Policy.

## **Release Letter**

The Release Letter will include information on the need to contact DIAC to see whether a new visa is required.

## **Filing Release Letter Applications**

A student's request for a release letter and associated documentation including Offer Letter, and the AC's response, will be kept in the student's file. The originals will be kept on file at the College and copies provided to student.

## **Attachments**

1. Release Letter Application Form
2. Release Letter
3. Refusal for Release Letter
4. Appeals Form

## **B: Enrolling Transferring Students**

### **General Policy Statement**

American College will not enrol any international student already studying in Australia, who has not yet completed at least 6 months with their original Provider's Principal course or does not have a written Release Letter.



**Enrollment procedure**

A student seeking to transfer to American College from another Provider is required to complete an Application for Enrolment form.

After assessment of the Application, if appropriate, an Offer Letter will be provided to the student.

The student will then, with the provision of a Release Letter from the Principal Provider, complete the Formal Acceptance and Agreement document.

The student will then be issued with a Confirmation of Enrolment (CoE) for American College.

**Document Management**

A copy of Release Letter provided by the student's initial Provider must be kept in the student's file along with other enrolment documents, Agreements and Confirmation of Offer Letters



# FEE POLICY

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## Policy Statement:

The requirement of the ESOS Act 2000 and National Code 2007 requires the providers to outline the necessary fee that a prospective student is required to pay towards his/her studies. The Fee Payment Policy is designed to give a comprehensive knowledge to the students on when and how much they are required to pay during their studies at American College. This policy will be made available to students on College's Website and Student Handbook.

### 1) If not paying in instalments, when are my fees due?

1.1 students must pay tuition fees **before** the start of a new course. If not paid by the due date, fines up to a maximum of \$200 will apply (see below for more details).

### 2) When will American College notify you of fees due?

2.1 Your fee is due on the first day your course starts in which you are enrolled. For example, if you are currently studying in Certificate IV and you have a CoE of Diploma of Business too, you will receive orientation letter informing you of the intake date of the course and fee due at least a week before the course starts.

### 3) How will orientation letter be distributed?

3.1 The orientation letter will be distributed to you by mail.

**Please note:** If you change your address, it is a part of your student visa conditions to notify the Institute of this change within 7 days.

It is the **responsibility** of the student to obtain advice regarding the due date.

### 4) Penalties for not paying fees:

4.1 Students are required to pay at the beginning of the course in Full or in Instalments via Instalment Plan. (If approved for Instalments see below for more details).

4.2 If the fee due is not paid by due date. A First Warning Letter will be issued allowing the student with 14 days to contact the Administration Officer at American College and to pay the dues with late penalty of up to \$200 accumulating over 14 days.

4.3 If the student fails to comply with the terms set out in the First Warning Letter issued (Step 4.2). He/she will be issued with a Second Warning Letter allowing him/her 14 days to contact the Accounts Office at American College and to pay the dues with the late penalty of up to \$200 accumulating over 14 days.

4.4 If the student does not respond to the terms set out in the Second Warning Letter. He/she will be issued with a Notification of Intention to Cancel the Enrolment Letter informing the student that he/she may be reported to DEEWR via PRISMS for Non-Payment of Fee and allowing him/her 20 working days to access the American College's internal appeal process (as outlined in Complaints and Appeal policy). For more information on this can be downloaded from [www.americancollege.com.au](http://www.americancollege.com.au) If no Appeals are made between 20 Working days set out in the ITR Letter. The student will be reported to DEEWR via PRISMS for Non -Payment of Fees.

### 5) Paying fees in installments:

5.1 If paying in instalments, what should I do?



All students wishing to opt for payment plan should indicate at the time of enrolment and sign the payment plan with the Administration Officer.

## 5.2 How many instalments may I pay?

5.2.1. If you wish to pay in instalments, you must pay an initial **deposit** and the remainder can be paid in **easy instalments on monthly basis**.

Payments are to be made as follows:

- 1) Deposit: Minimum deposit payable before the start of the semester.
- 2) Instalment: to be paid every 4 weeks from the Deposit's due date.

5.2.2. Students must pay their entire fees **4 weeks** prior to end date of the course while adhering to the payment plan. This only applies to those students whose application for payment by instalments has been approved.

5.2.3. Once Payment Plan has been approved, you will receive a copy of the application for your personal record.

## 6) Receipts

6.1. Do I receive a receipt indicating how much I have paid?

- 6.1.1. Each time you pay for your fees, you will receive a receipt indicating:-
- Full Payment or Instalment; and
  - Your Name and Student ID No.

Please keep the receipts as the evidence of payment/s made to American College for future reference.



# Consent Form

## **Images, Recordings, 3<sup>rd</sup> Party Information**

I, *(name please print)* ..... hereby give consent for the following action/s:

### **SECTION A - Release of information to a 3<sup>rd</sup> party about [me / my under 18 year old child]**

\_\_\_\_\_ (RTO Name) may release information as described below:

- No details may be given out to anyone at any time
- Any details may be given out to any person at any time
- A named 3<sup>rd</sup> party may receive specified information:

Type of information that can be released (e.g. results, progress, contact details, phone reference or "anything") \_\_\_\_\_

Name of 3<sup>rd</sup> Party: (Name of person, organisation, or "anyone") \_\_\_\_\_

Other information / clauses: \_\_\_\_\_

### **SECTION B - Use of [my / my under 18 year old child's] image, whether a photograph, voice recording or video recording, in publicity releases**

\_\_\_\_\_ (RTO Name) may use images as described below:

- No image / recording may be used in publicity releases at any time
- An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable
- Any image / recording may be used in publicity releases at any time
- A particular image / recording may be used in publicity releases as described below:

Type of image: \_\_\_\_\_ Date image was recorded: \_\_\_\_\_

Description of image: \_\_\_\_\_

If this form is being used for a particular publicity event only, describe it here:

Type of publicity event: \_\_\_\_\_ Date/s: \_\_\_\_\_

Other information / clauses: \_\_\_\_\_

I understand that unless specifically stated in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or organisation being advertised.

### **SECTION C - Signatures**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Consent for child under 18: Signed: \_\_\_\_\_ [Parent / Guardian]

Child's name: \_\_\_\_\_ Date: \_\_\_\_\_

**APPENDIX "A" – COMPLAINTS & APPEAL PROCESS FORM**



**STANDARD 8 COMPLAINTS AND APPEALS FORM**

**AMERICAN COLLEGE PTY LTD**  
 CRICOS PROVIDER CODE: 03149K  
 RTO CODE: 31897

**COMPLAINTS and APPEALS FORM**

**Complainants should read the American College Complaints and Appeals Policy before completing this form**

**STUDENT DETAILS**

Given name: \_\_\_\_\_ Family name: \_\_\_\_\_  
 Student ID: \_\_\_\_\_ Date of birth: \_\_\_\_\_

**COMPLAINT DETAILS (tick off the correct box)**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Assessment Outcome      | <input type="checkbox"/> Workplace Health & Safety | <input type="checkbox"/> Access & Equity    |
| <input type="checkbox"/> Marketing & Advertising | <input type="checkbox"/> Record Management         | <input type="checkbox"/> Training Resources |
| <input type="checkbox"/> Fees & Charges          | <input type="checkbox"/> Student Refund            | <input type="checkbox"/> Other              |

Complainant comments:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Complainant signature: \_\_\_\_\_ Date: \_\_\_\_\_

**AMERICAN COLLEGE OUTCOME – Office Use Only**

Date grievance was addressed: \_\_\_\_\_

Name of person addressing the complaint: \_\_\_\_\_

1st Stage: \_\_\_\_\_ Follow up date: \_\_\_\_\_

Result of investigation/ intervention: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name of person addressing the complaint: \_\_\_\_\_

2nd Stage: \_\_\_\_\_ Follow up date: \_\_\_\_\_

Result of investigation/ intervention: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



Name of person addressing the complaint: \_\_\_\_\_

3rd Stage: \_\_\_\_\_ Follow up date: \_\_\_\_\_

Result of investigation/ intervention: \_\_\_\_\_

Corrective Action Taken:  Yes  No

Reasons for final decision: \_\_\_\_\_

Administration Officer's signature: \_\_\_\_\_

Date: \_\_\_\_\_

Complainant's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Improvement to policy or procedure required: Yes  No

Details of improvement: \_\_\_\_\_

**If student/staff is not happy with outcome, complaint to be referred to independent arbitrator for further assistance.**

Independent mediator's name (Please print): \_\_\_\_\_ Date: \_\_\_\_\_



**APPENDIX "B" – INCIDENT REPORT FORM**

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American College Pty Ltd  
ABN 91 130 637 320  
NTIS No. 31897  
CRICOS No. 03149K



**Incident Report Form**

INCIDENT REPORT FORM

Name.....

Date of Incident ..... Time of Incident .....

**Details of Incident**

.....  
.....  
.....  
.....  
.....

Signature ..... Date .....

**Details of Action Taken**

.....  
.....

**Follow up Action Taken**

.....  
.....

Director's Signature ..... Date .....

APPENDIX "C"



**CHANGE OF DETAILS FORM****Former Name**Student  
ID: \_\_\_\_\_

Family Name: \_\_\_\_\_

Given names: \_\_\_\_\_

**New Personal Details**

Family Name: \_\_\_\_\_

Given Names: \_\_\_\_\_

Residential Address: \_\_\_\_\_

Postal Address: (if same as residential address please write AS ABOVE)

City: \_\_\_\_\_

Post Code: \_\_\_\_\_

State: \_\_\_\_\_

Home: (\_\_\_\_) \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

**New Emergency Contact Details LOCAL**

Emergency Contact Details:

Name: \_\_\_\_\_ Relationship to you: \_\_\_\_\_

Address: \_\_\_\_\_ Contact No: \_\_\_\_\_

**New Emergency Contact Details INTERNATIONAL**

Emergency Contact Details:

Name: \_\_\_\_\_ Relationship to you: \_\_\_\_\_

Address: \_\_\_\_\_ Contact No: \_\_\_\_\_

**New Medical Details:**

Family Doctor details:

Name: \_\_\_\_\_ Contact No: \_\_\_\_\_

Address: \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Name:** \_\_\_\_\_ **Date:** / /

Please hand a completed form to American College representative or trainer.



## APPENDIX "D" Application for Withdrawal/Release



**APPLICATION FOR WITHDRAWAL AND RELEASE**  
**(Processed within 10 working days after the student has provided the necessary documents.)**

Student Personal Details		
Family name:		Given Names:
Student ID:		
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female		Date of Birth: (dd/mm/yy): ____/____/____
Postal Address:		
City:	Country:	Postcode:
Home phone: ( )		Mobile No:
Email Address:		

Course Details
<b>Tick the course/s you are applying to withdraw from and requesting a refund for:</b>
<input type="checkbox"/> BSB40207 Certificate IV in Business (CRICOS Code 069573D) - 22 weeks
<input type="checkbox"/> BSB50207 Diploma Of Business (CRICOS Code 069574C) - 22 weeks
<input type="checkbox"/> BSB51107 Diploma of Management (CRICOS Code 071432K) - 30 weeks
<input type="checkbox"/> BSB50407 Diploma of Business Administration (CRICOS Code 073726B) - 27 weeks
<input type="checkbox"/> BSB60207 Advanced Diploma of Business (CRICOS Code 073750B) - 32 weeks
<input type="checkbox"/> BSB60407 Advanced Diploma of Management (CRICOS Code 070908J) - 31 weeks
<input type="checkbox"/> 91423 NSW Certificate III in Spoken and Written English (CRICOS Code 069577M) - 22 weeks
<input type="checkbox"/> 91419 NSW Certificate IV in Spoken and Written English (CRICOS Code 069578K) - 22 weeks
<input type="checkbox"/> CPC31308 Certificate III in Wall and Floor Tiling (CRICOS Code 073645C) - 54 weeks

**Reason for Withdrawal and Application for Refund**

- Family Problems       Transferring to another RTO (college)
- Cancelling Enrolment       Other

**Please elaborate on your circumstances.**

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American College Pty Ltd T/A  
American College  
ABN 91 130 637 320  
RTO Code. 31897  
CRICOS No. 03149K



## **Credit Transfer Application Form**

Credit transfer is the process whereby competencies gained through a previous course are recognised.

Students who have completed or partly completed a course at another institution and have been deemed competent may apply for exemptions in a course, a unit of competency. The student must have a certificate or statement of attainment to show this.

### **To apply for Credit Transfer:**

- gather all documentation - all certificates must be authentic or certified copies and presented for sighting
- complete an application form
- submit the application and documentation to your trainer for assessment

You may also be required to attend an interview with the staff member handling your application, if they require further information.

.....  
Signed

.....  
Date

.....  
Print Name

---

### **Application for Credit Transfer**

**Name:** .....

**Course:** .....

### **Competency/ies for which Credit Transfer is being requested:**

.....  
.....  
.....

### **In support of your application, please answer the following questions**

1. Why did you decide to apply for Credit Transfer for these units of competency?

.....  
.....



2. Where did you study and complete these units of competency - refer to qualifications and certificate documents.

.....  
.....

(Enclose supporting documentation)

.....  
Signed

.....  
Dated

.....  
Print Name

Application received by (name of staff member) .....

Signed ..... Dated.....

.....  
.....

.....  
.....





## APPENDIX "G" – Leave/Deferment Application

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American College Pty Ltd  
ABN 91 130 637 320  
NTIS No. 31897  
CRICOS No. 03149K



### Application for Leave/Deferment/Suspension

Full Name: \_\_\_\_\_ Student I.D: \_\_\_\_\_

**Leave Type:** (please tick appropriate box)

- Holiday Leave
- Sick Leave
- Deferment – please specify reason for deferment:
- Suspension – please specify reason for suspension:

\_\_\_\_\_

Please elaborate on your request for Leave:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please specify the date in which you request to begin and conclude leave:

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Length: \_\_\_\_\_ days

Are you travelling outside Australia?

Yes    No   If Yes, please specify which country: \_\_\_\_\_

If Yes, please provide at least one method of contact (email, phone number, postal address)

#### **Contact Number:**

##### **Within Australia:**

Name: \_\_\_\_\_ : Phone Number: \_\_\_\_\_ Relationship: \_\_\_\_\_

##### **Overseas:**

Name: \_\_\_\_\_ : Phone Number: \_\_\_\_\_ Relationship: \_\_\_\_\_



**Terms & Conditions**

I, \_\_\_\_\_ hereby understand that as part of the International Student Acceptance Form, Refund Policy, International Student Payment Plan, that it is solely my responsibility to maintain course progress and uphold my Payment Plan payments whilst on leave.

.....  
Applicant's signature

.....  
Date

*A Letter of Approved Leave will be posted to you upon approval. If your leave is not approved, an American College representative will contact you.*

---

**Authorisation by the American College Director**

I hereby authorise for ..... (name)  
to \_\_\_\_\_ days leave/deferment.

.....  
Director's Signature

.....  
Date

