



**VOCATIONAL  
STUDENT  
HANDBOOK**

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# WELCOME

Welcome! I am delighted that you have chosen to study at Academies Australasia Polytechnic (AAPoly). I know you have made a wise decision to further your studies and build your career. The team at AAPoly is committed to your success and we will do everything possible to ensure you have a positive and treasured learning experience while you are with us. Let me introduce you to AAPoly.

## Our Vision

To be the provider of choice to a niche market in vocational education by offering a select suite of high-quality courses that empowers students to flourish and achieve their career goals.

## Our Mission

To provide students with an engaged, high quality academic experience, supported by a proactive service culture and a personal touch. We will achieve this by identifying, developing, and delivering industry-relevant and academically rigorous courses in targeted discipline areas to produce graduates who are work ready.

## Our Core Values

- ❖ Student-centred.
- ❖ Show Respect
- ❖ Act with integrity.
- ❖ Uphold equity, access and sustainability principles.
- ❖ Encourage free intellectual inquiry through scholarly activities.

## Your Learning Outcomes

By choosing to study at AAPoly, students will have the opportunity to acquire and develop a range of attributes that will not only help to make them job ready in a dynamic environment, but also enrich their professional and personal lives wherever in the world they may decide to work and live.

I wish you every success in your studies at AAPoly and a rewarding experience in Australia.



Joanna Kelly  
Chief Executive Officer

# Student Enrolment and Orientation

It is mandatory for new students to attend the orientation session for their course. Please be punctual. It is expected that all students will bring the following to the orientation session:

- Passport and Visa;
- Fees for the term (as appropriate); and
- electronic Confirmation of Enrolment (eCoE)

Notifications for re-enrolment will be issued to continuing students prior to the start of the term.

## Academic Policies and Procedures

Please refer to the current academic policies and procedures on AAPoly's website (<http://www.aapoly.edu.au/student-policies>).

## Campus Rules

1. **Mobile phones are to be switched off during class time, unless allowed by the trainer for class work.** If you are expecting an important call, please let your teacher know before class.
2. **No food or drinks in the classrooms.** Water bottles are allowed.
3. **No Smoking.** By law, smoking is strictly prohibited indoors in any of our campuses. Students who wish to smoke must leave the building and smoke in designed smoking area. Smokers must not stand near the street entrance doors.
4. **Keep the kitchen area clean and tidy.** The kitchen is a shared area for students and staff. Please wipe down the benches and clean up after yourself. When washing dishes, check the sink for any scraps left in the drain. Please leave the area how you would like to find it.
5. **Only speak English.** The best way to improve your English is to practise! We are an English only environment and it is respectful for your classmates from other countries to communicate in English, this also includes during break times!
6. **No Discrimination.** Discrimination is treating one person differently to another based on prejudice. The Australian government has legislation to prohibit any form of discrimination. Students in classes are expected to treat each other with respect and to show respect for each other's cultural differences. Learn to accept such differences, including:
  - Gender
  - Race
  - Country of origin
  - Marital status
  - Religious beliefs
  - Age
  - Ability/disability
  - Sexual Orientation
7. **No Harassment.** Harassment is to give uninvited and unwanted attention to another person to the point of annoyance. It is, therefore, unacceptable for one student to continuously "harass" another person by words or actions. The Australian Sex Discrimination Act specifically outlaws this type of activity. Physical contact should be avoided, particularly with the opposite gender. Physical violence between students will not be tolerated and may result in instant dismissal from AAPoly.

If anyone believes they have been harassed or discriminated against, please report it to the Student Counsellor, the Course Coordinator or other trusted AAPoly staff member. Such reports will then be investigated, and appropriate actions taken. Please refer to the student policies page of our website: <http://www.aapoly.edu.au/student-policies>.

# Complaints and Appeals Policy

Students shall have access to a transparent, fair and prompt process for resolving complaints and appeals. Where possible and appropriate, the complaints/appeals shall be dealt with locally at the level at which the issue of the complaint/appeal occurs. If the complaint/appeal cannot be resolved at the local level, the student will have access to an AAPoly internal appeal process. If the matter cannot be resolved through the internal appeal process, then the student will have access to a final hearing by an independent external person or organisation. Throughout these processes, no student will be disadvantaged for having made a complaint or appeal.

All students have the right to be represented and/or accompanied by a nominee at all times.

The availability of a complaints and appeals policy and procedure does not affect the student's right to take action under Australia's Consumer law if the Australian Consumer Law applies.

## Complaints Process

For academic complaints students should approach the Trainer and/or Course Coordinator (for vocational students). For any other issues, students should contact Student Services.

- Academic related complaints
  - In the first instance, students should raise the matter with their Trainer.
  - If the student is not satisfied with the Trainer's response or the matter is more serious, the student completes and returns the Student Complaint Form available on [www.aapoly.edu.au](http://www.aapoly.edu.au) to Student Services. The student should attach copies of any supporting documents (if applicable). If the matter is very serious or confidential, the student may wish to make an appointment with the Course Coordinator to give notice of the complaint. The complaint is referred to the Course Coordinator.
  - Within 10 working days of the receipt of a formal complaint the Course Coordinator will consider the information provided and may contact the student and/or trainer/staff members if further information is required. The Course Coordinator makes a decision on the matter and advise the student in writing the actions/plans, details of the reasons for the outcome and right to access an independent external complaints and appeal process within 10 working days of concluding the investigation of the complaint.
  - If the student is still unhappy, they can request Student Services within 5 working days of the outcome to refer the complaint to the Chief Executive Officer (CEO).
  - The student will be informed in writing of the outcome of the complaint, including details of the reasons for the outcome and right to access an independent external complaints process within 10 working days of concluding the investigation of the complaint.
  - Should a student feel that the problem cannot be resolved within AAPoly, the CEO should be informed.
  - During the complaints process the student is entitled to have a support person (at the student's cost).

- Students may also access the external appeals process within 5 working days of the outcome. Please refer to 'External Appeal' section.
  - AAPoly's complaint resolution process does not inhibit the student's right to seek other remedies under Federal or State law.
  - The student's enrolment will be maintained while the complaints and appeals process are ongoing.
- Other complaints
    - For other complaints, students must raise the matter to Student Services. If the complaint cannot be resolved informally, students may lodge a formal complaint by submitting the Student Complaint Form available on [www.aapoly.edu.au](http://www.aapoly.edu.au) to Student Services. AAPoly will maintain the student's enrolment while the complaint process is ongoing. Students must also enrol in their course during the process.
    - Within 10 working days of the receipt of a formal complaint the Department Head, Student Services (DH-SS) will consider the information provided and may contact the student and/or staff members if further information is required. The DH-SS shall, if he sees fit, make a decision on the matter and advise the student in writing the actions/plans, details of the reasons for the outcome and right to access an independent external complaints and appeal process within 10 working days of concluding the investigation of the complaint.
    - If the student is still unhappy, they can request Student Services within 5 working days of the outcome to refer the complaint to the CEO.
    - The student will be informed in writing of the outcome of the complaint, including details of the reasons for the outcome and right to access an independent external complaints process within 10 working days of concluding the investigation of the complaint.
    - Should a student feel that the problem cannot be resolved within AAPoly, the CEO should be informed.
    - During the complaints process the student is entitled to have a support person (at the student's cost).
    - Students may also access the external appeals process within 5 working days of the outcome. Please refer to 'External Appeal' section.
    - The AAPoly's complaint resolution process does not inhibit the student's right to seek other remedies under Federal or State law.
    - The student's enrolment will be maintained while the complaints and appeals process are ongoing.

## Appeals Process

- If a student wishes to lodge an appeal against an official decision made by AAPoly they need to submit an Appeal Form addressed to the Chief Executive Officer and in case they are appealing against Intention to Report for unsatisfactory course progress to the Course Coordinator, within 20 working days of receiving the notification.
- Staff responsible as per the type of appeal, will commence the investigation within 10 working days of the appeal being lodged. Staff will consider the information provided (if applicable) and information about the student in the Student Management System



(Paradigm) and may contact the student if further information is required. Once the outcome has been finalised the student is informed in writing.

- If the outcome is in favour of the student, AAPoly immediately implements any decision or corrective/preventative actions required and commences continuous improvement process. A record of the appeal is kept in Paradigm as evidence of the communication to the student.
- If the outcome is not in favour of the student, the student can choose to either withdraw the appeal or access external appeal process with the Overseas Student Ombudsman (OSO). AAPoly informs the student in writing of their right to access external appeal process within 10 working days of concluding the internal appeal. The student must contact the OSO within 5 working days of the written outcome and inform the relevant staff. If the student does not proceed and withdraws the appeal, AAPoly proceeds with the decision and keeps a record in Paradigm.
- OSO investigates and informs the student and AAPoly of outcome. The appeal procedure will be determined by the independent mediator. During the appeal process the student's enrolment will be maintained. If required, all documentation from the student and AAPoly related to the appeal will be forwarded to the OSO.
- If the outcome of the external appeal is in favour of the student, AAPoly immediately implements any decision or corrective/preventative actions required and commences continuous improvement process. A record of the appeal is kept in Paradigm as evidence of the communication to the student.
- If the outcome is not in favour of the student, AAPoly proceeds with the decision, and keeps a record in Paradigm.

## External Appeal

- The student will have access and receive the outcome of only one external appeal process before AAPoly may report the student to the relevant authorities. Hence, AAPoly does not have to await the outcome of multiple external appeals processes which the student may wish to access. However, AAPoly will inform students that they could refer to the OSO. The OSO 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 the college. You can initiate the external appeals process to OSO by telephone, in writing, by fax, or using OSO's [online complaint form](#). Refer to OSO's contact information below.

Telephone: 1300 362 072

Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## Withdrawal of Complaint/Appeal

The student may withdraw a complaint or appeal at any time during the resolution process. The student must make the withdrawal in writing and submit it to the Student Services. This will then be forwarded to the DH-SS. Alternatively, the student may send an email to the DH-SS using their email address registered with AAPoly.

DH-SS will send a written acknowledgement of the withdrawal to the student. The matter will be concluded and deemed to be resolved.

# Course Credit

## Vocational Education and Training (VET) Courses

Recognition of Prior Learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Credit Transfer is of granting of status or credit by AAPoly to students for units of competency completed at the same or another education provider.

The procedure for applying for Credit Transfer (CT) is as follows:

1. Students must complete the Course Credit Application Form to formally apply for CT by the first week of the first term of the course. Students will submit the form with the supporting documents to the Marketing Manager (prior to issuance of COE) or the Student Services (after issuance of COE until the first week of a term). The entire application will be forwarded to the Manager, VET Operations for assessment.

Note: Students must provide AAPoly with the original or certified copies of the document, whether it is a transcript of the qualification, credential, testamur, award, or reference letter. The document must be in English. If it is not, AAPoly requires that it be translated by a recognised body.

2. The Manager, VET Operations will assess the application. Only the relevant Manager, VET Operations can grant CT.
3. The Manager, VET Operations will advise the Student Services of the outcome of the CT application. The Student Services will update the student management system and PRISMS (if applicable).
4. The student will be informed of the outcome of the request in writing. A copy of the letter will be retained in the student's folder.
5. Students have the right to appeal in circumstances where they do not agree with the outcome of the request. Please refer to the Complaints and Appeals section in this handbook for details on how to appeal against a decision of AAPoly.

The procedure for applying for Recognition of Prior Learning (RPL) is as follows:

1. The student notifies of intention to apply for RPL during admissions. The students are referred to the Manager, VET Operations.
2. The Manager, VET Operations arranges a meeting with the student and Assessor to discuss the RPL requirements. The student is provided with the Skills Recognition Tool Kit.
3. Students who apply for RPL by using competencies gained through work experience must supply a document on the company letterhead stating:
  - place of employment;

- name of employer/supervisor/manager;
  - contact details of the employer/supervisor/manager;
  - period of employment; and
  - specific job roles.
4. Students who apply for RPL using their life experience must be able to provide documentation to support their case.
  5. The student submits the completed Skills Recognition Tool Kit along with the evidence portfolio to the Assessor.
  6. The Assessor assesses the application based on the information and evidence submitted. The Assessor notifies the Manager, VET Operations of the outcome, who then forwards the documentation and indicate the assessment outcome to the Department Head, VET for final approval.
  7. In some situations, the documents submitted by the student may not provide adequate information or may be from an unrecognised body. In order to qualify for RPL, the student may be required to complete gap training and demonstration (if applicable) if gaps are identified by the Assessor in the evidence portfolio provided. The Assessor will contact the student for a meeting to provide feedback and discuss the gap training and demonstration (if applicable) requirements.
  8. The student will be informed of the outcome of the request in writing. A copy of the letter will be retained in the student's folder.
  9. Students have the right to appeal in circumstances where they do not agree with the outcome of the request. Please refer to the Complaints and Appeals section in this handbook for details on how to appeal against a decision of AAPoly.

Students should note that the granting of RPL or CT may lead to the shortening of their course. If this happens, AAPoly will notify the Department of Home Affairs of the shortened course duration. The student may then need to either enrol in another full-time course or depart Australia when their (shortened) course finishes. The granting of RPL or CT does not affect the Department of Home Affairs' requirement that overseas students on a student visa must undertake a full-time study workload of 20 contact hours per week.

Students who wish to apply for RPL may do so by paying the equivalent of the cost of the unit. For CT applications, there are no assessment fees.

Please refer to the Academic Credit Transfer and Recognition of Prior Learning Policy and Procedure at <https://aapoly.edu.au/student-policies/> for more details.

# International Student Visa Conditions

For a full list of mandatory and discretionary student visa conditions please visit:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

## Monitoring Student Course Progress for VET Courses

AAPoly divides its academic calendar into four study periods (terms). Each term is 9 weeks long. Within these terms specific units are allocated to the student to make up a full-time study workload of twenty (20) hours per week. The student's allocated units, detailed in the timetable, must be followed. A student wishing not to undertake the required study in a certain subject must obtain approval from the Course Coordinator within the first two weeks of the term.

To ensure satisfactory student's course progress, AAPoly will monitor academic performance in each unit enrolment. Progress will be assessed throughout each unit and results will be collated at the end of every term. At the same time, AAPoly will also check the student's progress towards completion of the course within the specified duration. The student will be able to access academic results at the end of each term via Paradigm. A final assessment of the student's overall achievements will occur at the end of every term.

To meet the requirement for satisfactory course progress, students must demonstrate competency in at least 50% of the course requirements in that term.

Warning letters, such as Risk of Unsatisfactory Course Progress and Non-Compliant Rate Of course Progress, are sent to students by email. Intention to Report letters are also sent to students by email. A student returning from leave is expected to meet course progress requirements. When a student returns from leave, they are expected to meet course progress and catch up on their studies in the following term. Failing to do so would trigger the reporting process, and any previous warning letters would also be counted towards the reporting cycle.

Please refer to the Monitoring Student Progress Policy and Procedure at <http://www.aapoly.edu.au/student-policies> for more details.

## Assessment

Assessment is an extremely important part of the whole education process. The purpose of assessment is to evaluate what students have learned, how they are progressing, where any problems are, and ultimately, whether they meet the subject intended learning outcomes. AAPoly has flexible learning and assessment procedures.

Assessment is both formative and summative and may take both formal and informal forms. The more formal assessments are tests, projects, presentations, assignments, workplace demonstrations and examinations. The form that assessment takes will depend on the competency or outcome being assessed, course requirements and any special needs of the students.

If a student has any special needs in relation to assessment, preparing for assessment, or understanding the assessment plan, they should notify their trainer. They should also notify AAPoly upon induction and should tell their trainer about any special needs for the purposes of lesson or training delivery. The student needs to give AAPoly sufficient notice. Ideally, the student should inform the trainer of these when joining the class and remind them two weeks before the particular assessment event.

## Conduct of Assessments

### General Rules

Unless the trainer directs students otherwise, the rules that shall apply to all formal examinations and assessments are as follows:

- Students must present their Student ID card to be eligible to sit the assessment/examination.
- It is the responsibility of each student to be on time for exams.
- Students must carry out the directions of the trainer.
- No student may leave the assessment/examination room in the first or last half hour.
- No student shall be readmitted to an assessment room unless they sought permission and were under supervision for the entire time of their absence.
- Students shall not behave in a disorderly or disruptive manner or in any way disrupt or disadvantage other students.
- Students are not permitted to talk to any other student upon entering or while they are in the assessment room.
- Students, upon taking their seat, must not get up or move without the permission of a supervisor.
- If students wish to speak to a supervisor, they should raise their hand and wait for the supervisor to come to them. They should then speak to the supervisor in a way that will not disrupt any students near them.
- Students may not bring any food, drink, cigarettes or chewing gum into the assessment room.
- Students shall not, during the period of the assessment, use or attempt to use any material, information or equipment unless it is specified on the assessment paper.

### What Students Should Do

To maximise their performance in assessments all students should:

- be prepared for the assessment (i.e. have studied the topics being assessed, brought all the required equipment and material along and arrive at least 10 minutes before the assessment);
- advise their trainer immediately if there is any factor which will affect their performance in the assessment or if they have any special need;
- read the instructions on the exam and complete all the identification details;
- write legibly; and
- ensure that their fees are paid up according to AAPoly guidelines before sitting assessments.

AAPoly reserves the right to bar a student from taking assessments or to withhold results if there are fees outstanding.

### Academic Misconduct

Academic misconducts include but are not restricted to cheating, contract cheating (ghost writing or academic work outsourcing), plagiarism, collusion, unauthorised or inappropriate use of Artificial

Intelligence (AI) or similar technology tools, and other forms of improper collaboration during the preparation of any prescribed assessment tasks.

Student academic misconduct is prohibited and any violations of the misconduct policy by students may result in academic penalties. Please refer to the Academic Integrity and Misconduct (VET) Policy and Procedure available at <http://www.aapoly.edu.au/student-policies>.

## Guidance on Academic Misconduct

Students must assume responsibility for maintaining honesty in all assessments submitted for credit and in any other assessments designated by the trainer of the course in question.

### First Offence

A warning letter will be issued to the student, and the student will receive a zero mark for the assessment task, stipulating that if the misconduct is repeated, further actions will be taken.

### Second Offence

If the student repeats the act of academic misconduct, the Academic Review Committee will conduct an investigation. If the student admits to the offence or if the result of the investigation determines the student committed the offence, the student will receive a second warning letter and a zero mark in the subject. If the student does not admit plagiarism or disagrees with the decision, they can appeal within five (5) working days of being notified of the penalty decision, using the Academic Misconduct Appeal process.

### Third Offence

If the student repeats the academic misconduct for the third time, the matter is referred to the Student Discipline Committee for investigation. If the student admits to the offence or if the result of the investigation determines the student committed the offence, the student is issued a final warning letter and will receive fail for the whole subject. If the student disagrees with the decision, they can appeal within five (5) working days of being notified about the penalty decision using the Academic Misconduct Appeal process.

### Expulsion from the Course

If the student repeats the academic misconduct after the third time, the matter is referred to the Student Discipline Committee for investigation. The Student Discipline Committee may, if it is deemed appropriate, determine that the student should be expelled from the course. If the Student Discipline Committee decides to expel the student from the course, then the Chair will refer the matter, with recommendations, to the Chief Executive Officer, who will review the case within five (5) working days of receiving the report. If the outcome of the review requires the expulsion of the student, the DH-SS will act in accordance with the Deferment, Suspension or Cancellation of a Student's Enrolment Procedure to cancel the student's enrolment and report the student to the Department of Education via PRISMS. This record of penalty will be shown in the student's academic record.

## Failure to Attempt an Assessment

Students who do not attempt an assessment without a valid reason will be marked as Failed.

However, AAPoly understands that there may be valid reasons why a student did not attempt an assessment. Students may apply for an alternative assessment or special consideration if, because of illness or other circumstances (not work-related) beyond their control, they:

- miss a formal assessment;
- attend an assessment but are forced to leave before the allocated time has expired;
- finish an assessment, but believe that their performance was affected; or
- have difficulty in completing an assessment.

To be considered, the students must:

- inform AAPoly as soon as is practicable and no later than two working days after the assessment; or
- inform the supervisor at the time, if they attempted any part of the assessment; **and** provide external independent evidence of the illness or misadventure in the form of a doctor's certificate from a registered medical practitioner or a Police Report or any other documentation that will support their application.

## Reassessment for VET Students

It is inevitable that some students will not meet the requirements of the assessment evidence. AAPoly's approach to these situations is to work with the student in order to address deficiencies and to build their skill and knowledge in preparation for additional assessment. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor.

Reassessment fees are as follows:

- Assessment Task/ Activity: \$100
- Practical: \$200/subject

## Attendance

Punctual and regular attendance is mandatory for all students. Students are expected to arrive on time and remain for the entire duration of each class. Consistent attendance is closely linked to academic success.

If a student is unable to attend class for any reason, they must notify AAPoly as soon as possible, ideally providing at least 24 hours' notice.

All absences must be supported by proper documentation. Students who are absent for medical reasons may be required to submit a valid medical certificate. Medical certificates must be issued by a registered practitioner or obtained through legitimate channels, for genuine medical needs. These certificates must be submitted no later than 7 days after their absence or medical leave.

For medical certificates sourced online, acceptance will be evaluated on a case-by-case basis. Backdated or late medical certificates are generally not accepted.

## Guidelines for supporting documents obtained from online sources:

- Certificates sourced online may be accepted for a maximum two-day absences ONLY.
- For absences lasting more than two days, students must have a consultation with a GP supported by a medical certificate.
- The College may limit acceptance to one online certificate from a student per month.
- The College reserves the right to reject online certificates and may request additional documentation in cases of frequent absences or if there is reason to question the authenticity of the certificate or the validity of the absence.
- The College may implement stricter policies regarding the acceptance of online medical certificates as necessary.

## Current Address Details

You are required, as one of your student visa conditions, to advise AnatoLy of your Australian residential address within seven (7) days of arrival in Australia and must advise any changes of address within seven (7) days. There is a change of contact details form available from the reception.

It is also required that you always keep AAPoly informed of any change to your personal details, visa status, and emergency contact details.

## Scholarships and Awards

For detailed information about our scholarships and awards visit the following page of our website at <http://www.aapoly.edu.au/scholarship>

## Student Administration Information

### Paying Fees

All course fees and charges are payable in Australian dollars in accordance with the current Fee Schedule. The fee schedule may change from time to time, therefore, students should confirm current course and other fees with the Student Services or Finance Departments. Once enrolled in a course, the course fees will remain the same for the normal duration of that course.

At a minimum, full term/semester course fees and charges must be paid in advance prior to issuing the CoE. Student course fees are safeguarded through the use of insurance and assurance schemes mandated by Australian Legislation.

Fees become liable at the enrolment date of each semester or term. Failure to pay fees by the enrolment date will have significant consequences including the possible cancellation of enrolment.



## Access and Equity

AAPoly is committed to access and equity for all students to ensure no student enrolled in its courses is disadvantaged. Policies on access and equity cover the following groups:

- Students with any form of physical disability (e.g. hearing, seeing)
- Gender
- People from non-English speaking backgrounds
- Students with a learning disability (e.g. dyslexia)
- Sexual Orientation

Students must provide information about their disabilities on their application forms. This will enable AAPoly to assess and understand support requirements. Students with known disabilities should contact the relevant Program Coordinator within the first two weeks of commencement of their course. AAPoly will, within limits, do its best to assist students with disabilities.

## Access to Student Records

AAPoly acknowledges and respects the privacy of all students. Student record files are maintained in strictest confidentiality. However, students do have a right of access to any personal information contained within their own student file in accordance with the Act and AAPoly's policies. Students wishing to gain access to information stored in their file, whether manually or electronically, should approach the Student Services Department. Note that AAPoly may be required to give some information to designated government authorities, such as the Department of Home Affairs, police or government regulators.

## Privacy Policy

As a registered training organisation (RTO), AAPoly collects students' personal information to process and manage their enrolment in a VET course.

Under the Privacy Act, AAPoly is not allowed to give an individual's information to any other person except for administration purposes and as required by law. The student's personal information protected by the Privacy Act includes the student's name, address, phone number, timetable and academic results.

## How Information is Collected

The type of information collected and held by AAPoly includes: personally identifiable information, including sensitive information, about students before, during and after the completion of training. Consent for student information is gained at application via the application and enrolment form.

Information may include:

- Student Name
- Current and previous address details
- Contact information
- Date of birth
- Gender
- Driver's License or other identification details
- Assessment results

- Passport information
- Relevant Visa (if applicable)
- File notes
- Records of previous training and qualifications
- Fee payment information, such as credit card details
- AVETMISS data
- Disability and special needs
- Unique Student Identifier

Students are required to declare that they understood AAPoly's use of personal information in the student agreement prior to enrolment.

Generally, information is provided to AAPoly by the individuals themselves. Individuals provide personal information over the phone, in person, online, via email and by completing various forms, including:

- General Course Enquiry (via AAPoly website or email)
- Online Enquiry (via AAPoly website or email)
- Application for Enrolment Form (may also include Visa data if applicable)
- Application for Recognition of Prior Learning
- Application for Credit Transfer
- Student Request Form
- Assessment Task Submission
- Unit Assessment Record
- Working with Children Check (if applicable)
- National Police Check (if applicable)

In some situations, information could be provided to AAPoly by a third party. Examples may include other RTOs and Education Agents.

## How We Hold Information

Depending on the circumstances, we may hold an individual's information in either hardcopy or electronic form, or both. Our student database is held in either hardcopy or electronic format.

## How Information is Used

AAPoly only uses information for its intended purpose disclosed at the time of collection.

## Student Identifier

Students who enrol in AAPoly's courses are required to submit their USI. The USI is also used when issuing Statements of Attainment and Certificates.

## Assessment Task Submission and Examination

Upon submission of assessment tasks or when taking an exam, students must indicate their name and student number as identification. Students are provided with a student number upon acceptance of their enrolment. In cases where students misplace their student number, they can request this

information from Student Services. AAPoly will ask for evidence of identity before distribution of this information.

## Disclosure (Sharing)

Information collected or held by AAPoly will only be disclosed to third parties after written consent has been obtained by the individual or where required by law. This may include:

- The individual's authorised representative or legal advisors
- Government and Statutory Authorities where required by law
- National VET Regulator auditing purposes

AAPoly will make all reasonable effort to secure and protect confidential information from unlawful disclosure. No personally identifiable information will be disclosed by AAPoly without the consent of the individual(s) concerned.

AAPoly is required by law, under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act), to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose students' personal information to the relevant state or territory training authority.

## How the NCVER and Other Bodies Handle Your Personal Information

The NCVER will collect, hold, use and disclose the student's personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. The student's personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government, Department of Employment and Workplace Relations, Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation;
- facilitation of statistics and research relating to education, including surveys and data linkage; and
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at <https://www.ncver.edu.au/privacy>

If you would like to seek access to or correct your information, in the first instance, you must contact AAPoly.

Department of Employment and Workplace Relations is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the Department of Employment and Workplace Relations will handle your personal information, please refer to the Department of Employment and Workplace Relations VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

## Surveys

Students may receive a student survey which may be run by a government department or a NCVER employee, agent, third-party contractor or another authorised agency. Students may opt out of the survey at the time of being contacted.

## Contact Information

At any time, students may contact AAPoly by sending an email via [studentadmin@aapoly.edu.au](mailto:studentadmin@aapoly.edu.au) to:

- request access to your personal information;
- correct your personal information;
- make a complaint about how your personal information has been handled; or
- ask a question about this Privacy policy and procedure.

## Access and Requests for Information Correction

Individuals may request access to the personal information held and may also make requests to correct personal information if it is not accurate, up-to-date, or complete. To protect the privacy of our students and the privacy of others, AAPoly allows students to change their personal information in the Student Management System.

In rare circumstances, and only where it is permitted under the Privacy Act 1988 (Cth), we may not be able to provide individuals with access to information; for example, where it will have an unreasonable impact upon the privacy of others, where it relates to legal proceedings between us through which the information would not otherwise be available, where it would be prejudicial to negotiations, where we are required by law to withhold the information or where it would reveal information relating to our commercially sensitive decision making processes. If we are unable to provide individuals with access, we will provide an explanation in writing within five working days.

## Complaints

Individuals may make a complaint about how their personal information is handled, without incurring a fee (refer to the contact details below for access to these services).

There are three stages in the complaint-handling process:

1. The complaint is made directly to AAPoly in the first instance;

2. the complaint may be taken to a recognised external dispute resolutions scheme (if applicable); and lastly
3. the complaint may be taken to the Office of the Australian Information Commissioner (OAIC).

Individuals can contact AAPoly by phone, email, fax, or by visiting our office or sending a request or complaint to the address below. AAPoly undertakes to respond to the complainant within 10 working days. If the request or complaint takes longer to resolve, AAPoly provides individuals with a date by which they can expect a response.

<b>Contact Information</b>	
<b>Phone</b>	+61 3 8610 4100
<b>Email</b>	<a href="mailto:studentadmin@aapoly.edu.au">studentadmin@aapoly.edu.au</a>
<b>Addresses</b>	Level 7, 628 Bourke St, Melbourne, VIC 3000
<b>Website</b>	<a href="http://www.aapoly.edu.au">www.aapoly.edu.au</a>

## Protecting Personal Information

To help protect the privacy of data and personal information that AAPoly collects and retains, AAPoly uses physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis.

All employees undergo privacy training that emphasises the importance of confidentiality and the maintenance of student/employer privacy and security of personal information. Access to personal information is restricted to employees who need it to provide benefits or services to students, also refer to the 'How information is used' section of this policy.

## Website

AAPoly's website may contain links to other websites. Please be aware that AAPoly is not responsible for the privacy practices of such other sites. If individuals go to other websites, AAPoly advises caution and to read the related site's privacy policy.

## Direct Marketing

AAPoly practices ethical direct marketing. Where AAPoly is permitted to use or disclose personal information for the purpose of direct marketing, it must always allow an individual to request not to receive direct marketing communications (also known as 'opting out') and comply with that request. AAPoly will, on request, provide its source for an individual's personal information, unless it is impracticable or unreasonable to do so.

## Data Breaches

Security is a basic element of information privacy. In Australia, this principle is reflected in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. AAPoly takes reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure.

Depending on the circumstances, those reasonable steps may include the implementation of data breach procedures; notification of the individuals who are or may be affected by a data breach; and notification to the OAIC.

Appropriate security safeguards for personal information need to be considered across a range of areas. This includes maintaining physical security, computer and network security, communications security and personnel security. To meet information security obligations, AAPoly undertakes the following activities:

- A privacy impact assessment, which evaluates, in a systemic way, the impact that a project (including a full range of activities and initiatives that may have privacy implications) might have on the privacy of individuals.
- Privacy impact assessments are conducted in the planning and development stages of the project, and when changes to the project are being considered.
- Policy development which reviews and updates the policy that implements measures, practices and procedures to reduce the identified risks to information security.
- Staff training which trains staff and managers in security and fraud awareness, practices and procedures and codes of conduct.
- Notify the responsible person or position. The Executive Director is the designated position within the organisation to deal with data breaches. This position has responsibility for establishing policy and procedures, training staff, coordinating reviews and audits and investigating and responding to breaches.

## Social Media Use

Use of social media will be deemed as having connection with AAPoly if the social media account is used as an official AAPoly social media platform.

The students play a crucial part in creating positive experiences that will enhance their progress in learning and social interactions. They are expected to:

- be considerate to others and respect the privacy of others, as well as diversity of cultures, peoples and languages;
- communicate with courtesy and due care, verbally and in writing, in person and online (including through email and social media);
- refrain from actions, behaviour and words that may jeopardise their own or another person's health, safety or wellbeing, or may damage their reputation or career;
- respect the moral and physical boundaries when interacting with one another and refrain from participating in any physical or mental exchange which can be offensive, intimidating or humiliating to others such as sexual harassment or assault, abuse and other harmful misconduct;
- inform their Trainer if they see discrimination, harassment, victimisation or bullying happening during their studies at AAPoly; and
- only use AAPoly facilities and resources (including information and communications technology) responsibly, in accordance with relevant policies and in consideration of other students' needs.

In addition, when using social media in the context of education or research training, and when making identifiable personal use of social media, students must NOT:

- make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate;
- make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure;
- make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful;
- imply that they are authorised to speak as a representative of AAPoly, or give the impression that the views they express are those of AAPoly;
- use the identity or likeness of another student, contractor, staff member or other stakeholder of AAPoly;
- use or disclose any AAPoly confidential information obtained as a student of AAPoly;
- sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites;
- make any comment or post material that might otherwise cause damage to AAPoly's reputation or bring it into disrepute; and
- use AAPoly's logo without permission or use AAPoly's name in a manner that is likely to be misleading or bring AAPoly into disrepute.

Students must use AAPoly's computer facilities and network in an ethical and responsible manner by

- respecting the rights and privacy of others;
- not sending offensive or anonymous messages, including malicious remarks, hate speeches and hoaxes;
- not accessing pornographic, offensive, violent or other inappropriate materials;
- not degrading, corrupting or damaging the hardware, software, equipment or the integrity of the network; or
- not installing unauthorised software, altering the network configuration or using network resources in a manner that contradicts instructions given by the network administrator.

Students who do not comply with the expectations set out in this policy may face disciplinary actions which, in serious cases, may result in exclusion from AAPoly. AAPoly applies a zero-tolerance approach to harmful misconduct including (but not limited to) sexual harassment or abuse, physical or verbal bullying and violence.

# Refund Policy

Please refer to the latest refund policy and procedure at <http://www.aapoly.edu.au/student-policies>. This refund policy does not remove the student's right to take further action under Australia's consumer protection laws. In addition, AAPoly's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

1. Any request for refund must be forwarded in writing to AAPoly via email to [studentadmin@aapoly.edu.au](mailto:studentadmin@aapoly.edu.au), using the Credit/Refund Form (found in <https://aapoly.edu.au/forms/>) and signed by the student.

Note: If the student is withdrawing from AAPoly, the student must complete and submit the Withdrawal of Enrolment Form along with the Credit/Refund Form and any relevant supporting documents.

2. AAPoly will pay the refund within twenty (20) working days after receiving the Credit/Refund Form from the student, complete with all the relevant supporting documents. A statement explaining how the refund was calculated will accompany the payment to the student. Refunds will not be processed if supporting documentation is incomplete.
3. Where a refund is due, the refund amount will be calculated as per the refund procedure (referred to in page 10).
4. Refunds will be paid to the student, unless written authorisation is given by the student nominating another party.
5. Where a student is dissatisfied with a decision to provide or not to provide a refund, they may appeal that decision in accordance with the Complaints and Appeals Process.

## Student Default

A student is not eligible for a refund in the event of a student default. Situations of student default include the following:

- a. The student fails to pay an amount they were liable to pay AAPoly, directly or indirectly, in order to undertake the course;
- b. The student breaches a condition of their student visa;
- c. The student fails to start the course on the agreed starting day or attend classes and fails to inform AAPoly in writing;
- d. Misbehaviour by the student; or
- e. The student withdraws from the course after course commencement.

## Provider Default

Provider default occurs when a student has not withdrawn their enrolment and either:

- AAPoly fails to start providing a course to an enrolled student on an agreed starting day, or
- AAPoly stops providing a course to a student at a location any time after the course has begun, but before it has completed.

The most common causes of provider default are provider closure or failure to deliver a particular course.

1. In the unlikely event that AAPoly defaults, AAPoly will notify the Tuition Protection Service (TPS) Director within three (3) working days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.



2. The student will be offered a place in a suitable alternative course at AAPoly or another provider, at no extra cost to the student, or will be provided with a refund of all unexpended prepaid tuition fees. The refund will be paid to the student within ten (10) working days from which the course ceased being provided. The refund will be paid directly to the student or another person who has been authorised by the student in writing.
3. The student has the right to choose whether to receive a refund of the unexpended prepaid tuition fees or accept a place in another course at AAPoly or at another provider.
4. If AAPoly is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that AAPoly is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director.

## Visa refusal

Where a visa application is refused before commencement of the course, the amount of the refund payable by AAPoly is the sum of both tuition and non-tuition fees received by AAPoly in respect of the student (the course fees), less a small amount to account for administrative costs that AAPoly may have incurred in enrolling the student and undertaking other activities in preparation for providing the course to the student. The small amount of course fees that AAPoly will retain on account of administrative costs is:

- a. 5% of the amount of course fees received; or
- b. \$500; whichever is less.

Note: The student payment for the Overseas Student Health Cover is separately processed and refunded in full by AAPoly's partner health insurance provider NIB.

Where a visa application is refused after commencement of the course, the refund amount of the tuition fee paid in advance is calculated as follows:

Refund amount = weekly tuition fee x weeks in default period

In both circumstances, the student must show proof of refusal and evidence of payment to AAPoly. However, AAPoly is not required to provide a refund if the visa was refused for incidences that directly or indirectly caused the student to default:

- student's failure to start the course on the agreed starting day;
- the student's withdrawal from the course; or
- the student's failure to pay an amount that he or she was liable to pay AAPoly in order to undertake the course.

## Withdrawal from Course of Study

The student must notify AAPoly of their request to withdraw from their course by completing the Withdrawal of Enrolment Form and Credit/Refund Form, if the student is also requesting a refund, and submit the form(s) via email to [studentadmin@aapoly.edu.au](mailto:studentadmin@aapoly.edu.au). A withdrawal administration fee of \$250 must be paid for every withdrawal request submitted. The refund amount for course withdrawal will be calculated based on the date the Withdrawal of Enrolment Form provided and all

relevant documentation was received by AAPoly, and will be calculated as indicated in the following tables:

<b>Before commencement of course</b>	
<b>More than 4 weeks before course commencement</b>	70% refund of tuition fees paid in advance.
<b>4 weeks or less before course commencement</b>	50% refund of tuition fees paid in advance.

  

<b>After commencement of course</b>	
<b>No refund of tuition fees paid in advance</b>	

## No Refunds

In the event of a withdrawal from the course, no refund will be given for the following payments:

- a. Administration/Registration Fees or any non-refundable fees such as VET Non-Refundable Application Fee, unless specified otherwise.
- b. Fees used to purchase goods and services from other service providers (i.e. Book Fee, Knife Kit, etc.) unless not provided to the student.

## Cancellations, Deferrals and Suspension

Standard 9 of the National Code allows students to defer commencement of studies, take a leave of absence or temporarily suspend their studies during their course. This must be completed through a formal agreement with their registered provider. As these absences may affect the student's VISA, the students must be advised of this.

Students who wish to defer studies before commencement need to inform their Marketing Manager as soon as possible.

Students who wish to apply for leave of absence (LOA) should do so by completing a Leave of Absence Form at least 2 weeks in advance, where possible, and submit it to Student Services. In their application, they should clearly state their reasons for leave and provide copies of any documents that will help support their application. Please refer to the Deferment, Suspension or Cancellation of a Student's Enrolment Policy and Procedure at <https://aapoly.edu.au/student-policies/>

## Definitions

**Deferment:** A request by the student prior to the commencement of the study period to temporarily postpone study. (Student initiated).

**Leave of Absence (LOA):** A request by the student to temporarily postpone study after the commencement of the study period. (Student initiated suspension of enrolment).

**Suspension:** When the enrolment of a student in their course of study is suspended by AAPoly, for a period of time, after which the student may recommence study. (AAPoly initiated suspension of enrolment).

**Cancellation:** Cancellation of the student enrolment at AAPoly which will lead to the cancellation of the eCoE, for international students. (AAPoly initiated cancellation of enrolment).

## Extenuating Circumstances

As per the National Code relating to the welfare of students, these may include, but are not limited to the following. The student:

- refuses to maintain approved care arrangements (only for students under 18 years of age);
- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

## Compassionate or Compelling Circumstances

As per the National Code, these are circumstances generally beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- 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;
- where the registered provider 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.

Additionally, 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).

### Note:

- Postponing studies for a study period to go home to be married is not normally considered to be a compassionate or compelling circumstance which is beyond the control of the student. It is recommended that students plan weddings during the term breaks.
- In a packaged offer, the student's inability to complete their preceding courses is not normally considered to be a compassionate or compelling circumstance which is beyond the control of the student.

## AAPoly Initiated Suspension

Students may be suspended from studies on the grounds listed below:

- Misbehaviour

- Poor Academic Performance (covered under the Monitoring Student Course Progress policies and procedures).

Students will be notified in writing of the decision. Students will be advised that this suspension may have an impact on their student visa and that they have 20 working days in which to access the appeals process.

The suspension cannot take effect until the internal appeals process is completed unless extenuating circumstances relating to student welfare apply.

Upon completion of the process above, the Department of Home Affairs will be notified of the suspension of the student's enrolment, which may result in the student visa being cancelled by the Department of Home Affairs.

## Withdrawal

Students notify AAPoly of their intention to withdraw on a Withdrawal Form, available from the reception area. The cancellation of the student's enrolment will be according to the date on the withdrawal form.

Failure to re-enrol within the appropriate time period will be considered as a notification of withdrawal from the student.

Part of the withdrawal process is the cancellation of a student's eCoE. This may result in the Department of Home Affairs cancelling the student's visa. Students are advised to contact the Department of Home Affairs regarding this.

## AAPoly Initiated Cancellation

Students' enrolment may be cancelled from studies on the grounds listed below:

- Severe and/or repeated misbehaviour;
- Poor academic performance (covered under the Monitoring Student Course Progress policies and procedures);
- Failure to maintain appropriate attendance levels (covered under the Attendance Monitoring Policies); or
- Failure to pay fees within the relevant periods.

Students will be notified in writing of the decision. Students will be advised that this cancellation will have an impact on their student visa and that they have 20 working days to access AAPoly's appeals process.

The cancellation cannot be processed until the internal appeals process is completed unless extenuating circumstances relating to student welfare apply.

On completion of the process above, the Department of Home Affairs will be notified of the cancellation of the student's enrolment. This may result in their student visa being cancelled by the Department of Home Affairs. Students should contact the Department of Home Affairs within 28 days as advised in the notification of cancellation.

# Transfer between Registered Providers

Under National Code 2018, transfer between registered providers within the first 6 months of the principle course requires a transfer approval.

To apply to transfer, students should discuss their case with their Course Coordinator and/or the Student Counsellor.

1. To apply to transfer to another provider within the first 6 months of the student's principal program, the student must demonstrate 'exceptional circumstances' justifying the transfer. Exceptional Circumstances may include:
  - Medical reasons e.g. recent hospital admission; serious injury; debilitating illness; severe anxiety or depression.
  - Loss or bereavement e.g. death of a close family member, or close friend; family or relationship breakdown.
  - Hardship/trauma e.g. recent victim of crime; sudden loss of income or employment; severe disruption to domestic arrangements.
  - Educational progression problems that cannot be addressed by the provider's resources.
2. Subject to the above, an Application for Transfer on the grounds of Exceptional Circumstances may be demonstrated by providing sufficient specific detailed evidence with relevant supporting documentation to support the Application, such as:
  - a medical certification stating in reasonable detail:
    - the dates of any relevant consultations or attendances;
    - if relevant, the nature of the complaint and the treatment; and
    - a specific statement that in the health care professional's opinion (not the student's opinion) that, as a result of the complaint or treatment, the student should be transferred.
  - a police report or statutory declaration;
  - other relevant supporting documentation.

All documentation will be held in confidence and will be stored to ensure privacy.

No transfer will be granted where:

1. The student has not completed the first four weeks of the principal program in which they are enrolled;
2. The transfer may jeopardise the student's progression through a package of programs;
3. The transfer would be detrimental to the student's future study and/or career objectives;
4. In the case where a student is studying at a partner provider, the partner provider's student support or welfare services after having been requested to do so;
5. The documents provided by the student do not, in the AAPoly's or its nominated officer's view, provide adequate grounds to justify the transfer;
6. The primary reason for transfer request is lower fees at the transfer institution, or
7. The student has outstanding debts to AAPoly.

Applying to Transfer Between Registered Providers does not preclude students from the requirement to enrol on time. Non-enrolment will not automatically result in a Transfer Between Registered Providers, it will however result in the student being reported via PRISMS for failing to enrol.

Students should submit an application together with a letter of offer from the new provider and a letter explaining why they want to change and any evidence to back up the information provided.

# Textbooks

Students have access to extensive database of prescribed eBooks through the online library.

## Victorian Student Number (VSN)

The Victorian Student Number (VSN) is a student identification number that is assigned by the Department of Education and Early Childhood Development to all students in government and non-government schools, and students in Vocational Education and Training colleges. The number, which is unique to each student, is used as a key identifier on a student's record and remains with the student throughout their education, until the student reaches the age of 25. The VSN is nine digits long, randomly assigned, and tied to information that identifies the student (name, gender, date of birth, etc.).

For more information regarding the VSN, please visit the following website: <https://www.vcaa.vic.edu.au/administration/schooladministration/student-numbers/Pages/Index.aspx?Redirect=1>

## Unique Student Identifier (USI)

The USI is a reference number made up of numbers and letters that gives students access to their USI account. It serves the purpose of linking an individual's USI account to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. This ensures that students can easily access and compile their VET achievements into a single authenticated transcript, preventing the loss of their VET records.

It should be noted that the USI is distinct from the Student Number assigned by the College. Students enrolling in AAPoly's courses must submit their USI. All students, unless exempt, must have a USI before AAPoly can issue a Statement of Attainment (SoA) or Qualification Certificate upon the successful completion of a course.

New or continuing students undertaking nationally recognised courses and higher education students in a Commonwealth supported place or graduating in 2023 and beyond are required to have a USI.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI came into effect on 1 January 2015. For more information, please visit <https://www.usi.gov.au/>

## Campus and Facilities

AAPoly campuses are situated in the CBD giving students easy access to transport, off-campus libraries, legal centres, medical centres, and an opportunity to engage beyond the classroom with museums, theatres, shops and parks. The standard business hours are 8.30am – 5pm Monday to Friday, however during evening and weekend classes, access and support is provided to the students.

AAPoly has ample teaching and learning spaces which includes computer labs for students to do their assignments and for self-study purposes. The rooms are equipped with the necessary technological infrastructure and digital support to cater to the teaching and learning needs for each course.

Students also have access to a comfortable lunchroom equipped with refrigerators, microwaves, water coolers and eating areas. There are also student lounges with computers and online access so students can relax and study at the same time.

## Library Services

AAPoly provides appropriate learning resources for all students including those with special needs. AAPoly has transitioned to online library accessible to students 24/7. All required subject-based resources can be found in our extensive online collection of electronic journals, newspapers, eBooks, digital magazines, videos, and images available through online research databases provided by PERLAGO, GALE, SAGE and JSTOR.

More general learning resources to support students' English language development, personal development, or recreational pursuits are also available either in the Library or via the Library website.

Student needing assistance or guidance on the available information resources or wanting to improve their digital literacy, can book online appointment with the Library and Information Resources Coordinator during business hours.

Each AAPoly campus has designated quiet study areas and off-campus libraries that students may find useful include the following:

**The City Library (Melbourne)** - located on Flinders Lane. Students are welcome to become members and access the library range of books, videos, DVDS, computers and online material.

**The State Library of Victoria** - located nearby on the corner of Swanston and La Trobe Street. The library houses a significant amount of on-line and print based resources which can be printed and copied for learning purposes.

All the above libraries are located near to our Melbourne.

## Computer Laboratories

To ensure a positive and productive environment for everyone, please adhere to the following guidelines:

1. Respect for Shared Space
  - The computers in this lab are shared resources. Treat them with respect and be considerate of other users' needs
2. Responsibility for Files and Accounts
  - **File Management:** Save all your files to your Google Drive or another personal cloud storage service. This keeps your work safe and accessible only to you.

- **Logging Out:** Always log out of all accounts (e.g., email, social media) before leaving the computer. This helps protect your personal information and prevents unauthorized access.
  - **User Sessions:** If you find that another user is logged into a computer, please log them out before using it. Respect their privacy as you would want yours to be respected.
3. Protecting Equipment and Data
- **Vandalism:** Do not alter, damage, or vandalize any computer hardware or software. Avoid tampering with settings, installing unauthorized software, or physically damaging the equipment.
  - **File Integrity:** Do not interfere with files saved by other users. Respect others' work as you would want yours to be respected.
4. Cleanliness and Organization
- **Workspace:** Keep your workstation clean and organized. Dispose of trash properly and ensure the area is left in good condition for the next user.
  - **Personal Items:** Do not leave personal belongings unattended. The lab is not responsible for lost or stolen items.
5. Assistance and Troubleshooting
- If you encounter any issues with the computers or need help, please notify lab staff or email [ithelp@aapoly.edu.au](mailto:ithelp@aapoly.edu.au). Do not attempt to resolve technical problems on your own.

## Student Office 365 Account

All students are provided with Office 365 account by AAPoly. Students are required to log into their accounts to use Office 365 applications, including Word, Excel, PowerPoint, Outlook, OneNote, and more. To access these apps on college computers in labs, student lounges, libraries, and classrooms follow your account information.

How to log in to your Office 365 account:

1. Username: student email (e.g., student number@aapoly.edu.au)
2. Password: password is a combination of "Aap." + your date of birth (yyyymmdd). e.g Aap.20000101
3. Getting Started
4. To begin using Microsoft Office 365 and to learn more about its features, please visit: <https://aapoly.edu.au/study-at-aapoly/software/>

If you have any questions or need assistance, please do not hesitate to contact our IT support team at [ithelp@aapoly.edu.au](mailto:ithelp@aapoly.edu.au).

## Student Email Account

With AAPoly moving to cloud storage, all AAPoly students will be offered education Google accounts that include Gmail and Google Drive with unlimited storage capacity. Please read the instructions on how to log in (below), so you can upload your content from the home drive (H) to Google Drive or another cloud platform of your preference.

The account will give you access to all Google apps online. Having an education email will provide you with a wide variety of benefits, including free software and packages and heavily discounted student prices.



### **How to log in to your Gmail account:**

1. On your browser, type in <https://mail.google.com>, or on your mobile, open the Gmail App.
2. Type in your AAPoly email address, which is your student number followed by @aapoly.edu.au. Make sure to add the aapoly.edu.au otherwise it will login as a google.com account.  
e.g. **201xxxxx@aapoly.edu.au**
3. Next, type in your default password, which is your date of birth - YYYYMMDD.  
e.g. **19901231**
4. Once logged in, you will be asked to change your password. Make a new password and enter your phone number and a recovery email address. Click 'done'.

### **Use of the College-Provided Email Address**

Students are required to regularly monitor their College-provided email address for official College communications. They are also responsible for backing up any necessary data before completing or discontinuing their course. Access to the College-provided email and systems will be terminated shortly after the course's completion. The College is not liable for any data loss that may occur after this period. Student email addresses will be deleted three months after course completion.

Students are prohibited from using the College-provided email address for:

- Unsolicited commercial or advertising material.
- Material that could harass, bully, or threaten others.
- Material that could be considered obscene, defamatory, discriminatory, or offensive, or likely to cause distress to others.
- Personal, illegal, political, or terrorist-related emails.

## **Calendar of Events (Social Activities)**

Annual or semester-ending events are organised by the various Department Heads. Trips and activities are planned throughout the year and students are encouraged to participate.

## **Timetables**

Timetables are also available on our website to support online enrolment.

## **Student Notice Boards**

There are a variety of notice boards in all campuses. These are often used to convey information to students.

## **Academic Support and Expectations**

There is a comprehensive range of academic skills programs/services that will ensure students have the opportunities to be successful in their studies. Academic skills services will not only facilitate the learning experience but also support academic research, discovery and blended learning. The support will enable students to be confident learners and have the skills and techniques to source and research quality and relevant material. Those students who want to progress to further studies will have a foundation in research methods and skills through course and curriculum.

The range of support resources available include:

- Academic skills assistance and support material via the LMS;
- Discipline based content workshops (offered as an integrated component of the curriculum and outside class hours to assist student to develop a broader base of learning and content understanding);
- Turnitin – an academic integrity verification tool;
- Learning and Academic Skills programs;
- A range of Information and Communication Technology (ICT) support services to assist students in being able to maximise their use of the available tools and technologies (whether on their own devices or those on campus). Self-help guides are available that introduce students to the ICT infrastructure and troubleshooting support information; and
- For both the information and ICT resources, specialised members of staff are available to provide both students and staff with training and support online and face-to-face.

AAPoly's Learning and Academic Skills programs help students develop skills required for tasks, including:

- understanding assignment tasks/analysing the question;
- adhering to the structure of essays, reports and oral presentations;
- using databases, search engines and other tools to research;
- sourcing and researching quality and relevant material;
- adhering to APA referencing and applying strategies to avoid plagiarism;
- using academic language such as linking words, phrases and sentence starters;
- editing one's own writing and using the plagiarism-detection service, Turnitin; and,
- exam preparation.

## Copyright

All the necessary regulations as set out in the Copyright Amendment Act 1989 and any further amendments must be observed when copying material in which copyright exists.

If making photocopies, irrespective of where the copying is done, the following limits apply:

- Articles in a periodical publication - one article in an issue of a periodical can be copied. Two or more articles contained in the same issue of the publication may be copied if the articles relate to the same specific subject matter.
- Anthology (a literary or dramatic work contained in a published anthology and comprising not more than 15 pages of the anthology) – the whole article or part of that work can be copied.
- All other copying of literary, dramatic, musical or artistic work – a "reasonable portion" of the work can be copied. A "reasonable portion" is deemed to be no more than 10% of the pages in the edition, or one chapter (if the work is divided into chapters), whichever is the greater.
- Artistic works - can be copied together with the text they explain or illustrate. If copied separately, the whole of an artistic work can be copied if it has not been separately published. If it has been separately published, the whole can be copied ONLY if the provisions relating to out of print and unavailable works apply.
- Diagrams, maps and tables - are considered to be artistic works and can be subject to copyright in their own right. They can be copied together with the text they explain or illustrate. If they are copied separately, the provisions relating to artistic works apply.

# Health and Safety on Campus

## Emergency Evacuation Procedures (All Campuses)

The safety of our staff and students is very important to AAPoly. For this reason, fire drills (practice) are conducted by AAPoly on a regular basis. If you hear a fire alarm, do not panic – it could just be a drill. Do not use the lifts when an alarm is sounding as it can be very dangerous.

Should an evacuation become necessary, please remain calm and follow the instructions of your trainer and the wardens (wearing yellow or red hat) at all times. You will be given more specific instructions about the emergency procedures at your campus at orientation.

## Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses doctor visits.

## General Practitioners (GPs)

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

## Medical Services

### What do I do if I'm sick?

Choose a doctor from the list of medical facilities in this handbook or other another trusted source and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

### Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness and may give you a prescription for some medication. If you have had or need to take time off studies, you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis, they may refer you for further tests e.g. blood tests or x-rays, or to see a specialist doctor. It is important to note that if you are dissatisfied with the

diagnosis or service of the doctor you see, you have the right to obtain an opinion from another doctor.

## Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home or admitting you to hospital in more severe cases.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals, but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays the 'schedule fee' for the doctor, but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'. See also 'Public Hospital Waiting Times' below.

### Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a doctor, be prepared to wait a very long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as **5-6 hours** to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change, and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

## Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a pharmacy or chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

### Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. Please check with your OSHC provider if you can claim any money for medication. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your doctor. It will, however, assist you to pay less for your medicine.

## Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

## Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist, you will need to make an appointment and pay the full fee of this service.

## Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information, visit <https://www.tisnational.gov.au/> Please see page 42 for more information.

## Mental Health

AAPoly's Student Counselling Service provides confidential, professional counselling for students who have personal problems that may affect their academic study or performance. It consists of a wide range of services including short-term counselling, assessment, and referral, monitoring and follow-up.

This service is free of charge, and students can book appointments through <https://studentcounsellor.youcanbook.me/>

# Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

## How do I get OSHC?

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. AAPoly's preferred OSHC provider is NIB. You may choose to change your health fund at anytime, but you will need to abide by the conditions of change of the health fund provider you are leaving.

The benefits to OSHC with NIB:

- Access to Australia's world class health facilities and services
- Digital Card
- Healthcare provider network

- Telehealth appointment within minutes – no out of pocket cost. Services include general medical advice, medical certificates, prescriptions, pathology and radiology requests and much more
- Dedicated multilingual team
- Mental Health Program – Silver Cloud
- Easy to use Digital health app – Well with nib
- Competitive premiums balanced with value

Students may also take out additional cover in the form of Extra OSHC, and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC, such as students from countries whose governments may have Reciprocal Health Agreements for students in Australia.

Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

## DHA Approved OSHC Providers

**NIB:** <https://www.nib.com.au/>

**BUPA:** <https://www.bupa.com.au/health-insurance/oshc>

**Allianz Global Assistance:** [www.oshcallianzassistance.com.au](http://www.oshcallianzassistance.com.au)

**Medibank Private:** [www.medibank.com.au](http://www.medibank.com.au)

**Australian Health Management:** [www.ahm.com.au](http://www.ahm.com.au)

## Accommodation

AAPoly can arrange student accommodation upon request for Homestay and Student Lodge accommodation.

For Homestay accommodation we approve all homestay providers. Students are placed according to their individual needs and preferences, where possible. Generally there is a minimum booking period of 4 weeks. There are two main options available: Half Board which includes breakfast and dinner weekdays and 3 meals on weekends or a Room Only which is a single room with no meals but students have access to the kitchen.

Student Lodges are residences generally located at the centre of the city.

Students need to send their request to our Accommodation Officer via email at [accommodation@academies.edu.au](mailto:accommodation@academies.edu.au).

Other accommodation options are available for students in and around Melbourne, including rental properties, serviced apartments, share accommodation, hotels and backpacker hostels. Please refer to <https://aapoly.edu.au/study-at-aapoly/living-in-australia/> for more details.

## Special Needs

AAPoly recognises that students may not be able to progress satisfactorily in their studies due to foreseen and unforeseeable circumstances or because they may have special needs including a learning disorder previously not identified or disclosed. AAPoly monitoring of students' course progress allows for early identification of students having difficulties with their studies. The policy and procedure also provide strategies to assist the students with appropriate intervention and academic support to help them complete their studies within the planned study period. If at that time a special need is identified, the Academic staff will consider which reasonable resources, adjustment and additional support will be required and made available to the student.

Refer to <https://aapoly.edu.au/support-special-needs/> for information on a range of support services provided to the students.

## Laws and Safety in Australia

### Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia, and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at <https://www.australia.gov.au>

### Legal Services and Advice

If you do break the law, are arrested and need to attend a court appearance, you will need legal representation to negotiate Australia's complex legal system. For more information about legal services and advice organizations please see page 44.

## Sexual Assault and Harassment

### What is Sexual Assault?

Sexual assault is a behaviour that is sexual in nature, that is unwanted and makes the person feel uncomfortable, frightened or threatened.

It is sexual activity to which a person does not give full agreement. The use of emotional or physical violence to force another person to engage in sexual activity also constitutes sexual assault. Sexual assault can take various forms, such as:

- verbal harassment;
- sexual harassment;
- being made to look at, or pose for pornographic photos;

- stalking; and
- rape.

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind.

Sexual Harassment can include behaviour, such as:

- Staring or Leering;
- Questions about your private life or physical appearance;
- Unwanted physical contact;
- Unwelcome hugging, kissing or cornering;
- Sexually explicit text messages, images, phone calls or emails; and
- Sexually suggestive comments or jokes.

## Precautions

It is important to remember that it can happen to anyone and at any time, but certain precautions may make it more difficult for a possible perpetrator. For instance,

- when socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily;
- walk with confidence and purpose;
- avoid lonely or dark places;
- be wary of strangers, whether they are on foot, in cars or at parties;
- be aware of the people around you;
- respect your intuition; and
- if placed in a situation where you feel uncomfortable say "**No!**" loudly and with conviction.

## What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. You may choose to report the offence to the Police. Alternatively, you may want to contact your closest Sexual Assault Service.

For more information about sexual assault counselling services please see page 44.

## Making a Police Report

From a public phone or mobile phone, ring the police on **000**.

- Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence;
- Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened;
- Try to remember everything you can about your attacker; and
- Remember, you are the victim. You have nothing to feel guilty or ashamed about.

Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious



adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

Please remember you can call the **AAPoly's emergency phone number 0433174385** if you need assistance or support through reporting a sexual assault.

For more information about police contact details please see page 44.

## International Students Groups

Council of International Students Australia (CISA)

Among other activities, CISA is involved in the following:

- advocating for the interests and needs of international students;
- advocating for high quality education for international students;
- promoting cross-cultural awareness and interactions in Australia; and
- advocating for non-racial, non-discriminatory law reform concerning international students.

<https://www.education.gov.au/australian-strategy-international-education-2021-2030/consultations/australian-strategy-international-education-2021-2030-submissions/submission/11467>

## Public Transport

Melbourne

Melbourne has one of the best public transport systems in Australia, offering a number of services including trains, buses and trams. Metro operates Melbourne's metropolitan train network, while V/Line operates Victoria's regional public transport. The City Circle Tram is a free service around central Melbourne. In Melbourne the transport card is Myki, easy to use to 'touch on' when the travel starts and 'touch off' when the travel finishes. Myki is the ticket to travel on trains, trams and buses in Melbourne and many parts of regional Victoria.

For more information about transport please see page 44.

# Student Support Services

## Academic Head

<b>Academic Head – Key Personnel:</b>			
Chief Executive Officer	Joanna Kelly	+61 3 8610 4193	j.kelly@aapoly.edu.au
Academic Dean (Acting)	Sunny Vinnakota	+61 3 86104141	s.vinnakota@aapoly.edu.au

## Student Services & Counsellors

<b>Student Support – Key Personnel:</b>			
Head of Student Services	Gabriela Rodriguez	+61 2 9224 5522	g.rodriguez@academies.edu.au
Assistant Manager	Amie Choi	+61 3 8610 4100	h.choi@aapoly.edu.au
Student Services Manager	Emily Poste	+61 3 8610 4100	e.poste@aapoly.edu.au
Student Services	General email	+61 3 8610 4100	studentadmin@aapoly.edu.au
Student Counsellor	General email	+61 3 8610 4100	studentcounsellor@aapoly.edu.au
Student Counsellor	Angela Rivera	+61 433 489 303	a.rivera@aapoly.edu.au
Student Counsellor	Sophie Mitchel	+61 8 9460 4292 +61 494 138 656	s.mitchell@aapoly.edu.au
Accommodation Officer	Junka Steinert	+61 3 9602 4800	accommodation@academies.edu.au

## VET Academic Support

<b>VET Academic Support – Key Personnel:</b>			
Manager, VET Operations	Min Chiam	+61 3 8610 4154	m.chiam@aapoly.edu.au
Course Progress Coordinator	Iris Lee	+61 3 8610 4191	i.lee@aapoly.edu.au
Course Coordinator	Richard O'Connor	+61 3 8610 4108	r.oconnor@aapoly.edu.au
Course Coordinator Diploma of Community Services	David Fain	+61 3 8610 4157	d.fain@aapoly.edu.au
Work-Integrated Learning Coordinator	Marissa Pacheco	+61 3 8610 4118	m.pacheco@aapoly.edu.au
Work-Based Training Supervisor	Ziggy Sikora	+61 3 8610 4183	z.sikora@aapoly.edu.au
Library and Information Resource Coordinator	Lenore Comrie	+61 3 8610 4132	l.comrie@aapoly.edu.au

## IT

<b>IT Support – Key Personnel:</b>			
IT support team	General email	+61 3 8610 4100	ithelp@aapoly.edu.au
IT and Information Systems Support Officer	Claudio Froncillo	+61 3 8610 4158	c.froncillo@aapoly.edu.au
IT and Facilities Support Officer	Christian Guarin	+61 3 8610 4182	c.guarin@aapoly.edu.au

# IMPORTANT RESOURCES AND CONTACTS

## NATIONAL EMERGENCY – Dial 000

Dial **Triple Zero (000)** for **emergency** services requiring ambulance, fire brigade and/or police. Visit [triplezero.gov.au](http://triplezero.gov.au) for more information about emergency management and other emergency contacts.

## VICTORIA STATE EMERGENCIES SERVICES – Dial 132 500

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a flood or storm dial 132 500.

## NATIONAL AND VICTORIA STATE ORGANIZATIONS AND SUPPORT:

Contact Name	Services	Contact Details
<b>Department of Home Affairs</b>	Visa enquiries and issues.	<a href="http://homeaffairs.gov.au">homeaffairs.gov.au</a>
<b>Study Australia</b>	Official Australian Government source of information for prospective and current international students, and their families providing practical and reliable information about studying and living in Australia.	<a href="http://studyaustralia.gov.au">studyaustralia.gov.au</a>
<b>Study Melbourne Centre</b>	Provides support to international students in Victoria with services ranging from confidential support, free events, and the	<a href="https://www.studymelbourne.vic.gov.au/">https://www.studymelbourne.vic.gov.au/</a>
<b>IDP</b>	Information about study options, applications and student visas.	<a href="http://idp.com/australia">idp.com/australia</a>
<b>Service Victoria</b>	Victorian Government Services including driving and transport.	<a href="http://service.vic.gov.au">service.vic.gov.au</a>
<b>Victoria Police</b>	Victoria Police works to reduce the incidence and impact of crime, and protect our community through initiatives, programs, and partnerships.	<a href="https://www.police.vic.gov.au/">https://www.police.vic.gov.au/</a> Urgent Dial 000 Non-urgent Dial 131 444
<b>Victoria Victims of Crime</b>	The official Victorian Government service offering free information and support for people affected by crime.	<a href="https://www.victimsofcrime.vic.gov.au/">https://www.victimsofcrime.vic.gov.au/</a> 1800 819 817
<b>Victoria Public Transport</b>	PTV enters into contracts with transport operators on behalf of the State to provide train, tram, and bus services throughout Victoria.	<a href="https://www.ptv.vic.gov.au/">https://www.ptv.vic.gov.au/</a> <a href="https://www.ptv.vic.gov.au/tickets/myki">https://www.ptv.vic.gov.au/tickets/myki</a>
<b>Commonwealth Ombudsman</b>	An independent agency that can assist in resolving complaints including complaints from international students who are currently studying, previously studied, or are planning to study	<a href="http://ombudsman.gov.au">ombudsman.gov.au</a> 1300 362 072

	with private education providers on a student visa.	
<b>Fair Work Ombudsman</b>	Provides information and assistance about workplace rights and responsibilities.	<a href="http://fairwork.gov.au">fairwork.gov.au</a>
<b>Australian Consumer Law</b>	Learn about your consumer rights and how the Australian Consumer Law can provide you with safeguards as a consumer.	<a href="http://consumer.gov.au">consumer.gov.au</a>
<b>Australian Human Rights Commission</b>	An independent agency that promotes and protects human rights in Australia. it works to address discrimination and advocate for a fair and inclusive society.	<a href="http://humanrights.gov.au">humanrights.gov.au</a>
<b>Australian Taxation Office</b>	Arrange Tax File Number. Learn about tax and super as well as well as income and deductions.	<a href="http://ato.gov.au">ato.gov.au</a>
<b>Translation Services and Services for People with Disabilities</b>		
<b>Translating and Interpreting Service</b>	The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people with limited English proficiency and for agencies and businesses that need to communicate with their non-English speaking clients.	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a> Telephone: 131 450 (within Australia) or +613 9268 8332 (outside Australia)
<b>National Relay Service</b>	The National Relay Service (NRS) can help you if you're d/Deaf or find it hard to hear or speak to hearing people on the phone.	<a href="https://www.accesshub.gov.au/about-the-nrs">https://www.accesshub.gov.au/about-the-nrs</a> Telephone: 13 36 77
<b>Health Information</b>		
<b>Health direct</b>	Public health information services.	<a href="http://healthdirect.gov.au">healthdirect.gov.au</a> 1800 022 222
<b>Pregnancy Help Australia</b>	Provides a safe space to discuss needs, worries or concerns about pregnancy.	<a href="http://pregnancyhelpaustralia.org.au">pregnancyhelpaustralia.org.au</a> 1300 139 313
<b>Victorian Poisons Information Centre</b>	The VPIC provides advice to the Victorian Public and to health care providers about what to do if a person has been poisoned, has overdosed, has made a mistake with medicines or has been bitten/stung by a snake, spider, bee, wasp or other creature.	<a href="https://www.austin.org.au/poisons/">https://www.austin.org.au/poisons/</a> 131 126
<b>Sexual Assault, Violence and Alcohol Counselling</b>		
<b>1800Respect</b>	Provides support to people impacted by domestic, family or sexual violence. Services available 24/7.	<a href="http://1800respect.org.au">1800respect.org.au</a> 1800 737 732
<b>Full Stop Australia</b>	National trauma counselling and recovery service for people of all ages and genders experiencing sexual, domestic and family violence.	<a href="https://fullstop.org.au/">https://fullstop.org.au/</a> 1800 385 578
<b>Sexual Assault Crisis Line</b>	SACL is a proactive leader in supporting, advocating and providing a crisis response for people who have experienced sexual violence.	<a href="https://www.sacl.com.au/">https://www.sacl.com.au/</a> 1800 806 292

<b>Casa House</b>	Counselling, support and advocacy for adult female and male victim/survivors of both childhood and adult sexual assault.	<a href="https://www.casahouse.com.au/">https://www.casahouse.com.au/</a> <a href="https://www.thewomens.org.au/health-professionals/violence-and-sexual-assault/casa-house">https://www.thewomens.org.au/health-professionals/violence-and-sexual-assault/casa-house</a> 03 9635 3610
<b>Alcohol Drug Information Service (ADIS)</b>	Provides support, information, counselling and referral services to individuals having issues with alcohol or other drugs.	<a href="https://www.health.vic.gov.au/aod-treatment-services/telephone-and-online-services">https://www.health.vic.gov.au/aod-treatment-services/telephone-and-online-services</a>
<b>Mental Health Counselling</b>		
<b>Lifeline</b>	Provides 24/7 crisis support to individuals feeling overwhelmed or having difficulty coping or staying safe.	<a href="http://lifeline.org.au">lifeline.org.au</a> 13 11 14
<b>Beyond Blue</b>	Free counselling services for individuals having anxiety, depression or suicidal thoughts.	<a href="http://beyondblue.org.au">beyondblue.org.au</a> 1300 22 4636
<b>Suicide Call Back Service</b>	Suicide Call Back Service is a free nationwide service providing 24/7 phone and online counselling to people affected by suicide.	<a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a> 1300 659 467
<b>Legal Centres</b>		
<b>Victoria Legal Aid</b>	Victoria Legal Aid can assist with many issues, though they may not take all cases. The Victoria Legal Aid (VLA) Legal Information Service can be contacted for free general information over the phone about the law and how they can help you.	<a href="https://www.legalaid.vic.gov.au/">https://www.legalaid.vic.gov.au/</a> 1300 792 387
<b>Youthlaw</b>	Youthlaw provides free and confidential legal advice to young people up to the age of 25.	<a href="https://yla.org.au/">https://yla.org.au/</a> 9611 2412
<b>Community Legal Centres</b>	Community legal centres (CLCs) are independent community organisations that provide free advice, casework and legal education to their communities. These centres are an integral part of the justice sector.	<a href="https://www.legalaid.vic.gov.au/community-legal-centres">https://www.legalaid.vic.gov.au/community-legal-centres</a>
<b>Women's Legal Victoria</b>	Help women experiencing family violence, separation, and divorce to find safety and get legal advice.	<a href="https://www.womenslegal.org.au/">https://www.womenslegal.org.au/</a> 1800 133 302
<b>Fitzroy Legal</b>	Provides free legal advice covering Family Violence, Drug Outreach, and a Migrant Employment Law.	<a href="https://fls.org.au/">https://fls.org.au/</a> 03 9419 3744