



A.C.O.A.E.

Australasian College of Advanced Education

START YOUR JOURNEY

DOMESTIC STUDENT HANDBOOK

+61 2 9558 0888

enquiry@ACOAE.com

www.ACOAE.com



A.C.O.A.E.

Australasian College of Advanced Education

RTO : XXXX CRICOS : XXXXX

CALENDAR

ACADEMIC YEAR FOR ACOAE

TERM 1	15 th Oct 2018 - 21 st Dec 2018	TERM 3	24 th Apr 2019 - 28 th Jun 2019
TERM BREAK	22 nd Dec 2018 - 25 th Jan 2019	TERM BREAK	1 st Jul 2019 - 12 th Jul 2019
TERM 2	28 th Jan 2019 - 7 th Apr 2019	TERM 4	15 th Jul 2019 - 20 th Sep 2019
TERM BREAK	8 th Apr 2018 - 20 th Apr 2019	TERM BREAK	NA

WELCOME TO ACOAE

Whatever your study goals are, we want to look after you, make your time with us enjoyable and rewarding, and keep you safe.

Whether you are just deciding what to study or you have your career plan sketched out, we have a full range of support services and flexible study options for you.

At your first class, or during online orientation, your teacher will give you other essential information about ACOAE and your course.

Please ask questions we want to make sure you are happy with your decision.

This student guide gives you the information you will need studying with us.

We acknowledge the traditional custodians of the land on which we learn and work together, and commit to building relationships, respect and opportunities with Aboriginal people.

STEPHEN URCH
MANAGING DIRECTOR OF A.C.O.A.E

CONTENTS

CALENDAR	2
SUPPORTING YOUR EDUCATION	5
AT COLLEGE	6
ABOUT YOUR STUDY	8
ASSESSMENTS AND EXAMS	10
DURING THE EXAMINATION	11
DURING YOUR STUDY	14
COSTINGS	15
STUDENTS RIGHTS & RESPONSIBILITIES	15

SUPPORTING YOUR EDUCATION

We want to see you succeed.
That's why we offer you support every
step of the way. Our values, our people
& our location set us apart and ensure
you achieve success.

LIBRARIES & RESOURCES

ACOE provides access to our resource centre (online & at campus).

- You can also make use of local libraries and the NSW state library.
- We also have individual, group and social spaces
- Access to computers
- Photocopying and Printing available.

COUNSELLING AND CAREERS

ACOE offers free career counselling services to assist prospective students with making career and study plans. After you enrol, you can discuss educational, career, personal and wellbeing concerns with ACOE Counsellors to help you achieve your study goals.

DISABILITY SERVICES

If you have a disability or medical condition – whether it is physical or psychiatric, temporary or permanent – we may be able to offer you a range of disability support services to assist you with your enrolment as well as your education and training. Let us know what your needs are as soon as possible so we can offer support that's right for you.

Disabilities services supports people with a disability to have access, support and equal opportunities when studying at ACOE, and this may include:

- In class support
- Tutorial support
- Assessment adjustments
- Modified learning materials
- Adaptive and assistive technology

HELP WITH LEARNING

Sometimes you may need help with a particular subject or skill. Perhaps maths isn't your strong point? Or maybe you find it hard to express ideas in writing for essays or exam answers?

We can offer you tutorials and other forms of learner support.

DEPENDING ON YOUR NEEDS, WE OFFER LEARNER SUPPORT:

- At drop-in centres
- In small groups
- With a team teacher
- As one-to-one tuition

VIA THE INTERNET

We can also provide specialised support if you have a disability or if English is not your first language.

AT COLLEGE

Whether you study part time, full time our facilities are designed to help you get the most out of your time.

STUDENT PORTAL

- You will be issued with a username and password access
- You can access your account via our website
- We have computer labs that you can use
- This gives you access to your student email account
- Every student has an active email account to receive important information.
- Take the time to check your emails regularly and stay up to date with college information

HOW TO ACTIVATE YOUR EMAIL

1. Upon enrolment you'll receive a username and temporary password
2. Go to **www.acoae.com** to access the student portal
3. Log on using your username and temporary password
4. Reset your password and set up your secret questions and answers to maximise security and assist you if you forget your password.
5. Allow up to 24 hours for the password to reset.

SOCIAL MEDIA

Stay in the loop with ACOAE – like us on Facebook!
www.facebook.com/acoae_australiasian

Engage with us on LinkedIn
www.linkedin.com/company/acoae-australiasian

Find us on Instagram
[@acoae_australiasian](https://www.instagram.com/acoae_australiasian)

Remember what you share on social media is public, students are reminding to be careful about sharing your location and private details.





PUBLIC TRANSPORT AND CONCESSIONS

The NSW Government provides subsidised or concession travel to a range of people, including tertiary students. As an ACOAE student you may be entitled to student travel concessions on public or private transport (conditions apply). For further information, talk to our student liaison officer.

ACOAE CARD

All students must have an ACOAE card. It contains your photo name and student number:

- Gives you access to parking, photocopying facilities and secure areas
- Is required for you to sit your exam
- Can get you discounts at retailers

You will be issued with one card regardless of how many courses you are done. It is only valid while you are enrolled. Please do not discard your ACOAE card. A replacement fee of \$20 applies to lost, damaged or stolen cards.

YOUR FACILITIES

Our college has a access to local cafes, restaurant, art galleries and book shops.

- Many local and national businesses give student discounts
- Personal property is at your own risk while you are at college
- If you park at college this is at your own risk and you are responsible. The college does not accept any loss/and or damage responsibilities for your property, vehicles or personal possessions

ABOUT YOUR STUDY

From entry level courses to Advanced Diplomas we can help you start your journey. Courses are recognised and valued everywhere.

PARTICIPATION

During the first week of each unit/subject in your course, you will be provided with:

- An outline of the subject
- Special health and safety requirements
- The student assessment guide for the units/ subjects you are studying
- Standard of conduct and behaviour requirements

To make the most of your studies you are expected to participate and engage in your assessments and training, including attending all classes and workshops and submitting work in accordance with the assessment requirements of each unit. If there is a valid reason you cannot attend class, please notify your teacher.

If you are sick, unable to attend class, complete an assessment or have missed an assessment due to uncontrollable circumstances, please advise your teacher as soon as possible.

You are deemed to have participated if you:

- Attended a class, engaged online at the unit/ subject level if an online student, practical sessions, exam, test or learner support
- Submitted an application for recognition of prior learning (RPL)
- Accessed activities or pages in the learning management system or Moodle website
- Submitted assessments
- Contacted your teaching section for support and assistance

If you wish to transfer to another college, you must discuss this with your teacher.

MEDICAL CONDITIONS

If you have an ongoing medical condition such as epilepsy or diabetes it is important to make your teachers aware of this in case you require sudden assistance.

We also recommend that you provide us with an emergency contact – either a family member or friend and also provide them with a copy of your timetable and attendance details. This will help in case of emergency. This information will be kept ‘in confidence’.

ANAPHYLAXIS

If you are at risk of anaphylaxis you must carry your own adrenaline auto injector (‘Epi-Pen’) whilst on campus or whilst attending any ACOAE activities such as events, excursions or work placement.

ACOAE campuses provide ‘back up’ Epi-Pens in case of emergency.

For access to your nearest first aid officer, contact your teacher or Administration at your campus.

PRESCRIPTION DRUGS

Prescription or some over-the-counter medications may impair your judgement. While you are affected by medication, you may not be able to safely use equipment or handle chemicals. It is your responsibility to discuss this with your teacher or head teacher. They have a duty of care to you and your fellow students and may need to know of your medical condition so that they can ensure safety arrangements. You have a right to privacy and while your teacher may need to inform



the head teacher, it is against the law for them to tell anyone else without your permission.

Students are welcome to discuss any problems with our Councillor. This is a free and confidential service.

WORK HEALTH AND SAFETY (WHS)

ACOEAE has a duty to ensure the health, safety and welfare of all employees, students, other workers and visitors attending our campuses. At enrolment you will be informed of any course requirement that you will need to provide, e.g. protective clothing and equipment (PPE). Closed-in footwear should be worn on campus.

During an orientation session at your first attendance, you will be given information on what to do in case of an emergency or if you are injured and require first aid. All campuses have emergency management plans in place and are well equipped with trained First Aid Officers, first aid rooms and appropriate first aid equipment. It is important to let your Head Teacher and/ or the Disabilities Unit know if you will require assistance in the event of

an evacuation due to a temporary or permanent disability so that appropriate support can be provided.

All incidents or injuries must be reported to your teacher immediately after the event. In the event of needing transportation by ambulance, the cost will be the responsibility of the person being transported. You will be provided with instruction and training on work health and safety relevant to your course.

To help us provide a safe environment, work health and safety legislation also reinforces your duty to take reasonable care of yourself and the health and safety of others. You must not enter classrooms or workshops without permission and supervision, interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your teacher or campus staff as soon as possible.

For further information about work, health and safety, ask your teacher, or visit the WorkCover Authority website on workcover.nsw.gov.au

ASSESSMENTS AND EXAMS

ASSESSMENTS AND EXAMS

General information about assessments is available on the policies and procedures page on the website.

Soon after commencement of your study (during first attendance/participation) you will be advised by your teacher of the assessment method used for each unit/subject, including whether any have a Final/Formal Examination.

If you have a permanent or temporary disability which may affect your ability to undertake assessments, sit an examination, or finish it in the required time, contact the student support, for students with disabilities, who will determine if you qualify for special concessions (e.g. a modified examination). If the nature and/or degree of the disability changes after the granting of a concession, the College Manager must be informed BEFORE the examination or assessment event.

Examination aids permitted to be used for each examination are shown in the Student Assessment Guide/Student Handbook. These aids, as well as pencils, pens, erasers, rulers and highlighters, must be supplied by the student. Notes and blank writing paper brought in by students must not be used in the examination room. The college will provide writing paper in the examination room.

Electronic dictionaries/devices, including mobile phones, are NOT permitted for use.

You will receive a copy of the Student Assessment Guide/Student Handbook at your first attendance/participation and it is your responsibility to read the Student Assessment Guide/s provided by your teachers and you must sign a statement and/or acknowledge receipt to confirm that you

have received and understood the assessment procedure relating to your qualification/ units of competency.

There will be a range of assessment tasks that you will undertake during your study.

On commencement of each unit, all adequate assessment information will be provided to you in the 'Student Assessment Guide – Unit of competency' or your Higher Education Student Handbook.

Your teacher will give you adequate notice of the assessment event, depending on the duration of the unit. If you are unsure, always ask your teacher.

VET students must submit assessment work and attend scheduled assessment events on the required dates. You can view further information related to assessments & all relevant policies and procedures on our website **www.acoae.com**.

MISSING OR LATE ASSESSMENT

If you miss a formal assessment activity, an exam, or are late with an assessment task, it is possible that 'no result' will be awarded for the assessment. You should contact your teacher as soon as possible, giving reasons for your lateness or absence.

For assessments you have seven (7) days to do this, or until the day of the next scheduled attendance, whichever comes first.

For final/formal examinations, you have ten (10) working days. Your teacher will inform you about the revised examination date, which may not be until the following year.

Where possible, you should provide evidence to support what you say – for example, a medical certificate. In some cases, your teacher may accept a late assignment or allow you to sit for a test

at a later date. With final exams, you may be able to attempt the exam at the next scheduled examination period – usually several months later.

If you have a permanent or temporary disability which may affect your ability to sit an assessment, or finish it in the required time, speak to your teacher and contact student support students with disabilities, who will determine if you qualify for special concessions (e.g. a modified examination).

If the nature and/or degree of the disability changes after the granting of a concession, the teacher must be informed BEFORE the assessment.

FINAL/FORMAL EXAMINATIONS

There are final/formal examinations held for a number of qualifications and these examinations are conducted outside normal class time.

Students should be familiar with their rights and responsibilities in relation to these examinations.

EXAMINATION TIMETABLE

You are responsible for checking the examination timetable dates and times, either at your campus or online notifications. You must sit each examination at the campus of enrolment for that subject.

If circumstances arise which prevent you from attending the correct campus you MUST seek approval IN WRITING from the college Manager. This notification should be done shortly after enrolment or at least 4 weeks before the examination date.

Approval will only be given where circumstances prevent you attending the campus of subject enrolment. If you are a Digital or Block Release student you should notify your enrolment campus of the location where you wish to sit your examination.

ON THE DAY OF THE EXAMINATION

You should be seated for the final examination at least 15 minutes before the scheduled starting time. If you arrive more than 30 minutes after the starting time you will NOT be permitted to attempt the examination.

Before the examination starts you must place all notes, cases, bags and other items which are not authorised for the purpose of the examination at the front or rear of the room.

Mobile telephones and iPods and other communication devices must be switched off.

Under NO circumstances can they be used in the examination room.

Complete the “name slip” issued by the supervisor, who will collect it during the examination.

Print the information required on the front of each examination answer booklet and place similar information on each sheet of drawing or graph paper used.

DURING THE EXAMINATION

When sitting a final examination, a student is required to place their ACOAE on the top left-hand corner of their desk to enable a verification of student identity check.

At all times follow directions given by the supervisor. Failure to comply with such directions will be considered a serious breach of discipline and could result in a fail result for the examination.

All final/formal examination papers include ten minutes reading time. During reading time you can make notes on the question paper but must NOT commence working through the questions until the supervisor gives permission. If the answers are to be written on the question paper all notes should be written on note paper supplied by the campus. If you have a query, or require another answer booklet, raise your hand for assistance.

In a formal examination, you must not leave the room within 30 minutes of the examination start unless accompanied by a supervisor.

If you do not attempt any questions you must write your name, course, examination subject, and “No questions attempted” on your answer booklet, paper or online test. The “no questions submitted” statement must be signed on paper-based examinations.

When the supervisor closes the examination, all work is to cease immediately. Before you submit your examination responses, check that

your details have been completed in all the required fields at the front and throughout the examination pages. When attempting paper-based examinations, make sure that your details appear on the front of every booklet and on any sheets of paper which contain answers. If more than one booklet has been used, place all other booklets and loose pages inside the first booklet. Indicate on the first booklet the total number of answer booklets used.

If the question paper is not restricted (restricted papers have a yellow cover), or does not require the answers to be written on it, you may take it with you when leaving the room.

Behaviour during assessments and examinations you are entitled to sit for your assessments and/or examination in conditions which are free of disruption from the supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the examination.

If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment location or examination room, and may be failed in the assessment/examination.

MALPRACTICE

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination. If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action.

The penalties for malpractice in an examination range from failure in the subject being examined to exclusion from the campus for a specific period of time. Charges may be laid by the police.

MISSED EXAMINATIONS

If you miss an examination, or if you know beforehand that you cannot attend an assessment or final examination, you must contact your Teacher or Head Teacher. You may be given permission to sit a concessional final examination at the next scheduled examination date.

EXAM/ASSESSMENT RESULTS

Following your examinations and/or assessments, your results will be determined and checked before being made available via the Student Portal. You will also be issued a Transcript of Academic record, (your Units and their results), at the end of Semester 1 and Semester 2 each year, without charge.

The transcript is posted to the address identified when you enrolled, unless you amend the address by advising your college or you change these details via the Student Portal.

Your results will not be released to any other person or organisation unless you provide your written consent, the records are subpoenaed or is a legislative requirement.

You will not receive your results or a transcript or testamur if you have any fees outstanding.

APPEALS

Information relations to assessment appeals can be found in the complaints and appeals policy and procedure on the policy section of the website **www.acoae.com**.

You will receive this information at your first class.

Your results will be checked before you receive your Transcript of Academic Record.

You are able to request a review of your results if you have a valid reason, or you can ask for special consideration. You may also lodge a formal complaint about the assessment process or decision.

If you wish to request a review of your results, contact your teacher or head teacher.

If they are unavailable, contact student support at the college, within 14 days of receiving your results.

Your teacher will either address the appeal in accordance with ACOAE procedures on reassessment and review of results or refer the matter to an educational manager, where appropriate. The relevant educational manager's contact details and availability will be listed in the assessment information provided to you on enrolment.

The process for appeals on assessment matters must address and record any complaints or concerns expressed by students. Such complaints or concerns might relate to misinformation provided by a member of ACOAE staff – for example, inadequate or inaccurate provision of information in relation to assessment requirements, the provision of inappropriate learning materials or refusal to respond appropriately to a student's concerns. The appeal process is simple and direct and ensures that students are readily able to register honest concerns. Should you wish to appeal the decision, you will be supplied with the relevant Assessment Policy – ACOAE which is also available on the ACOAE website.

PLAGIARISM AND FRAUD

Plagiarism is taking the ideas or writings of others and presenting them as if they were your own work without acknowledging the original author. Plagiarism is a form of fraud and entails violating the property of someone else. It is a breach of student conduct and will be managed under the Student Discipline Policy [internal anchor to Breach of student conduct – student discipline]

COPYRIGHT INFRINGEMENT

A copyright owner is entitled to take legal action against a person who infringes copyright. Copyright infringement occurs when an individual inappropriately reproduces a work that is protected by copyright. Many works can only be used with the prior written permission of the author. Unless otherwise permitted by the Copyright Act 1968, making a copy of another person's published work is an infringement of copyright.

However, within the Act, you are permitted to make a copy of published work for the purpose of research or study. This is called fair dealing.

A reasonable guide to fair dealing would be:

- One article in a periodical
- Two or more articles (if they relate to the same subject matter)
- Up to 10% or one chapter of a book.

- Institutions or individuals are liable for prosecution under the Copyright Act for infringements of copyright. For more information, visit:

- www.smartcopying.edu.com.au
- www.copyright.org.au

HOW TO AVOID COPY RIGHT

You must:

- Never plagiarise information
- Respect the intellectual property and copyright of owners and authors of work, including works, ideas and graphics.
- Always acknowledge the creator or author of any material published
- Not make available or use illegal (pirated) copies of copyrighted software

REPEAT OR RE-SIT A UNIT OF COMPETENCY OR ASSESSMENT

If you are unable to complete a Unit of Competency, or you don't pass an exam or assessment which you need to achieve your qualification, you have the option to repeat that part of your studies by re-enrolling in that particular unit/subject and paying a fee. Discuss the options available to you with your teacher or head teacher.

Failure in a Unit of Competency (on two occasions) you are required to submit a request in writing to your head teacher showing cause as to why you should be re-enrolled.

Where this original unit/subject is no longer current, your Head Teacher will discuss the available options to complete your qualification/course of study.

Your student fee (or fee exemption) only covers your first attempt at a unit of competency.

If you wish to re-enrol in a unit/subject after receiving two 'Fail' results in that unit within a three-year period, you are required to submit a request in writing to your head teacher showing cause as to why you should be re-enrolled.

Where this original unit/subject is no longer current, your Head Teacher will discuss the available options to complete your qualification/course of study.

Your student fee (or fee exemption) only covers your first attempt at a unit of competency.

CREDIT TRANSFER AGREEMENTS

Credit Transfer is a form of recognition for previous study based on formal arrangements which have been negotiated between ACOAE and higher education providers. Credit Transfer can significantly reduce the time it takes to complete your course and can take various forms including specified, unspecified and block credits.

WITHDRAWALS

If you are not participating and engaging in your assessments and studies on a regular basis, you will be contacted to determine if you are continuing or withdrawing from your studies. You will be assisted to re-commence your studies, if this is what you request.

If you do not respond to the attempts to contact you, action will be taken to 'withdraw and discontinue' your study.

If you are considering or deciding to withdraw from your course of study, discuss with your Teacher or Head Teacher to see if they can assist you in continuing with your studies.

If you do however decide you can no longer continue with your studies, you may be eligible to defer your studies for up to 12 months, or to withdraw and discontinue your studies.

You may still be liable for payment of your course fees, so it is important to let your teacher know as soon as possible.

DURING YOUR STUDY

DEFERRING YOUR STUDY

If you are studying a course subsidised by the NSW Government, you may wish to withdraw and defer your studies for up to a maximum of 12 months. This can be a combination of deferral periods.

If you do wish to defer your studies you need to:

- Discuss and notify your teacher or head teacher
- Read thoroughly, then complete and submit a ACOAE application to withdraw, identifying that you are deferring your studies, the period you wish to defer and when you will return to study

When your application has been processed you will receive a Transcript of Results achieved (if any). Any unit/s or subject/s attempted /not completed within your enrolled qualification will record a withdrawn (WN) result, and the student fee or fee exemption covers this first attempt at these Unit/s.

When you return to study after your deferment, you will need to pay an additional fee for the second attempt at these Unit/s.

If studies are not resumed within the maximum 12-month period, you will be withdrawn and your study will be discontinued in this course.

Students who defer studies are responsible for contacting their Head Teacher to negotiate resumption of studies to meet the 12-month deadline.

DISCONTINUING YOUR STUDY

If you are studying a course and wish to discontinue your studies you need to:

- Notify your teacher or head teacher
- Read thoroughly, complete and submit a letter in writing to ACOAE that you wish to discontinue your studies.

When your application has been processed and any outstanding fees have been finalised, you will receive a Transcript of Results achieved. Any attempted or not completed units within your enrolled qualification will result in a withdrawn (WN).

If you wish to return to complete this qualification, your fees will be determined on the access and eligibility criteria current at that time.

COSTINGS

There may be some additional charges to cover the cost of your course.

COURSE-SPECIFICED COSTS

- essential equipment and other items that will become your property
- some text books (that are available online, if you wish for a hard copy this will be up to you to purchase).
- trips, food, transport, and accommodation costs
- text books that you must complete (that will become your property)

All ACOAE fees and charges are reviewed on a yearly basis and are subject to change.

REFUNDS

A refund of the student fee you have paid may be given in the following circumstance:

- When you enrolled in a course that have been cancelled
- Where you have overpaid your fees
- Where you formally advise the college in writing prior to the start of your course, where the training is for more than one (1) week duration, that you wish to withdraw
- Where, for training less than one (1) week duration, you formally advise the college in writing at least five(5) business days prior to the start of your course that you wish to withdraw
- Other circumstances where you may be eligible for a partial refund or amendment to your fee (and future fee instalments) include:
 - Where you withdraw from your study after the start of your course and you have pre-paid on future fee instalments, you may be eligible for a refund of the pre-paid fee instalments

CONSUMER PROTECTION

ACOAE has a reputation as a safe, progressive and dynamic place to study. ACOAE aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and wider community.

As a ACOAE student you have a right to:

- Expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations.

We recommend you talk to someone as soon as the situation arises. In the first instance, we recommend you discuss the situation with your teacher, however, you may prefer to contact the head teacher in your area of study, a ACOAE Counsellor or the student support.

ACOAE welcomes feedback. You may also submit your complaint on a Suggestion or Complaints Form, available from teaching and administration staff, or online via our complaint form.

For more information see full policies and procedures available on our website.

YOUR INFORMATION

When you enrol with ACOAE, the collection, storage use and disclosure of any personal information you provide is protected under the Privacy and Personal Information Act 1998 and Privacy and Personal Information Protection Regulation 2005. If you're curious about how we handle your information, please see our full privacy policy on the website.

STUDENT RIGHTS AND RESPONSIBILITIES

ACOAE aims to provide you with the opportunity to study, learn and develop skills in a safe and supportive environment.

When you sign your enrolment form or enrol online (and pay your fees/fee instalment, or be granted a fee exemption), you agree to follow ACOAE policies and procedures and that you will abide by these conditions. It is also a declaration that all the information you have provided is true and correct.



Details are available on ACOAE website or you can ask Student Support for more information. When you commence your studies you will be provided with information and procedures relating to examinations and course assessments and results.

You may be penalised if you disrupt your class, harass students or teachers, damage property, cheat in examinations or otherwise act in a way contrary to the good conduct of ACOAE.

Students can appeal against certain penalties. Your penalty might then be reduced, removed, or increased – refer to Student Conduct - Student Discipline.

As a student, you have the right to:

- Be treated fairly and with respect by teachers, other staff and students
- Learn in an environment free of discrimination and harassment
- Participate in and pursue your educational goals in a supportive and stimulating learning environment (once student fees are paid or fee exemption granted)
- Have access to counselling
- Have your ACOAE records and personal information stored and maintained in a confidential, secure and professional manner
- Receive information about your course, the assessment requirements and procedures, health and safety requirements, and information about support services
- Receive information on your progress in the course in a timely and professional manner
- Modify your Learning Plan if your circumstances change, in consultation with educational staff

- Present recognition of prior learning (RPL) and credit transfer (CT) at the commencement and within the duration of your studies
- A review of your results
- A review of other decisions affecting your progress, including an appeal, if charged with a breach of discipline
- Discontinue your studies, advising by the appropriate notification process
- Lodge a complaint or suggestion for improvement without fear of victimisation or retribution

As a student, you have responsibility to:

- Treat all staff, students and the general public with respect, fairness and courtesy
- Be punctual and regular in your attendance
- Submit assessment tasks by the due date or ask for an extension of time
- Contribute equally to any group assessments which receive a group mark
- Return or renew library books by the due date
- Do all that you can to prevent the introduction of viruses to ACOAE computers
- We are closed, flat non-slip foot, wearing of thongs or walking barefoot is not permitted at any college site for safety reasons
- Use protective equipment where required and follow all workplace health and safety (WHS) instructions
- Report any workplace health, safety or environmental concerns to your teacher and/or student support staff immediately

OUR LOCATION

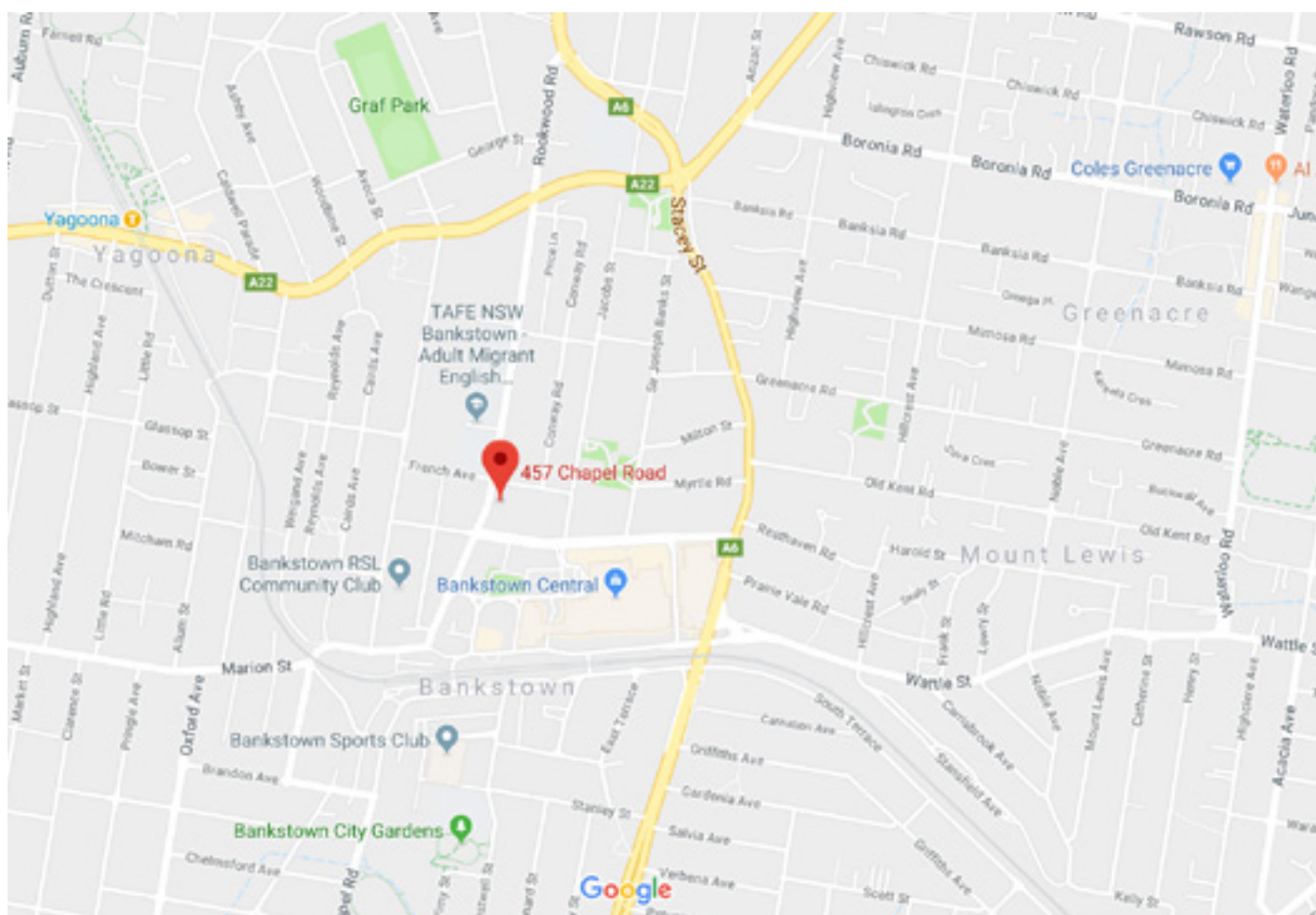
CONTACT INFO:

ACOAЕ ADDRESS:

Level 1, 457 Chapel Road
Bankstown NSW 2200

PHONE NUMBER:

02 9558 0888



START YOUR JOURNEY

PROVIDER NAME: Australasian College of Advanced Education

PROVIDER CODE: xxxxx

Printed: date xx/xx/xx

DISCLAIMER

ACOAE has made every reasonable effort to ensure the information in this guide is accurate (September 2018). We continuously review the curriculum to ensure it meets current industry requirements and reserve the right to withdraw and change courses at short notice. Diploma, certificates, tuition fees, and locations are current at the time of printing but subject to review and/or change at short notice. It is advisable to visit our website **www.acoae.com** for the latest information.