International Student Handbook

1st October 2026

The version of the handbook that sets the conditions of your study is the one in use on the day you signed your Offer Letter

Nationally Accredited Courses

National Provider Number 32448

CRICOS Registered

CRICOS 03322B

◆ English ◆ Aged Care
◆ Painting ◆ Carpentry
◆ Business ◆ Leadership ◆ Management

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NATIONALLY RECOGNISED TRAINING

Introduction

In 2011, ACADEMIQUE purchased the training systems of the Australian College of Integrated Therapies, which was formerly Verona Academy, so our college connects to one of the longest running private providers of vocational education and training in Australia, delivering training on the Gold Coast for over 30 years and registered since 1981.

We are very pleased to be able to offer smaller class sizes than most colleges, enabling individual attention and supporting students' learning needs and development throughout their training. Our team of professional staff and trainers excel at their chosen fields and are dedicated to providing students with valuable learning experiences.

The college enjoys a reputation of stability and respect both within the industry, the public and with Government authorities. Dedicated to excellence in the delivery of nationally recognised training, ACADEMIQUE is constantly keeping up to date with new training packages and industry standards, thus providing graduate students with the winning edge in all facets of Business, Management, Aged Care, Carpentry and Painting industries.

We hope you enjoy learning with us at ACADEMIQUE and gain new lifelong skills!

This college handbook is designed to give you information on the college. We have a responsibility regarding standards of courses and their delivery, the educational interests and the welfare of our students. Students also have a responsibility to the college, their colleagues and the public, to ensure harmonious relations in a learning environment that caters for all students' needs.

If you have any questions about the courses or college, please ask at the college administration prior to signing and submitting your application.

We are always looking for improvements so if you have feedback for us, it would be appreciated.

Best wishes for your course and your journey.

MISSION STATEMENT

To help the personal and professional achievement of each individual towards reaching their highest personal best

To this end we work as a team, highly motivated professionals in our fields, valuing each-others' diverse personal styles and expertise

We nurture, encourage, mentor and lead our students as needed to help them achieve their goals

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Welcome to ACADEMIQUE

Enrolment – Please note that this International Student Handbook, the Application Form, Letter of Offer, Course Fees and Payment Plan all form part of the enrolment process. Each form must be read and understood prior to completing and/or signing the Letter of Offer and creating an agreement between us.
If you appoint an education or migration agent to 'represent' you, and they submit your application, we will assume that you have given them the right to affix your digital signature if you are not able to actually sign a document.

Your Rights: The Education Services for Overseas Students Act 2000 (with amendments) governs the responsibilities of education institutions towards overseas students. The act protects the rights of overseas students to ensure they receive the quality education they pay for. The detailed rules change from time to time: search ESOS Act. (Search ESOS Act) At the time of printing this was the current address: https://www.education.gov.au/esos-framework

If the legislation is changed by the government, of course we are obliged to follow the new laws.

Disclaimer

ACADEMIQUE has taken appropriate measures to ensure the information published in the Student Handbook is current and accurate at the time of printing. Due to circumstances beyond our control, the information provided is subject to change from time to time. In particular, government agencies introduce new rules and regulations. ACADEMIQUE recommends that you check online (www.academique.qld.edu.au) for the most up-to-date version of our International Student Handbook. ACADEMIQUE Management reserves the right to make changes where required. Any changes will be published and circulated throughout the college. Prior to enrolment please confirm you have read the latest version of this document. Your tuition fees as indicated in your "Letter of Offer" will not change after you sign the Letter of Offer unless you decide to change your program. Please feel free to contact the college direct to confirm any matter of concern. If you have appointed an Education Agent, please feel free to check whether they are our authorised representatives/education agent. Under the ESOS Act we can't facilitate an unregistered agent representing ACADEMIQUE.

As part of our "Continuous Improvement" policy, we always welcome feedback about any aspect of your ACADEMIQUE experience. E-mail us any time on enrol@academique.com.au or phone +61 7 5526 3222

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RTO Registration No 32448
CRICOS Provider No 03322B

WRITTEN AGREEMENT

ACADEMIQUE aways has a written agreement (generally a Letter of Offer) with each overseas student accepted for enrolment. The Letter of Offer includes the student's enrolment details, such as course name and codes, tuition and non-tuition fees, payment plan, refund policy, contact information and specific course prerequisites, if required.
Academique's written agreement with a student can be signed or otherwise accepted by the student if their registered agent affixes a digital version of their signature, or the student writes from their verified email address specifically accepting the agreement.

FEES AND PAYMENTS

International students who have received a Letter of Offer and decide to study at ACADEMIQUE pay an Initial Payment after signing the Letter of Offer and before receiving their Confirmation of Enrolment (CoE). As a general rule, the balance of the course fee(s) is divided into monthly instalments calculated evenly throughout the duration of the course. Your "Letter of Offer" will provide an itemised list of course(s), money payable, and a "Payment Plan". The monthly payments are due on or before the 20th of every month listed on the payment plan. Our Payment Plans spread the total course fees across the whole program to make the monthly payments as low as possible. If you would like a different payment plan, please tell us before you sign your Offer. ACADEMIQUE has no separate application, enrolment, upfront admin, or payment plan fees. Material fees are generally included in the course fee as specified in the Letter of Offer.
Payment is required in full for each course before the end of the course. The college reserves the right to withhold your Statement of Attainment or Testamur if your course or other fees are unpaid. The college reserves the right to cancel your enrolment if you have not paid your fees as per your Payment Plan 20 working days after we emailed written warnings. (Subject to the appeals process.) You can see the price 'per term' in your Offer, however most students prefer to spread their payments out and pay by the month, and that's why our Offers are created that way. Signing your Letter of Offer creates a legally binding agreement between the college and the applicant/ student, so please read it carefully prior to signing and entering the agreement.

Students who meet the current entry criteria (including prerequisites) will receive a Letter of Offer if their application form has been submitted and is in order. Acceptance and enrolment is not automatic. The Letter of Offer outlines the monthly payment plan and the dates that payments are due. Once the Letter of Offer is signed by the student and Initial Payment (and Overseas Student Health Cover <OSHC> if requested: see below) are paid, a Confirmation of Enrolment (CoE) will be issued for your student visa application. Commencement of all courses is subject to minimum numbers being enrolled.

As soon as you accept your Letter of Offer, course fees are fixed for the specified courses and dates. Your Offer Letter contains information relevant to your course, including costs. Other fees are as set in this handbook.
(*Minimum payment required to receive testamur/s. All costs relating to application, enrolment, and materials have been incorporated with the tuition fees for your convenience excluding re-sit fees and/or unarchive fees.)

Photocopying	$0.10 per one-sided page
Testamur/Statement of Attainment Domestic Postage (Other document sending depends on mode and distance and will be quoted cost plus 20%.)	$10
Reprints of Qualification/ Statement of Attainment after verification	$30 for current Academique students $50 for past Academique students
Private re-sit of practical assessment tasks (Unless Compassionate grounds are proved.)	The cost of the assessor and equipment.
Catch-up missed orientation (private) (Unless Compassionate grounds are proved.)	$100 (as directed)
Catch-up missed orientation (private) with training and assessment (Unless Compassionate grounds are proved.)	$300 (as directed)
Compulsory "Replacement lesson" (Unless Compassionate grounds are proved.)	Costs vary depending on equipment and materials used: Faculty will advise in advance.
Internal or external transfer, cancel COE, change or new CoE	$300
The price for "Recognition of Prior Learning" can only be determined after submission and analysis of your evidence.	TBC
<u>Student file archive status:</u>	
Unarchive Testamur over 20 working days after collection information was sent	$50
Unarchive file 20 or more working days after the scheduled course or unit completion date	$200
File unarchived 20 working days after fees due date	$200
File unarchived after course was cancelled	$200

ARCHIVING

To protect your privacy, the college is required to maintain secure storage archives and to not leave confidential student information accessible once the unit/course has been completed.

- For privacy reasons, your file will be closed and archived twenty (20) working days after your study unit or course end date.
- After your Testamur or Statement of Attainment has been created, the Quality Department will let you know via your confirmed email address to collect it. If you don't collect it within 20 working days (or request an extension within the 20 days) your file and/or Testamur/Statement of Attainment will be relocated to our secure archives.
- Testamurs and Statements of Attainment can be posted by ordinary domestic mail for $10 if requested via email. (Couriers and other destinations will be quoted on request.)
- If your file is closed for not making Course Progress or not paying your fees your file will be archived promptly.

If a student file has to be retrieved for processing after being archived, a fee of $200 applies to retrieve the archived file. If your file has been inactive for 20 working days after unarchiving, it will be re-archived.

REPLACEMENT OF QUALIFICATIONS & STATEMENTS OF ATTAINMENT

Replacement Certificates, transcripts or Statements of Attainment will be issued on receipt of a written request stating the reason for replacement. An administration fee of $50 per Testamur/ Transcript/ Statement of Attainment will apply if the student's file has been archived. If it has not been archived, the cost will be $30 per document.

No other fees apply except if you want a reprint of your results: $30 if the information is current and $50 if the information has been archived.

OVERSEAS STUDENT HEALTH COVER (OSHC)

It's an Australian government requirement that international students must organise health insurance, "Overseas Student Health Cover" for the entire duration of their student visa. You can choose to organise OSHC yourself, ask your agent, or you can ask ACADEMIQUE to organise it on your behalf when completing the Application Form. We currently use AHM OSHC for single cover. If you would like us to arrange OSHC for you, it is your responsibility to ensure you understand what the cover includes and excludes prior to signing the Letter of Offer and paying the OSHC cover amount. We have brochures available or please go to their website www.ahm.com.au or call them on 134 246. When you sign the Received and Read acknowledgement at the end of this document, it means that you accept your responsibility for understanding what your OSHC covers or does not cover. If you choose for us to arrange your OSHC, the OSHC fee must be paid when you finalise your enrolment so we can make payment to the Health Insurance Fund to arrange health cover as per visa requirements. In the event that you pay for health insurance but do not commence your course and a refund is payable, the refund is subject to the refund policy of the health insurance provider not ACADEMIQUE. Please check this before enrolment. If you choose to arrange your own health insurance, then written proof of OSHC must be supplied at enrolment. This will be kept in your student file. OSHC fees change from time to time and are out of ACADEMIQUE's control, so please confirm the fee prior to enrolling so that you have the most up to date information. The Department of Home Affairs will not grant a visa if you do not have OSHC.

BANK AND OTHER FEES

From time-to-time international students transfer fees via banks and other facilities which are offshore. These transfers may attract substantial commissions and charges. Your fees are the amount specified in your Letter of Offer, and they have not been paid in full if any commission or charge has been deducted. If the transfer is not the amount specified on you Letter of Offer, a new Offer must be issued and signed. (Your Initial Payment is recorded on your CoE and the amounts must match.) Please make sure that the college receives the amount specified on your Letter of Offer so that we can process your enrolment promptly. (We recommend that you transfer the fees yourself.)

If you missed a practical assessment task, the Training Package has changed, or your competence has lapsed after a year has passed, the college can require that you to pay a fee to cover the cost of re-assessment: See details below.

The fees paid by International Students are protected under the Australian Government Tuition Protection Service (TPS). These schemes are set up by our governing bodies to ensure that international students do not lose their training/funds in the event that an education provider cannot deliver training.

ENGLISH LANGUAGE TEST

It's a requirement for enrolment and for the grant of a student visa that you establish your English language proficiency. How you can do this depends on your passport and Education Sector, which determine your 'Assessment Level'. Some levels can use the ACADEMIQUE test (70% or above, only available at ACADEMIQUE) to establish their competence. Other levels need IELTS 6 or equivalent (or higher), or certified proof of successful Foundation, Certificate IV or higher studies. (A Certificate III which includes multiple Certificate IV competencies might be acceptable.)

For details, please search "Student visa English language requirements" or contact the college.

LIVING AND STUDYING IN AUSTRALIA

The Gold Coast is one of Australia's premier tourist destinations boasting many kilometres of beautiful surfing beaches, national parks, tropical rainforests, theme parks, mountain resorts as well as great shopping and cosmopolitan restaurants all in a relatively safe, secure and clean environment. We have a subtropical climate with mild winters and warm summers with average temperatures ranging between 9 – 20°C in winter and 21-32°C in summer.

The Gold Coast has a population of over 700,000 (MACROTRENDS 13aug24) people and is situated approximately 45 minutes' drive south of Brisbane. Coolangatta airport is available for domestic and international flights. We recommend you visit www.goldcoast.qld.gov.au, https://www.studyaustralia.gov.au/en/life-in-australia or https://www.studygoldcoast.org.au/ for further information regarding living and studying on the Gold Coast.

COST OF LIVING

The Australian currency is based on a decimal system of 100 cents to the dollar – A$ or AUD. You will require $10,000.00 - $30,000.00 (dependent upon the course you study) to meet your expenses each year for study, accommodation, personal expenses, transport, entertainment and recreational expenses. This amount will not cover major expenses such as the purchase of a car or computer. A very wide range of accommodation is available on the Gold Coast. If a relative, partner or dependant is coming with you, additional costs should be considered. The Department of Home Affairs provides information about living costs at this website: https://immi.homeaffairs.gov.au/news-media/archive/article?itemId=1196&fbclid=

We recommend you bring at least $3,000.00 with you to meet your establishment costs (for example- bonds for rental property, telephone connection charges, etc.) depending on your situation. It is generally possible to use your home country's credit card in Australia.

You should also bring either some Australian cash with you or exchange currency on arrival to pay any immediate expenses. Be very careful about your Customs Declaration Form because Australian Customs is very strict. If you bring cash worth more than AU$10,000.00 into Australia, you must report this to Customs Officials upon arrival. Australia also has very strict rules about bringing food, drugs and wooden items into the country - please check prior to your arrival in Australia and take care to fill in the form accurately. (http://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine).

Living arrangements can be arranged privately by the student with a wide range of rental accommodation available on the Gold Coast. Our 'Student Services' team can provide some assistance.

Gold Coast Student Accommodation Centre provides short- or long-term homestay accommodation for students with host families. This accommodation can provide meals and internet access and is approximately AU$240 - $300 week. You can view the homestay website at www.gcsac.com.au

SCHOOL AGED DEPENDANTS

It is a requirement under Australian law that all school aged dependants of international students must go to school while in Australia. They are required to pay fees. Please contact your chosen school directly for their individual guidelines and fee structures. Education Queensland International is one provider of services for international school aged students: http://www.eqi.com.au/

FOOD

The Gold Coast has a wide range of ethnic foods available including specialty shops and restaurants catering for Japanese, Indian, Chinese, Thai, Korean, Indonesian, Malaysian, Filipino and European cuisines. It is also important to know that Australia generally has a fixed price system: it is rare to bargain about the price of everyday goods and services.

GENERAL INFORMATION ABOUT STUDYING IN AUSTRALIA - Visa Requirements

Under the ESOS Act and the National Code, international students at ACADEMIQUE are required to:

- Make satisfactory course progress
- Keep their educational institution informed of their residence at all times. You must notify your educational institution within 14 days of moving to a new address, changing your phone number and/ or email address.
- Various attendance rules apply to particular courses and are mentioned on your Offer Letter.

It's a condition of our registration that the college report students who breach their visa conditions or fail to pay fees, maintain satisfactory course progress and/or attendance to the Department of Home Affairs via the Provider Registration and International Student Management System (PRISMS) following multiple warnings and completion of Intervention and Appeals processes. The college must follow these rules, or our registration will be closed. Make sure you check the email address that you confirm at orientation.

STUDENT SUPPORT SERVICES

Student Support Services are provided at no cost. If you have any questions after you start your course, we will be pleased to help you. If related to course content, ask your course co-ordinator or teacher in the first instance. If necessary, they may direct you to the Training or Compliance Manager or the Principal. Where required please see the receptionist to make an appointment for you with the principal or deputy principal.

If you need additional help with lessons and assessments, please don't hesitate to make an appointment with the principal (outside of your class hours) to get the assistance you need.

Academique helps students with adjusting to study and life in Australia by providing information on and access to an appropriate orientation program and trained Student Services Officers that provide information about:

1. support services available to assist overseas students to help them adjust to study and life in Australia
2. English language and study assistance programs
3. any relevant legal services
4. emergency and health services
5. Academique's facilities and resources
6. Academique's complaints and appeals processes
7. requirements for course attendance and progress, as appropriate
8. the support services available to assist students if their personal circumstances are adversely affecting their education in Australia
9. information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
10. information about how to seek assistance for and report an incident that significantly impacts on their wellbeing
11. general information on safety and awareness relevant to life in Australia

If communication is a problem, please speak to the Training Manager or Principal. We have many bilingual staff.

We can also put you in touch with local youth groups, social and services clubs and local sporting associations.

All staff members who interact directly with overseas students are aware of ACADEMIQUE's obligations under the ESOS framework and the potential implications for overseas students that occur because we are required to follow the rules.

COUNSELLING

If you are experiencing personal difficulties, please contact the Principal. At no initial expense and in complete privacy we will organise confidential, qualified assistance.

LEARNING ASSESSMENT METHODS AND PROCEDURES

Students are taught using a variety of learning strategies during their courses. The majority of learning at ACADEMIQUE involves face-to-face teaching but it may incorporate some outside activities, video training, industry placement and/or research activities.

Our competency-based assessments closely follow the current National Training Package and follow the four technical principles of assessment: reliability, validity, flexibility and fairness. They may take the form of written assessments, practical assessments, presentations, case studies, role plays, and/or assignments. All units of competency will be assessed using a range of the above methods. Your trainer will inform you about assessment activities.

If your course comes under the VET sector (Vocational Education and Training) you will not receive a graded result, as per AQTF guidelines. While working through a unit of competency your progress will be graded 'satisfactory' or 'unsatisfactory'. At the conclusion of the unit when all assessment tasks (including Vocational Placement and logbooks) have been completed, you will be graded 'competent' or 'not yet competent'.

For an assessment to be deemed satisfactory all questions within a written assessment and all requirements of a written assessment and/or practical assessment must be answered or demonstrated correctly. Upon being informed of your result - satisfactory or unsatisfactory or competent/not yet competent, you will be asked to sign your assessment cover sheet to show you accept this result. If you are found unsatisfactory on an assessment, you will receive notification of such by your coordinator trainer/assessor. They will also discuss what you should do.

All qualifications are government approved and are structured so most aspects of the industry you are wishing to enter are covered in training and then assessed. This includes not only the actual skill, i.e. aged care or business, but also includes, but is not limited to teamwork, developing plans, safe work practices, sales, financial transactions, hygiene and cleaning. (In other words, employability skills) These skills are a part of the industry you are entering. ELICOS students follow different course rules which are explained at their orientation session and below.

ATTENDANCE, STUDY AND ASSESSMENT

Except in ELICOS classes, the attendance rules vary between courses, and every term of your course includes some assessment tasks which must be completed 'face-to-face' in addition to written tasks. No courses are 'external' or 'distance mode'. However, some support materials and assessment tasks are designed to be completed online using Cloud Assess. (Use your phone or laptop.) You should attend classes every week in order to gain the skills and knowledge needed to pass the course. You must participate in classroom-based activities such as team activities, meetings, presentations, and observations. Some lectures, classes, and assessment activities are repeated, so if you miss them or are not successful, you might be able to try next time they are scheduled at no additional charge. However, if a suitable session is not on the regular schedule and you have to arrange a private assessment session in order to make Course Progress or complete your course, you must pay the cost of that session, which depends on what the college has to pay the assessor plus materials. Tutorial support and study advice are available Monday to Friday: Check with your Faculty Coordinator. Our campuses have workspaces and good wireless internet access.

Student visa holders enrolled in AQF VET courses must (1) always be in a position to complete their course in the scheduled time and (2) make satisfactory 'Course Progress' every term by passing at least 50% of the assessment tasks set each term. Students enrolled in a 'package' of courses cannot commence their 'next' course if they did not complete their current course.

Students enrolled in a registered ELICOS course must also attend at least 80% of their scheduled classes. You have to organise to attend 20 contact hours per week. Your teachers and coordinator will help you understand the rules and how you can sign in and out. If you leave the class or take longer than scheduled for a break the teacher can alter your attendance record. If you don't participate in the class your teacher can mark you absent. (Subject to appeal.)

In all cases the college will warn you at least three times in writing if you appear unlikely to reach the requirements before cancelling your enrolment. Students can lodge an internal appeal by emailing their faculty and can get assistance with lodging an external appeal from their coordinator or a student services officer.

ASSIGNMENT DEADLINES (VET)

Each faculty sets different task and observation deadlines appropriate to the study material and following Education Department rules. The number of re-sits available is limited. Above all it's necessary to make Course Progress every term by passing at least 50% of the units in that term. If students don't attend Observations or Oral Checks or submit Written Tasks or Cloud Assess tasks promptly students generally cannot pass the term.

If a student fails an entire unit of competency, the student might have to repeat the lessons and assessments for the unit and the cost of the unit will be charged, payable prior to attendance for the unit. If 'Compelling and Compassionate' circumstances make it difficult for you to complete your assignment on time, please discuss that with the Faculty Coordinator or Principal before the deadline arrives and organise appropriate written evidence. (To meet the standards set by the Department of Home Affairs.)

MISSED LESSONS

Staff members and trainers are working to a strict timetable to enable them to deliver your course in the specified time. (Generally connected to your visa.) They are here to assist you, when possible, but, due to scheduling, cannot deliver private training if you missed a lesson. They also need time for lunch and bathroom breaks.

We cannot reschedule lessons because students did not attend. If theory lessons are missed, that material will not be taught again until the next time that unit is offered. If you want further assistance with lessons, see your trainer in the first instance. Please do not hesitate to book an appointment with the either the Faculty Coordinator or the Principal if you require additional assistance. Free tutorial sessions are scheduled every week in every course.

If you miss lessons your faculty coordinator will tell you how to catch up. Only in documented "Compelling and Compassionate" circumstances may the principal grant you an exception from payment of the related fees. (The standard of evidence is such as would satisfy the Department of Home Affairs.)

Compassionate or compelling circumstances are generally those *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 siblings, parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies
- a traumatic experience which could include
- involvement in, or witnessing of a serious accident
- witnessing or being the victim of a serious crime when this has impacted on the student

(These cases must be supported by medical, police or psychologists' reports)

MISSED ASSESSMENTS

Any student failing to attend or submit all scheduled assessments (either practical or written) will be deemed 'unsatisfactory' in the relevant unit of competency. The student can arrange another opportunity to achieve competency. They will be required to pay for the cost of the lessons and assessments prior to attendance unless evidenced compelling circumstances apply. In some cases, if you miss a compulsory pre-requisite lesson you might temporarily not be able to move forward.

The scheduling of any unit is dependent on the college enrolments and timetabling, and it may be some time before a particular unit is scheduled again. If there is a break in studies for this reason, the original signed payment plan must still be paid. If an additional visa is needed, it is subject to the Department of Home Affairs approval.

Any unit where competency has not been achieved ("unsatisfactory" issued) and no attempt has been made to achieve "satisfactory" at a second attempt, or the student did not achieve satisfactory at the second attempt or the student failed to make suitable arrangements, pay for and attend the appropriate lessons and sit assessments, or the student failed to attend the scheduled secondary assessment, they will receive **"**unsatisfactory" for that unit of competency. This will result in the student not achieving their qualification: instead, they will only receive a Statement of Attainment for any units where competency has been achieved. If the student was enrolled in that unit only and not a full qualification, then it may result in no "Statement" being issued. In some circumstances, unit of competency failures could trigger reporting to the Department of Home Affairs. There will be NO provision for extension because of insufficient personal time to study: That does not create the grounds for an extension.

FAILURE TO ACHIEVE COMPETENCY /MONITORING COURSE PROGRESS

ACADEMIQUE is constantly proactive in assisting students to achieve competence. At the start of every term, you will be told what you should study across that term and how you will be assessed. Your progress will be formally monitored, assessed and recorded every term. The college intervention strategy will be commenced as soon as practically possible if:

- You do not achieve competence in 50% of the units allocated to a term
- Your teacher anticipates you will not achieve competence in 50% of the units allocated to a term
- It appears possible that you will not graduate in the scheduled timeframe.
- If, after commencement, you do not attend class or submit work and appear to be a non-genuine student.

Class teachers and the course coordinator all informally monitor Course Progress on a weekly basis with formal review at the end of each term. Both are required to promptly initiate the intervention process if any of the above conditions arise.
The coordinator must write to the student and inform them that they should attend a formal meeting. At the meeting the coordinator, Head of Faculty and student (and teacher if available) will review the suitability of the course, advise about opportunities for re-assessment and implement a written program of support. (Details below) The student will be advised that unsatisfactory course progress across a term will lead to the student being reported to the Department of Home Affairs for CoE cancellation subject to the internal and external appeals processes. (20 working days)

The coordinator will arrange the appeal and reporting process as appropriate, and ensure that the student is fully informed about appeals via email. Student grounds for appeal include the College not recording progress or following policies correctly, and compassionate and compelling circumstances. The college is obliged to notify the Department of Home Affairs via PRISMS if the student's appeals are unsuccessful, the student withdraws from the appeals process, or the student does not participate in the appeals process.

If the college is placed in a position where it must report unsatisfactory course progress, then the student will be notified in writing. This notice will inform the student that s/he has 20 working days to lodge an internal appeal and (in the event of that failing) 20 working days from notification to lodge an external appeal.

If you are experiencing difficulties either with your studies or with an outside situation and you need assistance, or you need us to consider adjustments with your studies to support you in a challenging time, please let us know. Most courses at the college include a significant practical component. If students are not attending, then the likelihood of the student not achieving competency at assessment is higher as often specialised training, equipment and resources are required that cannot always be found at home or away from the college. The college monitors attendance every day and takes action if students are absent.

If your attendance and course progress are affected by extreme illness, please supply a medical certificate and the college will grant leave and make suitable arrangements.

- If a student does not attend a scheduled practical assessment or does not achieve competency, then they are notified in writing by email.
- In compassionate and compelling circumstances, the student is provided with a catch-up session to attend to try and achieve competency. If competency is not achieved at a catch up or the sessions is missed, then the principal or their representative will notify the student that they must organise private training and a re-sit and pay the required fees. (Unless evidenced compassionate and compelling circumstances apply.) The cost depends on equipment materials and trainer time, and will be advised in advance.
- The college monitors whether a student visa holder is going to complete their course within the duration of their CoE. If any problems arise the college is proactive in analysing the matter and taking action. Students and courses must comply with the regulator's "Volume of Learning" requirements.

A meeting at the college at the appropriate time will identify strategies to assist the student with course progress and when the strategies are activated. This depends on the individual's situation. Strategies include:

- Additional time with a staff member to increase skill or knowledge levels
- Referring the student to a counselling service if the situation is appropriate
- Adjustments made to the assessment procedure to assist with a learning or medical situation.
- Organising a compulsory "Directed English Program" to strengthen their language skills.
- Students can be directed to attend specific learning activities to avoid cancellation for not making course progress and avoid cancellation.

Assessments are conducted for each unit using the written assessment tools introduced at the start of each unit. 100% competency must be achieved for each assessment task. Where competency is not achieved, the student is required to attend a secondary assessment.

Further information is provided under 'secondary assessments' below. It is important action is taken early enough to ensure the best possible outcome with course completion dates, complying with visa and legislation and minimising costs for the student in terms of re-enrolments and resitting assessments.

Academique cannot extend the duration of a student's enrolment if they are unable to complete the course within the expected duration, unless evidenced compassionate or compelling circumstances apply, or ACADEMIQUE is implementing an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements.

SECONDARY ASSESSMENTS

Secondary assessment opportunities are arranged if you missed or failed the first assessment opportunity. If you missed or failed as a result of documented Compassionate or Compelling Circumstances, no penalty applies.

Unless you have applied to defer or withdraw from your studies, you are required to complete all secondary assessments both theory & practical when notified by the principal, Faculty Coordinator, Trainer or Administration Manager. They will be scheduled outside of your normal attendance.

There is no charge for a secondary written assessment if compelling or compassionate circumstances apply and an opportunity can be scheduled easily. All scheduled secondary written assessments are usually conducted outside of your standard college timetable, on a day you would normally attend, before or after your classes. Arrangements can be made to schedule written assessments a day you wouldn't normally attend outside your regular college timetable (on a tutorial day). However, this must suit both parties.

If a student does not attend a scheduled practical assessment or does not achieve competency, then they are notified in writing. The student may be required to attend on a day they wouldn't normally attend to complete a secondary practical assessment. The student might be able to try a secondary practical assessment at no additional charge if the practical assessment is repeated and can be scheduled. However, if a suitable session is not on the regular schedule, you have to arrange a private practical assessment session, and you must pay the cost of that session unless evidenced compassionate and compelling circumstances apply. The cost of a private re-sit of practical assessment depends on what the college has to pay the assessor and for materials and equipment.

If it is scheduled on a day not normally attended by both the student and assessor to suit the student, the cost will be charged out at the cost of the applicable assessor. Please note: Under some awards there is a 3-hour minimum for employment. Any assessments scheduled to suit the student on a non-attendance day will be invoiced out at the cost of the assessor.

If a student does not attend a scheduled private re-sit of practical assessment and does not give minimum 12 hours' notice that they do not intend to attend, then they will be charged the fee because the college will still be required to pay the appropriate fee to the assessor. Notice must be given directly to a staff member, not left on an answering machine.

If claimed, the student is required to supply evidence of compassionate or compelling circumstances (as above) immediately after a scheduled secondary assessment if they did not attend it. This is for both written and practical assessments and regardless of whether they notified the college or not. If no suitable evidence is supplied within that time frame, a second 'unsatisfactory' result will be issued.

Students who have not achieved "satisfactory" after their scheduled secondary assessment or have been absent and cannot produce suitable evidence, will be deemed to have failed that unit and are required to organise a private re-sit at the college, in order to receive their full qualification (Subject to the appeals process). The student must organise a private re-sit and pay the required fees unless evidenced Compassionate and Compelling circumstances apply. Students who are able to produce suitable evidence of compassionate or compelling circumstances will have their assessment rescheduled, generally within 4 weeks of the previous secondary assessment date if possible. International students must pass at least 50% of their scheduled units each term and be able to finish on schedule in order to make satisfactory course progress and thus meet the conditions of their visa, so demonstration of competence can be a critical factor with regard to visa compliance. Re-enrolment after study problems or leave might mean that the currency of some vocational skills has lapsed, and those skills may need to be studied and demonstrated again. Re-enrolment and extension are not automatic or guaranteed because risk of visa refusal can be high.

ENTRY REQUIREMENTS

To enter Certificate III programs, applicants need to provide evidence of having at least completed or passed Year 10 (junior high school) or equivalent. To enter Certificate IV, Diploma and Advanced Diploma courses, applicants need to provide evidence of having at least completed or passed Year 12 (senior high) or equivalent. The College Executive can take significant relevant workplace experience into account if a candidate's academic results are close to the required standard.

RECOGNITION OF PRIOR LEARNING

Recognition of prior learning/Recognition of current competencies is a process that recognises your skills and experience, regardless of where and when the learning occurred. You may have gained the relevant skills through any combination of formal or informal training and education, work experience or general life experience. Under the Australian Quality Training Framework, you will also be required to provide evidence of currency. This learning is mapped against the learning outcomes of your enrolled course of study.

If you wish to have your existing skills formally recognised, you have to apply for RPL at the time of application. All evidence of previous study, your resume and evidence of work experience are to be lodged with the application form. The college will initially assess your submission and advise you of the outcome, and the proposed cost of the RPL, issuing a Letter of Offer if requested. Checking on the policies of external organisations is the student's responsibility. VETASSESS, TRA, construction associations, Aged Care facilities and similar bodies might not recognise RPL qualifications.

If the college determines a particular practical and/or theory assessment is required to establish competency in those unit/s or qualifications for RPL, they must be completed prior to commencement of your RPL process at a time convenient to both you and the college.

As the Department of Home Affairs regulations require that students be studying full-time (except under special circumstances) being granted Recognition of Prior Learning, Credit Transfer or Mutual Recognition may shorten the length of your program and CoE. Please discuss this with the college or your education agent prior to enrolment.

Please note, if RPL etc. is granted after the issuance of your student visa, ACADEMIQUE is required to report the change of course duration via PRISMS under the ESOS Act. Student visa holders can only be enrolled in full-time study.

CREDIT TRANSFER / MUTUAL RECOGNITION

Credit Transfer and Mutual Recognition will be granted to a student who can provide a Certificate or Statement of Attainment issued by another Registered Training Organisation. Recognition on this basis will only be given to a student who can provide original documentation or a certified copy which bears the same identification and unit code/s, or where the education department website states that the courses are equivalent. Request for mutual recognition/credit transfer must be made in writing prior to course enrolment on the application form. The application outcome will be notified within seven days of lodgement and receipt and verification of all evidence. If the Statement of Attainment/ qualification was issued a long time ago and you do not have current competency, then this might make granting of a credit transfer or mutual recognition impossible, and you might be required to perform a practical and/or written assessment. As a general rule, we follow the principle that competence lapses after one year. See details on assessments elsewhere in this handbook.

Should International students who are currently attending or who have attended in the last 2 years wish to re-enrol in further training at ACADEMIQUE and request credit transfers/mutual recognition for recent competencies achieved at ACADEMIQUE, no credit transfer fees will be charged for the recognition granted, provided that an Application Form together with this request and your original transcript is received and approved prior to commencement of the additional studies. As student files are archived once students complete their studies, all past students are required to produce the original transcript or a certified copy when applying. If past students are unable to produce the evidence required, then retrieval from archives will be required. Please refer to that section in this handbook.

TRANSFER BETWEEN COURSES

Once training has commenced transfer between courses will be subject to approval and result in an administrative charge of $300, as well as the balance of any additional course tuition fees which will be calculated and a monthly payment plan supplied. In the event that the transfer is to a course of lesser value, please note there are no refunds payable for the initial course as training has already commenced (refer Refund Policy) and any units commenced must be paid for immediately. All transfer requests must be in writing to the principal, and the charge (if applicable) must be paid when the application is lodged. Notification of your transfer application will be within 7 working days. If a student wishes to change courses outside the enrolled area, either prior to or after commencement of their training, then a withdrawal and re enrolment will be required. Please refer to the withdrawal and enrolment sections of the student handbook. Transfer to a new course might be conditional on you obtaining advice from a registered migration agent or lawyer about the implications of the change for your visa status. Please note that changes to your preliminary courses may have ramifications for the admission to the principal course.

DEFERRING, SUSPENDING OR CANCELLING A STUDENT ENROLMENT and NOT COMPLETING WITHIN EXPECTED DURATION

Please note: Deferment of studies by a student is subject to the Department of Home Affairs and student visa regulations. ACADEMIQUE must comply with any ruling the Department of Home Affairs may make on the student's circumstances. ACADEMIQUE must maintain a record of any decisions made to defer or suspend an international student's enrolment. The International student must seek advice from the Department of Home Affairs regarding any possible impact on their visa. ACADEMIQUE will report via PRISMS if an enrolment is to be deferred, suspended or cancelled.

A student-initiated deferral or suspension of studies (including granting a leave of absence) can only be on compassionate or compelling grounds. Leave can only be granted during term time if evidenced Compelling and Compassionate circumstances apply. Students arranging vacations and/or flights at inexpensive times will find leave is not granted. Your application must be in writing and, if deemed necessary, the student must attend a meeting with the principal or their representative to discuss the situation and provide evidence. The principal or representative will respond in writing with a decision within 7 working days. The appeals process may be activated by the student. The Department of Home Affairs will be notified via PRISMS of any changes re deferral or suspension of the student's enrolment and the circumstances surrounding it. ACADEMIQUE and the student must comply with the ruling by the Department of Home Affairs on the situation and their guidelines. Prior to recommencing studies, the student might attend the college for an interview with the principal or the faculty coordinator to ascertain where they stand in relation to the units still to be studied and what is currently being delivered at the college. Additional units may be required until the units outstanding are delivered. This may incur additional fees. You might have to study with a tutor if the class you missed is not being run at a time when your visa requires that you study.

Subject to the appeals process, if ACADEMIQUE initiates a suspension or cancellation of studies then it may be for the following reasons:

- Non-payment of fees including course fees, secondary assessment fees, and other fees
- Not making Course Progress across a term or the equivalent number of study weeks.
- Misbehaviour by the student, including not being a genuine student.

Subject to the appeals process an enrolment may be suspended or cancelled by ACADEMIQUE for a student who is not complying with the college policies and procedures and is:

- increasing danger or risk at the college due to their actions
- creating challenges by causing disruptive disharmony among the student body
- wearing footwear, clothes or jewellery that do not comply with WH&S
- making poor course progress (passing less than 50% of units in a term or equivalent period)
- not following reasonable directives from ACADEMIQUE staff members with regard to safety
- apparently breaking any law or regulation in the eyes of a reasonable person

If a student enrolment is to be suspended or cancelled due to the above, the student will attend a meeting with the principal and another college representative. The student is welcome to bring a support person. All discussion must be documented, signed by both parties and placed in the student's file. The student is required to pay for any units commenced whether completed or not. A detailed invoice will be issued detailing the unit situation. Outstanding fees are to be paid within 7 days.

The suspending or cancelling of a student's enrolment must be reported to The Department of Home Affairs via PRISMS. The student has 20 working days to lodge an internal appeal against any decision made to suspend or cancel an enrolment. If the internal appeal fails, the student can lodge an external appeal through the Overseas Student Ombudsman or ASQA. In our experience, most disputes can be solved if the student and the college meet and listen to each other: In many cases, federal legislation requires that the college act in a particular way, and the explanation solves the problem. Please note that the purpose of all external appeals is to consider whether the registered provider has followed its policies and procedures rather than make a judgment overriding the institution.

The Department of Home Affairs will be notified via PRISMS of any changes in the student's enrolment following the appeals processes. ACADEMIQUE and the student must comply with any ruling by the Department of Home Affairs on the situation. If the student appeals the decision, the college must process the appeal and abide by the appeal procedure and time frames. The cancellation/suspension cannot take effect until the appeal has been finalised except in cases where physical danger can be reasonably expected to occur.

A course may be cancelled due to insufficient numbers being enrolled. If this occurs ACADEMIQUE must contact all students enrolled. If the student is international, the student is provided with similar options at other providers that approximately match

duration, cost and commencement time. If necessary, an ACADEMIQUE representative may phone another provider requesting a fee reduction if the other provider's fees are higher, so that the student does not incur additional fees. If possible, notification to an offshore international student will take place 4 weeks in advance, to allow time for an alternative plan to be put into place prior to their arrival.

Problems with Course Progress: Both the college and the student have an obligation under the National Code for International Students to achieve satisfactory course progress which should result in passing at least 50% of the work set in each term, and always being in a position to complete their studies within the expected duration.

If the student is experiencing difficulties either with their studies or with an outside situation and requires assistance or needs adjustments to be made with their studies to support them in a personally challenging time, they should let the Principal know. Attending a meeting to arrange support or 'intervention' with the principal or their representative is required. This meeting's minutes must be documented, signed by both parties and placed in the student's file.

Under current legislation College administration staff members are required to ensure that at all times students are in a position to complete the course within the expected duration as specified on the CoE. The duration of the course and the student visa may only be extended in limited circumstances including:

- Compassionate or compelling circumstances as detailed above. Any medical certificate or other evidence must state or make it clear that the student is unable to attend classes.
- If the college has implemented an intervention strategy for a student who was at risk of not making satisfactory course progress and not completing their studies within the duration on the CoE as a result of an unanticipated learning difficulty. (The Head of Faculty or Principal must report)
- A deferment or suspension of study which has been approved by the Department of Home Affairs. See deferment for further information.

The college will report the situation on PRISMS and create a new CoE if a student can only compensate for matters by extending the expected duration of study. Any effect on a student visa is the responsibility of the student: Extending a course and creating a new CoE does not extend your visa, and the college is not legally allowed to give advice about visa matters.

COURSE WITHDRAWAL

All course withdrawals must be made in writing to the principal within 7 days of the student's decision. The payment plan in your Letter of Offer applies. For withdrawals prior to commencement, see college refund policy.
Please note: The Department of Home Affairs is notified via PRISMS of any withdrawal. Please read further information on transferring to another college below. If your visa has been granted and you need a Letter of Release, the college might require that you show you have received expert advice about your proposed plan to establish that the change is in your best interests. Ask at reception for the latest guidelines on Letters of Release. The Department of Home Affairs has advised that changing to a lower level or very different course can result in a visa being cancelled and can have a very negative impact on future visa applications.

REFUND POLICY

The College has, in line with government requirements, a fair, reasonable and equitable refund policy guaranteeing refund of students' fees where applicable.

- Refunds are not available to students who simply change their plans, unless evidenced Compassionate and Compelling circumstances are provided.
- Refunds are not available if misleading or non-genuine information is supplied to the college or the Department of Home Affairs
- Should ACADEMIQUE cancel a course prior to commencement, participants are entitled to a full refund as per the ESOS Act 2000 and amendments within 7 working days.
- If your visa is refused or evidenced compassionate or compelling circumstances arise before you start your course, you are entitled to a full refund of your course fees less an administration fee of no more than 5% or $500 (whichever is the smaller amount). A refund will be granted only upon receipt of proof of this rejection/ evidence.
- If you commenced your course under a bridging visa or other visa and your student visa is refused, a refund might not be available if you have been in a position to complete any unit/s in your course. If your visa is refused after you start your course, you are entitled to a refund of the fees paid for the part of your course you have not commenced, calculated from the date the

college receives an actionable, signed withdrawal request, with calculations based on the registered study weeks of the course.

- If a refund is requested 28 calendar days or more prior to course commencement, a full refund of the course fees paid at enrolment will be refunded within 7 working days if evidenced Compassionate and Compelling circumstances are provided. (The college is closed for up to 4 weeks over the Christmas/New Year period.)
- If a refund is requested between 14 - 27 calendar days prior to course commencement, a refund of the total course fee paid less $200 for administration costs will be refunded within 7 working days if evidenced Compassionate and Compelling circumstances are provided.
- If a refund is requested between 1 - 13 days prior to course commencement, there is no refund of any course fees paid.
- Once training has commenced in the enrolled course, no refund is available to students who leave before finalising the course. The student remains liable for any units commenced if the monthly "Payment Plan" fees have not covered all costs. Payment by the student of outstanding fees must be made in full in Australian currency within 7 working days of the student notifying the college of their intention to leave the course. Please note: the Department of Home Affairs must be notified in writing when the college is notified of your intention to leave. Please report to your closest Department of Home Affairs office immediately regarding your visa.
- All approved refunds will be paid within 7 working days of receipt of the written application and appropriate evidence.
- Pre-paid fees will not be refunded to students who are expelled from the college (following the appeals process) for stealing, cheating, damaging property or persons on college premises or falsifying documents.
- ACADEMIQUE will pay the refund amount to the person who entered into the contract with ACADEMIQUE, unless that person gives a written direction to ACADEMIQUE to pay the refund to someone else. This applies whether an education agent is involved or not.
- ACADEMIQUE will pay the refund amount in Australian dollars. Any additional currency exchanges will be at the cost of the student.
- To claim a refund, please email your request to finance@academique.com.au
- Please refer to the following website for the International Education framework https://www.education.gov.au/international-education
- In the unlikely event the college is unable to deliver your course in full after you have commenced you may be offered enrolment in an alternative course at no extra cost to you. If we are unable to provide you with an alternative course the Federal Government TPS will place you in a suitable alternative course. This college has been operating in various forms since the 1970's and registered since 1981. This event has not occurred during over 30 years of operation. *(In Letter of Offer)*

TRANSFERRING FROM ONE COLLEGE TO ANOTHER COLLEGE BEFORE FINISHING YOUR COURSE

ACADEMIQUE will not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless the original provider is no longer registered, has a sanction imposed on that program, or agrees in writing to the release. Registered colleges are restricted from enrolling transferring students prior to the student completing 6 months of his or her principal course of study except in certain circumstances. The principal course is the main course of study (usually the final course of study). These circumstances include but are not limited to:

- The original college has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- The original registered college has provided a letter of release.
- The original college has had a sanction imposed on its registration by the Australian Government or State Government that prevents the student from continuing his or her principal course.
- Any Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

A student who wishes to transfer from ACADEMIQUE must have a valid enrolment offer from their proposed new college.

ACADEMIQUE will grant the transfer request:

1. If the transfer is evidenced to be in the student's best interests (For example, your visa status won't be damaged,

your new plan has a realistic, good outcome, if you need to apply for a new visa an experts expects you would be granted the visa.)

2. If the student is unable to achieve satisfactory course progress in their program, even after engaging with ACADEMIQUE's intervention strategy to assist them
3. If there is evidence of compassionate or compelling circumstances
4. If ACADEMIQUE is unable to deliver the course as outlined in the written agreement
5. If the student's reasonable expectations about their current course are not being met
6. If there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course, and the course is therefore unsuitable to their needs and/or study objectives.

The registered college must grant a Letter of Release (or updated procedure) only where the student has:

- Provided a letter of offer from another registered college confirming a valid enrolment offer has been made and include details on the new course including course code, and commencement and conclusion dates.
- Current course fees are paid whether the unit has been successfully completed or not as agreed in the Letter of Offer.
- The Letter of Release is issued for no charge. (Or updated procedure)
- The college follows the current Education Department/ CRICOS policy on releasing students prior to completion of their principal course: The student must prove that the release is in their best interests, which includes avoiding negative effects on their visa status. If ACADEMIQUE does not issue a letter of release, we must provide you the student with a letter outlining why we have refused your request. We will inform you of your right to appeal our decision in accordance with standard 8 of the National Code for International Students.

If ACADEMIQUE decides not to release a student, the college must state the grounds for the refusal within 20 working days.
If a release is granted, it must be at no cost to the overseas student, and the student must be advised to contact The Department of Home Affairs to seek advice on whether a new student visa is required.

Please note that changes to your preliminary courses may have ramifications for admission to your principal course

Once the transfer decision has been made, ACADEMIQUE will report to the Department of Education via PRISMS ,and the student will be advised of the outcome via writing. The student must refer to the Department of Home Affairs in regard to whether the transfer or change of enrolment breaches visa condition(s).

COURSE & UNIT EQUIPMENT

We suggest all students bring paper or a blank exercise book to make additional notes throughout their course. Please bring a pen every day. You must not use a pencil to complete assessments or sign in.
If you choose to bring your laptop or tablet PC, please remember to keep it with you at all times as ACADEMIQUE will not be responsible or liable if stolen, lost or damaged. If your course uses Cloud Assess, you need a laptop or Smartphone.

ELICOS

In ELICOS studies, the following rules apply.

All ELICOS student plans must have a minimum of 20 hours face-to-face scheduled course contact per week.

The assessment details, policies, and procedures will be explained to you at orientation and by your teacher. If you miss your scheduled Orientation, students will need to organise a private orientation at the cost of $100. Students who are able to produce suitable evidence of compassionate or compelling circumstances for missing their scheduled orientation are exempt from this fee.

If you don't understand the assessment process or any information provided ask your teacher, the English Coordinator, or the Student Services Officer who can speak your language.

Experienced intercultural counsellors are available to help you with academic progress and welfare matters. Ask your coordinator, or at reception, or the Student Services Officer who can speak your language.

ATTENDANCE

Students must sign into and then sign out of every class or session. If an ELICOS student forgets to sign in or out the hours might not be counted: at the discretion of the teacher and Principal. (The Department of Home Affairs' evidence standards apply.)

The college makes contact with students who are absent for 5 consecutive days and takes urgent action.

If a student's attendance falls below 90% (measured on a weekly basis) the college will warn them about it.

Below 80% or earlier the college will commence a supportive intervention program. If a student's attendance remains below 80% the college will report their unsatisfactory attendance via PRISMS after they receive at least 3 emailed warnings. (Students can evidence Compelling and Compassionate circumstances and make internal and external appeals: Cancellation cannot be carried out until all appeals are completed.)

CLASS DETAILS

The enrolment team prepares a calendar for every student, and your coordinator will tell you when your class is running and what assessments are required when. Please note that email is our main form of communication, so if we send an email to your registered address, we assume you have read it.

All students are to sign the WH&S Register on arrival and departure. This register is kept near or in your classroom. This register is used in the case of emergency evacuation so please take care to use it. As this is an important document, please ensure you sign your full name, signature, time in and time out accurately please. If you leave the college during breaks, please ensure you sign out and sign back in when you return.

Our training packages are to prepare students for the workplace, and the assessment criteria include students being punctual and notifying by phone if they are late or not attending. As a result, if you are running late, please call (not email or text another student) and let us know in the same way you will when you are actually working in the future. In Trade courses, by student request, the class commences at 8:30 and the door is locked for safety purposes at that time. Students who cannot join their class as a result of an "Act of God" will be able to "catch up" without charge, but in other cases student might have to pay for the catchup.

A Doctor's Certificate (or similar) is required for non-attendance at a practical assessment or additional fees might apply. (As above.)

The College must ensure that each student is physically able and in a suitable state of health if they are enrolled in a course with a practical component. If you are seriously ill or lacking in any relevant physical ability, the College may refuse, suspend or terminate your enrolment subject to the appeals process. A meeting at the college may be called to identify strategies to assist you with your course progress.

CHANGE OF ADDRESS, PHONE NUMBER or EMAIL

Students are required to notify Academique of their current residential address, mobile phone number and email address. Changes must be notified within 7 days. 'Social Media' are not an official communication channel. Non-notification of a change of contact details by international students is a breach of visa requirements and may cause serious problems with you being allowed to stay in Australia. Holders of international student visas are obliged to advise their education providers of their current address while enrolled in a course. If you change address, please advise the college immediately. International students must live within commuting distance (200 kilometres) of the college. A change of address form should be completed and is available from Administration.

Email is our official channel for communication, so if we send an email to the address you gave us, we regard it as having been delivered. Please check your email regularly and ensure you read any message we send you. "I didn't check my emails!" is not an acceptable excuse for non-compliance.

STUDENT PRIVACY

In accordance with the Privacy Amendment (Private Sector) Act 2000, all student information requested and stored by ACADEMIQUE will only be used for the process of accurately maintaining student records. All information will be kept confidential and access to this information is only available to the principal and appropriate staff, The Department of Home Affairs and other government and/or law enforcement agencies that have statutory authority to request such information including the Tuition Assurance Scheme

and the ESOS Assurance Fund Manager.
A copy of the College Privacy Policy is available from the principal. In the event that a student appears to have breached the conditions of their student visa, information must be shared with relevant Australian Government authorities. In the event that a student initiates an external appeal, some personal information must be shared with the independent arbitrator. By initiating the appeal, a student consents to relevant information being shared. *(In Letter of Offer)*

It is a condition of enrolment at ACADEMIQUE that every student provides a Unique Student Identifier (USI) number upon arrival. You can apply for your USI at www.usi.gov.au

At times during the course, staff or contractors may take photos and/or video for use in promotional activity. These photos will remain the property of ACADEMIQUE and will not be sold to any third party. Some of the media may be used for promotional editorials in public and professional publications and other such media. By signing this handbook, you acknowledge your acceptance of participating in such activities. (Your Letter of Offer contains and "opt out" option.) If you see a student capturing images and you object, simply tell them to stop. Should students wish to view any photo/video outside the normal distribution, this request should be made in writing to the principal.

WORKPLACE HEALTH & SAFETY

Stay Safe! It is the intention of ACADEMIQUE to achieve the highest standards of health and safety to prevent work-related injuries and illnesses. These high standards are achieved through the college and its staff and students being committed to actively taking steps to control hazards. With everyone working together to create and maintain safe, healthy workplaces, we can avoid or minimise accidents, loss and suffering. Many units include information on workplace health and safety. Please work with your teacher and classmates to make sure everyone is safe. Do not pick up or move heavy items, and take care with substances that could cause harm, electrical devices and hot items.

If you have not achieved recognised competency in a skill, do not attempt to use that skill outside of the College.

WH&S legislation requires that a certain dress code be followed in some circumstances: your teacher will explain this. If you are not dressed appropriately, you might be excluded from the class for safety reasons.

PLACEMENT AND LOGBOOKS

Some courses require students to complete work placements and/or complete logbooks as part of their training. Placement or logbook agreements must be arranged, approved and signed off before course completion. Details of your logbook or placement requirements will be explained by your faculty when you commence the course. If you have any questions about logbook/s or placement/s your faculty can help you. During placements or logbook activities, you will be required to follow the policies and procedures of the workplace you are attending. You are "under supervision", and you may or may not receive payment for the placement or logbook period. While completing your placement or logbook, wear appropriate workplace health and safety clothing and footwear. You are only able to perform the skills that have been covered in your training package. You are not covered by insurance if you perform skills that have not already been covered in your course.

APPEARANCE

A neat, well-groomed appearance shows that you are professional, and ready for the industry you are entering and college standards.

For trade courses appropriate footwear is required before entering the Olympic Workshop or TCC Molendinar. You must wear suitable "closed toe" footwear for the Olympic Workshop. TCC Molendinar is a more dangerous environment, and all teachers and students wear steel toed shoes before entering. Your safety, and the safety of others will not be compromised. Incorrect attire can be dangerous, and it will result in being denied access to trade training campuses. You will be directed to go home.

PHONE CALLS

Personal outgoing calls are not permitted on the college phones except in an emergency. Phone messages will be taken for you on (07) 5526 3222 however as students are free to come and go, we cannot guarantee this service.

FOOD & DRINK

Food and drink may not be taken into theory and practical rooms. No chewing gum is permitted on the college premises. Hot water is available. You must provide your own mug which should be kept in your locker. It is suggested that students provide their own labelled drinking water bottle and keep it in the fridge provided. Cutlery and crockery are not provided by the college.

NO SMOKING

Smoking is not permitted inside the college building or within 5 metres of the entrance. This ensures we comply with Qld Government legislation, Workplace Health and Safety legislation and assists with the training being delivered without complaints from other students.

From your fellow students' perspective or a clinic model perspective, it is most unpleasant to have a smoker leaning over you performing a treatment. Please be aware if you are a smoker, that you should use a mouthwash after smoking, and keep your hands and clothing free of tobacco odours.

DRUG & ALCOHOL-FREE WORKPLACE

ACADEMIQUE prohibits any students, staff or visitors from using or trafficking illegal drugs, or abusing the use of prescribed drugs or alcohol while on the college premises or at any event representing the college. Also prohibited is being on the premises under the influence of illegal drugs or alcohol, including a hangover. Violation of this policy will result in immediate disciplinary action, which may result in expulsion from the college subject to our appeals process. If a student is expelled, they are required to pay for any units commenced, whether completed or not, within 7 days of written notification of expulsion.

Students place themselves and others at risk if they are performing practical assessments under the influence of alcohol, drugs including prescription medicine, or over the counter medicine.

QUIET PLEASE

Consideration to others is of utmost importance. The noise level and quality of your conversation may offend others who are working and or completing assessments. Please do not drag furniture or couches around.

MOBILE PHONES

MOBILE PHONES ARE NOT ALLOWED TO BE TAKEN INTO ANY LESSONS unless approval has been given by the Principal prior due to a personal situation. ALL MOBILES MUST BE TURNED OFF OR ON MUTE WHILE IN THE COLLEGE BUILDING. It is very distracting to hear phones ringing from within bags.

STUDENT MISCONDUCT & BEHAVIOUR

Students are required to follow any lawful directive given by a staff member, particularly in relation to safety. A high standard of behaviour must be maintained at all times while on the premises of ACADEMIQUE and while identifiable as a student of the college. The use of inappropriate or obscene language is not acceptable at any time.

Behaviour must not cause damage to property or interfere with the comfort of any person lawfully on the premises of ACADEMIQUE. A student may, at the discretion of the principal be suspended, expelled and/or be billed for damage caused by their behaviour subject to the appeals process.

THEFT

It is a criminal offence to steal from the College, staff, or a fellow student. The relevant authorities will be notified and immediate expulsion from the college will result, subject to the appeals process. You will not be entitled to any refund of fees paid and will remain liable for any fees owing for any units commenced whether completed or not. ACADEMIQUE accepts no responsibility for lost or stolen items. As previously advised, please do not bring valuable items to the College and keep items safe.

CHEATING

If any student is found to be cheating in any type of assessment at ACADEMIQUE, in the first instance the student will immediately be given an unsatisfactory/not yet competent grade for that assessment and will be required to sit or submit another assessment within one week. If the same student is caught cheating again, they will be expelled from the college subject to the appeals process with no refund. 'Cheating' includes copying from any source including classmates or AI. Students who conspire to share work might both be found to be 'cheats'.

COMPLAINTS and APPEALS

If you wish to lodge a complaint, mention the matter to your Faculty Coordinator, or email prinoffice@academique.qld.edu.au and the Directors of the college will respond immediately. You can contact the Overseas Students Ombudsman, which offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.ombudsman.gov.au or phone 1300 362 072 for more information.

Students can lodge a complaint or appeal internally by simply stating their case in writing. Immediately a student complaint or appeal is lodged, the student must be advised of their right to have the dispute/appeal dealt with through the organisation's internal dispute resolution process. The student has the right to access an external appeal to the Ombudsman or relevant State/Territory Registering Body within 10 days of the internal complaint and/or appeals outcome if not satisfied.

He/she may nominate a support person to accompany him/her at any stage of the dispute resolution process.

ACADEMIQUE has developed this customer complaint and appeals procedure to:

- reassure students that any dispute or appeal will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution
- ensure that students have a clear understanding of the steps involved in the Organisation's complaints and appeals policy; and,
- provide students with contact details of public independent authorities who may assist in the event of a dispute or grievance at minimal cost to the student.

The aims of this policy are to ensure that:

- all students are aware of the ACADEMIQUE Customer Complaints and Appeals Process and their right to take their complaint to the Overseas Student Ombudsman or the State/Territory Registering Body if they wish to do so
- all complaints received will be given consideration with full attention to detail with the objective of an amicable settlement to all parties concerned
- resolution to any dispute between aggrieved parties will be addressed informally and in an open and trusting environment; and,
- all matters will be resolved with reference to the Win-Win principles of dispute resolution.
- Complaints received will be documented and acknowledged by ACADEMIQUE. All complaints will be resolved and a written response issued to the student within 7 working days.
- If the appeal relates to the assessment of a unit, all appeals must be lodged in writing within a week of the assessment. The student will be notified in writing by email of the outcome and the reasons for that outcome.

All appeals proceed to **b.** Resolution by the Principal. Appeals will be dealt with by two or more persons, one of which must be independent if possible. The principal reports the results of the appeal and any corrective action to be taken to all concerned parties.

a. Local Level Resolution

The College encourages open communication and an environment of trust. Therefore, any student with a complaint is encouraged to first raise the matter directly with the other party concerned. A meeting should be requested by the student, at which time the matter in dispute can be raised and a resolution sought.

b. Resolution by Trainer/Administration Manager/ Principal and Appeals

If the matter remains unresolved following **(a)**, or the result of **(a)** is somehow inappropriate, the student is encouraged to contact the ACADEMIQUE Principal. The appropriate manager will consider the grievance and recommend a resolution within 5 working days. Students are always welcome to contact the Directors of the college through the prinoffice@academique.qld.edu.au address.

In the case of an international student whose course progress appears to be unsatisfactory, the student will receive a detailed written warning that their enrolment may be cancelled. Within 20 working days, the student should lodge an internal appeal if they have grounds for an appeal. If the student does not lodge an appeal, the college is obliged to report the student's unsatisfactory course progress via PRISMS. If the appeal is unsuccessful, the college will inform the student in writing within 5 working days. The student then has 20 working days to lodge an external appeal and copy that information to the college. If the student does not lodge an appeal or that appeal is also unsuccessful, the college is obliged to report the student's unsatisfactory course progress via PRISMS.

c. Resolution by Arbitration

If a complaint remains unresolved following **(b)**, the principal will arrange for an independent arbiter to review the dispute and suggest an amicable solution. This may be done through the Overseas Student Ombudsman or ASQA: we will assist you in lodging any appeal if you wish. In some cases, the Queensland Department of Consumer Affairs is the correct place to appeal.

If the student is concerned about the conduct of the registered provider, he/she may contact ASQA at any time. The Director General of Education may under part 2, division 2 of the ESOS Act, suspend or cancel the registration of a provider or course.

A copy of any documentation relating to any grievance or appeal concerning a learning program associated with ACADEMIQUE shall be filed and held by ACADEMIQUE for seven years.

The student is given a written statement of the outcome including details of the reasons for the outcome.

The internal appeals process must be completed within 5 college teaching days of the appeal being lodged and all reasonable measures must be taken to finalise the process as soon as possible.

The college and the student must maintain the enrolment conditions and attendance while the complaints and appeals process is ongoing. Alternative arrangements that comply with relevant legislation may be put into place if both the college and the student agree. Students are welcome to bring a 'support person' to any meetings and are encouraged to provide feedback on our Complaint/ Appeals procedure.

The College will implement any decision or recommendation from the external appeals process immediately and/or take preventative or corrective action(s).

The dispute resolution processes described in this policy does not alter the student's right to pursue other legal remedies. Accepting this Student Handbook and the Letter of Offer do not remove the student's right to take further action under Australian Consumer Protection Laws or other laws.

Please note that the purpose of all external appeals is to consider whether the registered provider has followed its policies and procedures rather than make a judgment overriding of the institution.

LEGISLATION

All staff/students should be aware of the availability of the following state and commonwealth legislation and their responsibility under each act or successors.

Work Health and Safety Act 2011 – The main objective of the WHS Act is to provide a nationally consistent framework to secure the health and safety of workers and workplaces.

Human Rights and Equal Opportunity Commission Act 1986 Commonwealth - An Act to establish the Human Rights and Equal Opportunity Commission, to make provision in relation to human rights and in relation to equal opportunity in employment and for related purposes

Anti-Discrimination Act 1991 QLD – provides information to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

Industrial Relations Act 1999, QLD – provides information for industrial relations covering social justice, discrimination in employment, equal remuneration, work/home balance, efficient operation of enterprises, wage and employment conditions, job growth, skills acquisition, vocational training and support for negotiations and resolution of industrial disputes.

Workplace Relations Act 1996 Commonwealth – provides information for cooperative workplace relations which promotes the economic prosperity and welfare of the people of Australia.

The Racial Hatred Act 1995 Commonwealth - An Act to prohibit certain conduct involving the hatred of other people on the ground of race, colour or national or ethnic origin, and for related purposes.

Occupational Health and Safety (Commonwealth Employment) ACT 1991 - An Act to promote the occupational health and safety of persons employed by the Commonwealth and Commonwealth authorities, and for related purposes

Equal Opportunity in Public Employment Act 1992 – provides information to promote equality of employment opportunity.

Vocational Education, Training and Employment Act 2000 – provides information for the effective and efficient provision of high-quality vocational education and training.

Sex Discrimination Act 1984 - to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status or pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs.

Privacy Act 1988 – provides information for appropriate collection, holding, use, correction, disclosure and transfer of personal information.

Public Health (infection control for Personal Appearance Services) Act 2003 QLD – aims to minimise the risk of infection that may result from the provision of personal appearance services. Gives advice on taking reasonable precautions and care to minimise risks of infection in the personal appearances services industries.
Public Health Act 2005

Copyright Act 1968 – An Act relating to copyright and the protection of certain performances. While studying with us ensure you do not photocopy an author's work or copy word for word. Please familiarise yourself with this Act.

The above information is detailed on the Queensland Government website: www.legislation.qld.gov.au. If you do not have access to the internet, please see the Administration Manager or Principal.

Useful Telephone Numbers

ACADEMIQUE **(07) 5526 3222 (Enrolments & Enquiries)**

Emergency
Police 000
Fire 000
Ambulance 000

Transport Information
Bus information 131 230
Train information 131 230
Light Rail (Tram) information 131 230
Taxi information 131 008
https://translink.com.au/
https://translink.com.au/tickets-and-fares/concessions/tertiary

Australian Taxation Office
Tel: 132 861 (general)
Website: www.ato.gov.au

Department of Home Affairs
Tel: 131 881
Website: www.immi.gov.au

Life Line Counselling
24 Hour Crisis Line
Tel: 13 11 14

Public Hospital
Tel: 5519 8211

The college handbook is always displayed on the college website.
The version dated 1oct26 relates to Offers made after 1st of October 2026.

Thank you for joining us at ACADEMIQUE.

Principal

ACADEMIQUE Student Handbook Received and Read Acknowledgement

It is the responsibility of the student to ensure all college policies are clearly understood and to seek clarification from the college administration if it is necessary to achieve this. We welcome any questions you may have.

I _____, DECLARE THAT I HAVE READ AND UNDERSTOOD THE COLLEGE STUDENT HANDBOOK AND THAT I HAVE BEEN GIVEN AN OPPORTUNITY TO ASK QUESTIONS AND HAVE THEM ANSWERED.

IF THE COLLEGE IS ARRANGING HEALTH INSURANCE, I HAVE INVESTIGATED THE HEALTH INSURANCE AND AM HAPPY WITH THE INCLUSIONS AND EXCLUSIONS AND THE COVER PROVIDED BY THE INSURANCE COMPANY THE COLLEGE IS ARRANGING

AS A RESULT, I UNDERSTAND THE COLLEGE POLICIES AND WILL ABIDE BY ALL POLICIES AND PROCEDURES IN THIS DOCUMENT.

NAME: _____

SIGNATURE:_____

DATE: _____

All students must read and sign above and hand this back to the Administration Manager before enrolment, or sign the declaration on their application form that they have read this.

Thank you!