

International Student Handbook

December 2023



Applied Education

Accounting, Bookkeeping and Business
Australia's Training Experts Since 1999

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Dear student,

Welcome and thank you for choosing Applied Education to further your education and training in Perth, Western Australia.

Applied Education is a leading vocational education and training in Australia, specialising in accounting, bookkeeping and payroll, having trained over 40,000 students since 1999. Your decision to complete Nationally Recognised Training is an important step in developing your cognitive process in learning new skills and knowledge.

We aim to provide the best quality learning experience that meets the needs of all students. Our knowledgeable and experienced trainers and assessors will assist you to get the most out of your learning experience and achieve success in our friendly, culturally diverse and non-discriminatory study environment.

We have developed this Student Handbook to assist you with your learning through your Nationally Recognised Training course. Please take the time to read it carefully, and should you require further information please contact our friendly student support team.

Our team is committed to maintaining our high standards in training. We are proud of the qualifications we issue and continue to be recognised as a quality Registered Training Organisation.

We trust that you will find your learning with us a rewarding experience. We look forward to your productive feedback to ensure that our products and services meet your expectations.

I wish you an enjoyable learning journey.

Regards

Brett Thornett CPA
Education Director, Applied Education

Welcome

About Us

Applied Education is Australia's leading training expert with our head office located in the strategic Perth CBD. It comprises a professional network of training consultants dedicated to providing students with innovative, practical solutions for their training needs.

Applied Education was founded in 1999 by its current directors Brett Thornett CPA and Dan Logan. The establishment of this training organisation was mainly due to the introduction of the Goods and Services Tax (GST) in the year 2000 – when there was a requirement for bookkeepers and accountants to move across to computerised accounting systems in order to fulfil the obligations of their clients to the Australian Taxation Office. Applied Education identified this need and began delivering courses in popular accounting products (MYOB) and QuickBooks, with a focus on GST reporting. Through the years, the course offering was expanded to meet the requirements of the industry and additional courses were added to the portfolio including Payroll Administration, Microsoft Word, Excel and PowerPoint and Salary Packaging.

Applied Education's success is due to solid partnerships with our stakeholders and a strong commitment to always provide the best service. We partner with MYOB, Tax & Super Australia, and The Institute of Certified Bookkeepers. All of our courses reflect the dynamic requirements of the financial business sector and are updated regularly to reflect the latest trends in both software and professional techniques.

Our Objectives

Applied Education delivers a framework that enables students' skills to be measured against nationally accredited standards. This means that students will be entitled to the award of a Statement of Attainment or Qualification upon successful completion of the Australian Accredited course.

The content is grouped into "units of competency". Each unit of competency has specific goals, against which we must measure your achievement; these are sometimes called the "performance criteria".

Contact Us

You can contact Applied Education at:

Head Office Location	Level 1, 524 Hay Street PERTH WA 6000
Campus Location	Level 1, 100-104 Murray Street, PERTH WA 6000
Telephone:	+61 8 9221 0955 (overseas) 1800 678 073 (in Australia)
Website:	www.appliededucation.edu.au
Email:	info@appliededucation.edu.au
Directors	Brett Thornett Dan Logan

Location

Applied Education's campus is conveniently located in the heart of Perth CBD, which is the major commercial and business centre of Western Australia, and within easy walking distance to the City of Perth and State libraries, a wide array of entertainment and only 11 km away from Perth International airport. Perth CBD is well connected to train and bus networks and easily accessible from any surrounding suburbs.

Our Obligations

As a Registered Training Organisation (RTO) our main obligation is to ensure the quality of the nationally recognised training and assessment we deliver. We are required to maintain compliance with Standards for RTOs 2015, Australian Qualification Framework (AQF) and VET Quality Framework. Additionally, as a CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we must also adhere to the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

Information on ESOS Framework can be found on <https://www.education.gov.au/esos-framework>.

Applied Education believes in the principles of natural justice and reasonable adjustment, access and equity in learning. Applied Education has developed a Student Rights Statement to articulate the rights of the learner whilst studying with us. And it is our obligation to provide students with a learning environment that meets their rights (but is not limited) to:

- Learn in a safe environment.
- Access their personal records.
- Appeal assessment decisions
- Receive training / assessment appropriate to the AQF level of their qualification.
- Be free from discrimination or harassment.
- Be treated equally and fairly.
- Have previous learning recognised.
- Have their safety and dignity maintained.
- Receive culturally appropriate training.
- Give feedback on their learning experience.
- Attain appropriate certificate on completion.

Our Courses

Applied Education specialises in accounting and bookkeeping courses which may offer pathways to university degrees. All of our courses are nationally recognised and accredited throughout Australia.

Applied Education currently offers the following courses to international students:

- [FNS40222 Certificate IV in Accounting and Bookkeeping](#)
- [FNS50222 Diploma of Accounting](#)

FNS40222 Certificate IV in Accounting and Bookkeeping

This FNS40222 Certificate IV in Accounting and Bookkeeping is ideal for anyone looking for a career as a bookkeeper or payroll officer. This course meets the education requirements of the Australia Tax Practitioners Board for registration to become a BAS agent in Australia.

FNS50222 Diploma of Accounting

The FNS50222 Diploma of Accounting is designed for those who are looking for accounting job roles in financial services, including a qualified accounting professional or tax agent. This course meets the education requirements of the Australia Tax Practitioners Board for registration to become a Tax agent in Australia and provide credits and pathway to university entrance for degrees in commerce and accounting.

Course Entry Requirements

To be eligible to enrol into our course, an overseas student must be:

- 1) at least 18 years of age; **and**
- 2) Completed a minimum of High school degree equivalent to Australian Year 11 (for Certificate IV) or Year 12 (For Diploma); **and**
- 3) Meet the English language proficiency. Student must meet a minimum IELTS Academic Test Score of 5.5 or above with no band less than 5.0. The other English test results that are accepted are TOEFL, PTE Academic, and Cambridge English.

These entry requirements are also available and clearly stated on our website and the course guides for each course.

International Students

Student Visa and Condition

The electronic Confirmation of Enrolment (eCoE) will be issued once you have successfully completed the enrolment process, signed the Offer Acceptance/Student Agreement, and made the required payment. You will need to have the electronic CoE to apply for your student visa.

The next step for you to do is to submit your student visa application to the Australian Department of Home Affairs (DHA) in your home country. You may lodge your visa application by yourself or choose to appoint education/migration agents to assist you in lodging your visa application.

More information on how to apply Australian student visa can be found here:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Once your student visa is granted, you must abide by its conditions which include but are not limited to:

- Maintain the approved duration of your Overseas Student Health Cover (OSHC) while in Australia.
- Maintain a valid enrolment in your course by satisfying attendance and course progress requirements.
- Only work up to 24 hours per week (48 hours per fortnight) or as permitted under your visa condition.
- Notify your training provider of any changes related to your contact and identification details within 7 days.
- Complete the course within the duration specified in the electronic Confirmation of Enrolment (eCoE).

- Remain with the principal education provider for a minimum duration of 6 months unless you are issued with a letter of release from them to attend another institution. For more information on your student visa details and conditions, please visit this website: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Education Agents

Applied Education is partnering with International Education Agents to assist us in student recruitment and promote Applied Education in the International market.

We have written agreements in place to ensure ethical business practices are consistently delivered as we hold our reputation highly in the Australian VET industry.

A list of our approved Education Agents can be found on our website <https://www.appliededucation.edu.au/agents/>.

Orientation Program

The orientation program is aimed to assist international students with Applied Education's expectations, rules, facilities, and introduce the social and cultural norms which overseas students need to be familiar with while settling in Australia, especially Perth.

Based on the National Code of Practice for Providers of Education and Training to Overseas Students 2018 - Standard 6 on Student Support Services, Applied Education's orientation program provides information about:

- Support services are available for overseas students to assist with their studies and life in Australia.
- English language and study assistance programs.
- Any relevant legal services.
- Emergency and health services.
- Applied Education's facilities and training resources.
- Complaints and appeals processes.
- Requirements for course attendance and progress, as appropriate.
- How to access assistance in general or personal circumstances that are adversely affecting their education in Australia.
- Information on students' work rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- Safety environment on campus or premises, and advice on actions they can take to enhance their personal security and safety.
- How to seek assistance for, and report, an incident that significantly impacts a student's wellbeing, including critical incidents.

Studying with us

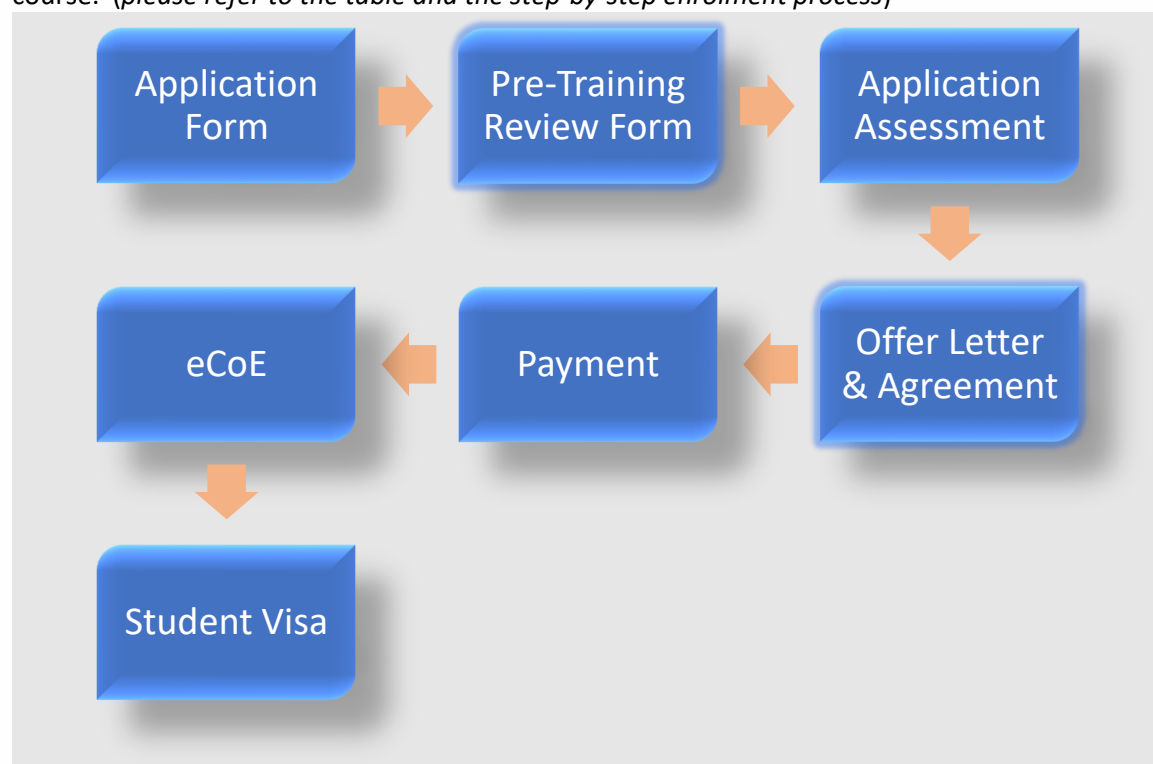
Enrolment

Before enrolling in a course, students can request a course information pack which provides information on:

- Course length – maximum duration and expected hours to complete the course.
- Course content – units covered in each course.
- Opportunities for Recognition of Prior Learning (RPL) and Credit Transfer.
- Fees and payment plans.
- Location of training (if applicable).
- Prerequisites and entry requirements.

Enrolment Steps

All potential students are required to complete an online application form available on Applied Education's website and agree to the terms and conditions prior to enrolling into their chosen course. *(please refer to the table and the step-by-step enrolment process)*



Step 1 – Application:

- Complete the Application form together with Pre-Training Review form
- Submit the required documentation according to your intended course. These may include your valid identification record/s, verified copies of previous qualifications, English Language Proficiency Testing results and other related documents.

Step 2 – Application Assessment:

- Once we received your application and the completed Pre-Training Review form, the admission team will assess your application and they will be in contact with you within 3 working days to advise the outcome of your application.

Step 3– Offer Letter & Agreement:

- If your application is successful, our admission team will issue the **Letter of Offer** which provides you with details of the course, duration, tuition fees and other costs including the Overseas Student Health Cover (OSHC) if applicable.
- The Agreement/Offer Acceptance** further provides you with important information that you need to commence your course. These include your visa conditions, tuition fees, Overseas Student Health Cover (OSHC), privacy statement, refund policy and procedure, tuition fees payment process, as well as the student declaration. We will require you to **sign and return** the agreement to confirm your acceptance of the course. *(Note: you have to carefully read and understood the Letter of Offer and Agreement before you sign it. We strongly recommend that you retain a copy of the signed agreement)*
- We will also issue the **Payment Form** for you to make the initial payment as indicated in the **Letter of Offer**.

Step 4 – Payment:

- Select the payment method from the options provided in the payment process section and send us a copy of your payment receipt accordingly.

Step 5 – Electronic Confirmation of Enrolment (eCoE):

- An electronic Confirmation of Enrolment (eCoE) will be issued and sent to you/ your education agent within 3 working days upon receiving your payment.

Step 6 – Applying your Student Visa

- Use the **eCoE** to apply for your student visa with the Australian Department of Home Affairs.

Study Requirements

IT skills and requirements

It is expected that you have basic information technology skills, including a basic understanding of how to use a computer. Applied Education staff are not able to provide technical support regarding setting up and performing essential computer management and maintenance tasks.

Students require the following equipment to complete their course in Applied Education:

- A laptop with Microsoft Windows operating system.[#]
- Access to Microsoft Office Word, Excel and PowerPoint – 2010 or above.
- A reliable internet connection: all data files and learning activities are available via our online student platform.

[#] Mac Users, Tablets and MYOB

MYOB software cannot be downloaded to tablets including Chromebooks and since 2020, MYOB is not compatible with Apple's operating system. If you are enrolling in FNS40222 Certificate IV in

Accounting and Bookkeeping and only have access to a Mac computer, we recommend you first contact Apple to confirm if the following options are feasible on your computer:

- purchase and install on your mac a windows emulator such as "parallels" to run windows on a Mac at your own cost; or
- use the free inbuilt Mac Boot Camp Assistant on your Mac computer and purchase a Windows OS software licence.

Note: Applied Education and MYOB are unable to support issues relating to a Mac computer.

Study Materials and Resources

Digital training manuals (non-printable and non-editable) are provided as part of your enrolment fee. However, students have the option of purchasing hard copy manuals at separate costs if they wish to or borrowing hard copies through the Applied Education Library. Please contact our friendly student support service for more information.

Applied Education has negotiated significant discounts for these hard copy books. To avail of the discounts, the textbooks must be purchased via the links provided on the online student platform.

Details of learning resources for each course will be listed on our website and course information guides.

Student Support

Applied Education is committed to delivering outstanding student support. We are here to help our students throughout their studying journey and assist them to achieve the best result in their studies. Our support services are as follows but not limited to:

- Orientation program prior to course commencement
- An online support ticket at <https://www.appliededucation.edu.au/ticket> which tracks and records all student assistance requests.
- A direct Assessor support phone line that is open from 8:30 am to 1 pm (outside scheduled training class) from Monday to Friday.
- Facebook Study Group for peer support.
- Student Online Forums.
- Online chat for student services support.
- Other general administration support.

As international students, we understand that it is not easy to quickly adjust yourself to a new study and living environment. Therefore, Applied Education aims to provide our international students with any additional support needed to enjoy a smooth transition into a new environment with support for international students such as

- Information on access to additional learning resources including assistance with English as a second language.
- General counselling support for personal issues such as homesickness, stress management and coping with a new culture.
- Information on access to external sources of support such as financial, work, legal and other issues that may affect your wellbeing and implicate your study.

Please contact our Student Support team to identify your needs and access these supports.

Training and Delivery

Unique Student Identifier (USI)

USI is your individual education number for life. It also gives you an online record of your VET training undertaken in Australia. Under the Unique Student Identifiers Act 2014, from 2015 all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training. This means every student must have their own USI, unless they have been exempted by the USI Registrar.

International students are unable to create a USI until they have entered Australia. Once they are in Australia, they can proceed creating a USI using their non-Australian passport and Australian visa as forms of identification. Both documents are required to create this USI.

For information about USI including how to create one visit <https://www.usi.gov.au/>

If you have difficulties obtaining your own USI, please do not hesitate to contact our friendly student support team.

Previous Study and Skills Recognition

It may be possible for previous study or experience to be recognised through Credit Transfer (CT) or Recognised Prior Learning (RPL). Students should discuss CT or RPL with Applied Education's Course Advisor prior to enrolling into the course.

Credit Transfer (CT)

Applied Education recognises AQF qualifications and Statements of Attainment issued by all Registered Training Organisations in Australia.

If students have a prior Qualification or a Statement of Attainment (SOA) issued under the Australian Qualifications Framework (AQF) from any state or territory, with unit/s equivalent to those they are enrolled in, Applied Education will grant a Credit Transfer for those unit/s of competencies.

The transfer of credit provides the student with exemption(s) from a relevant unit(s) within a course. Credit transfer does not involve an assessment of the student's knowledge or skills — it is an assessment of the credentials of the formal accredited learning presented against the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a course.

Applied Education does not charge students for a Credit Transfer (CT) assessment.

Recognition of Prior Learning (RPL)

Where permissible, all students have the opportunity to apply RPL if they are already holding industry skills and experience.

RPL acknowledges the full range of an individual's skills and knowledge. This includes competencies gained from work experience, employment and other life experiences.

RPL is a process that assesses the individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency outcomes. RPL is assessed against the units of competency in a course based on the completion of one or a combination of the following:

- Review of Evidence including relevant Formal Qualifications
- Interviews
- Third-party observations
- Phone interviews
- Validated workplace logbooks
- Written/ oral reviews.

The Steps for an RPL Assessment

- A non-refundable RPL pre-course assessment fee will apply for all courses. (See Fees and Charges for details)
- Once the pre-course assessment has been completed, the assessor will advise the student of the evidence required and the student will be given access to the full curriculum so they can clearly identify the learning outcomes or competencies they intend to apply.
- The student collects evidence to support their claim for RPL, which must be submitted to Applied Education.
- The assessor will then analyse individual experience and qualifications against appropriate learning outcomes/competency statements.
- If the claim matches the learning outcomes/ competencies, then full recognition is granted.
- If the claim does not match the learning outcomes/ competencies then further evidence will be requested, this may also involve an interview where the student will support their case. Further evidence must be supplied within the negotiated timeframe.
- If further evidence is not recognised, then the claim will be rejected.
- The student may appeal the decision and ask for an assessor to make a recommendation.
- The outcome will be forwarded to the student within 10 working days of the final decision.
- The completed RPL application form with evidence will be placed on the student's file.
- Details of the application will be recorded.

Academic Entry Requirements

In accordance with Training Package rule, some courses in Applied Education require an academic entry requirement. Where applicable, the entry requirements information is listed on our website and in the course information guide. Applied Education will only enrol the student who has met the academic entry requirements of the course.

Assessment

Assessment is a process used to determine whether students can demonstrate competency (ability) against a pre-determined set of measures (assessment methods). It is a process of collecting and validating evidence, which must be recorded by Trainers to prove student competence. The student must be made aware of how assessments will be completed, and the Trainers will use the performance criteria from the training package and activities to ensure the assessment is firmly related to the unit of competence.

Applied Education's assessment process meets the four key principles of assessment: valid, reliable, fair and flexible.

1. valid when it assesses what it claims to assess.
2. reliable when it is consistent in all situations and with all students.
3. fair when it places all students on equal terms.
4. flexible when it can accommodate all delivery options and the needs of students.

At the end of each unit of competency, the student will be asked to demonstrate to us that they have learnt and applied the course content. This is called "demonstrating your competency". There will be several assessment tasks for each unit of competency. Each assessment task measures the required aspects of that unit.

Applied Education will utilise one or a combination of assessment methods depending on the needs of the student and the requirements of the course.

Language, Literacy and Numeracy (LLN)

Applied Education is required to check if a student will need any additional support before or during the course by undertaking a short Language, Literacy and Numeracy (LLN) online test. The purpose of this activity is to check a student's readiness for study.

Students requiring any assistance or support with language, literacy or numeracy should speak confidentially with their trainer or assessor. Where consistent with course requirements, students with concerns about having insufficient language, literacy and/or numeracy skills to complete the course may be provided with reasonable adjustment of course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

An example of other methods:

- advising the student of LLN institutions where improvements to language barriers can take place; this will be at an expense to the student and not Applied Education.
- Increasing workbook text size if it's deemed the student has a sight problem.
- Arrange seating within the classroom to best suit the needs of the student.

English as a Second Language (ESL)

Students with identified ESL needs can be given access to specialist support services to enable them to improve their English standards. Please contact our Student Support team if you need information on how to access this support.

Competency-Based Training

All courses delivered by Applied Education are assessed under the Principles of Competency-Based Training.

The aim of Competency-Based Training is for an assessor to determine a student's ability to do the activities in each unit of competency. Competencies focus on the knowledge and tasks that are required in the workplace. When students are being assessed on these activities, they will be required to perform them to the level required in the workplace.

Unit Assessments

For assessment tasks, students will be required to undertake a number of written and practical tasks to demonstrate their understanding of the required knowledge. If there is a section that is found not to be correct, students will be given feedback, and the outcome is “Not Yet Competent”. Students will then be given another opportunity to reattempt the incorrect section(s) of the assessment. Once a student has achieved the required outcome, they will be awarded the result ‘Competent’. If after three attempts a student is still not assessed as being competent, they will be required to complete an alternative assessment. Additional fees may be incurred when an alternative assessment is required to be completed.

Students will be notified of the outcome of each assessment and have access to their assessment records through their online student platform. Once all required units are successfully completed, a student will be awarded with appropriate qualification documentation.

Assessment Marking Time Frames

Submissions are marked strictly in the order that they are received.

- First attempt – up to 10 business days
- Reattempts – up to 5 business days

Do not count the day you submit your assessment, weekends, and public holidays in Western Australia. Should your assessment not be assessed in the time frame, please contact us after 11 business days for a first attempt and 6 business days for a re-attempt. Please do not contact us on the day that your assessment is due.

Although we always aim to meet these timeframes, there may be instances, due to circumstances beyond our control, where these target assessment dates cannot be met. We will however ensure that any such delays are kept to the absolute minimum.

Course Completion

Students are required to complete all unit assessments and tasks and participate in all training activities to the best of their ability. Applied Education will issue the qualification and record of results once the student has completed all qualification requirements and been assessed as Competent.

Please note that Applied Education has the right to withhold the issuance of qualification documentation if there are still any fees outstanding by the student. We also cannot issue the student qualification certificate and record of result if the student does not have Unique Student Identifier (USI) in our record.

Australian Qualification Framework (AQF)

A full AQF Certificate is issued when the student has completed all requirements for qualification as listed in the syllabus document. The certificate does not list the units of competency completed. These are listed on the Record of Results, which is issued on completion of the course. A Statement of Attainment will be issued if a student has not completed the entire course.

Qualifications

All students participating in training with Applied Education shall be issued with either a:

- Full AQF Certificate, or
- Statement of Attainment, or
- Statement of Attendance/ Completion

Record of Results and Qualification Certificate

The record of results lists all the units of competency completed for a qualification. This document will be issued within 20 working days of the last unit being marked.

Statement of Attainment

A Statement of Attainment is issued when a student has completed some, but not all, units required for a qualification course.

The Certificate or Statement of Attainment will be sent to the student's nominated address within 20 business days after the course is completed.

To ensure the prompt delivery of your certificate, it is important that Applied Education has your current contact details on file.

Replacement certificates can be provided but will incur a fee.

Post-Course Survey Requirement

It is a regulatory requirement that all RTOs must collect quality indicator data using the required learner engagement and/or employer satisfaction questionnaires. (ASQA standard 7.5) Therefore it is a condition of enrolment that all students must first complete a post-course survey before their course documentation can be issued.

Evaluation of Training

All students are requested to complete a written evaluation upon completion of their course. These evaluations are used by VET Regulatory Bodies and Applied Education to monitor your feedback with the training and to identify opportunities for improvement. Your participation in this activity is very important and highly valued.

Policies and Procedures

Fees, Payment, Tuition Fees Assurance and Refunds Policy

Fees and Charges

Enrolment is not complete until Applied Education received a signed Offer Acceptance/Agreement and fees & charges are paid.

Fees payment can be made in the form of direct transfer, bank cheque, EFT, debit card, Visa card or MasterCard (except American Express).

Course fee information is available on the Applied Education website, course guides, as well as the Letter of Offer and Offer Acceptance/Agreement. We will notify students in advance should there be any potential changes in fees and additional charges.

Additional charges that may apply during your study include but are not limited to: (all fees are in Australian Dollar)

Recognised Prior Learning (RPL) Pre-course assessment fees:

Cert III and Cert IV level courses	\$300
Diploma and Advanced Diploma level course	\$500

Please note this fee is not refundable should you decide not to proceed with your course.

New/ Alternative Assessment fee:

This fee is applicable if a student is required to complete alternative assessment \$150

Additional or progressive testamur documentation:

The following fees apply if a student requires a reprint of already issued documents or a statement of attainment before their course is complete.

Statement of attainment	\$30
Reprint of certificate and record of results	\$50

Payment Policy

Applied Education will never require students to pay more than 50 per cent of course fees before commencement except for course with the duration of 6 months or less. However, students may choose to pay the tuition fees in full or more than 50 per cent if they wish to. Please contact our admission team for more information.

Students are obliged to pay tuition fees and additional charges by the date indicated on the invoice. However, a payment plan may be offered on per case-to-case basis. Please contact our Student Support Office in advance to discuss alternative payment arrangements.

Please note payment plan is not available upon obtaining electronic Confirmation of Enrolment (eCoE).

When payment is overdue and the student has not made any alternative payment arrangement, Applied Education will issue the student with warning letters. Our policy on late payments will be as follows:

- 1. First Warning letter** – issued when a student fails to make payment within 7 days after the receipt of the invoice and did not contact the Student Support team for making alternative payment arrangements.
- 2. Second Warning letter** – issued subsequently 7 days after the First Warning letter.
- 3. Notice of intention to report due to non-payment of fees** – issued subsequently 7 days after receiving the second Warning letter. Applied Education will engage a Third party to recover the outstanding fees. Students will be given 28 days to appeal the decision.

Note: Enrolment will be suspended until the payment issue is resolved and course completion certificates or statement of attainment will be withheld until

4. **Cancellation of your CoE** -If there is no result or appeal received after 28 days, your Confirmation of Enrolment (CoE) will be cancelled

Payment by Instalments

Existing/re-enrolling students are provided with a number of alternative payment plan options when they have difficulties in making payments. Please contact our student support team for more information.

Please note that a late payment fee of \$200 will be incurred if the student does not follow the agreed payment plan.

Special Consideration Application for Payment Plans

Students who are experiencing significant difficulties (medical, financial or personal) may apply for consideration to adjust their payment plan.

Examples of significant difficulties include, but are not limited to, loss of employment through redundancy, a victim of crime, serious illness to the student or an immediate family member, or divorce.

To apply for Special Consideration, students must lodge a support ticket requesting a Special Considerations Form, which will be emailed via the support ticket. On the form, students will be required to detail their hardship circumstances and submit their supporting evidence. Once submitted, your case will be escalated to Applied Education management for review. The outcome of your application will be advised in writing within 10 business days.

The following outcomes may be granted:

- A deferred payment plan arrangement for a set period of time.
- A reduction in the instalment amount for a set period of time.

Any outcomes offered will not reduce the total amount of fees and charges outstanding for the course and do not affect the policy on 'Payment of Fees and Charges', as above.

Tuition Assurance

Fee Assurance, Tuition Protection Service, coverage is automatic for RTOs who are CRICOS registered or are VSL approved and for Higher Education providers who have students studying with HELP loans or pay their fees upfront. More information can be found on the government website at [Tuition Protection Service - Department of Education, Australian Government](#)

Refund Policy and Procedure

The Applied Education Refund Policy covers how and when refund is processed. The policy is based on the federal legislation and regulations including the Education Services for Overseas Students (ESOS) Act 2000, The National Code 2018 and ELICOS Standards 2018.

Applied Education will maintain a fair and equitable refund policy. Applied Education does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

In the unlikely event that a course is cancelled, Applied Education will provide a full refund to all students enrolled in the course.

Refund Policy

1. This refund policy is provided in full to all students prior to any payment being made and this information is also available in the *Offer Acceptance/ Student Agreement*.
2. Each prospective and continuing international student (student) acknowledges and agrees to the terms and conditions of the international student refund policy on signing the International Student Agreement.
3. This refund policy applies to all fees paid to Applied Education and includes any money paid to an education agent to be remitted to Applied Education.
4. Any additional fees requested by an agent should firstly be queried directly to Applied Education before payment.
5. Fees for additional services (not covered by the Letter of Offer or part of the agreement with Applied Education) conducted by and paid to Education Agents by students are not covered by this refund policy.
6. The application fee of AUD \$250 is non-refundable.
7. The administration fee of AUD \$500 is non-refundable.
8. A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by Applied Education for any reason.
9. An application for refund of course fees must be made in writing on the *Application for Refund Form* to Applied Education stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.
10. Applied Education will notify student of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence.
11. Refunds will be paid within 4 weeks after receipt of a written application for a refund unless stated otherwise in this policy.
12. Refunds will be paid directly to the student or other specified person (s) nominated by the student. Where fees are paid by a party on behalf of the student, the Institute reserves the right to notify that party.
13. Refunds will be paid in Australian dollars. (All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.)
14. Students are not permitted to transfer course fees to another student.
15. Students are obligated to pay any outstanding course fees and understand that Applied Education will not issue a Letter of Release if fees are owed for the current study period.
16. Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Applied Education.
17. Special consideration may be given to the refund of fees in extenuating circumstances such as compassionate/compelling situations, following a written application to the Director of Applied Education.
18. Applied Education will not issue refunds under other circumstances including but not limited to:
 - changes occur in student work hours, student changes/ leaves work
 - it becomes inconvenient for a student to travel to class
 - a student moves to a different location/state/region
 - a student enrolment is cancelled for misbehaviours/breach of Applied Education Code of Behaviour.
19. **Visa refusal exception:**
 Student will be provided with a full refund of paid tuition fees minus a non-refundable administration if student is unable obtain a student visa to enter Australia to undertake their study. Written evidence of the visa refusal from the relevant authority is required. Refunds for OSHC, equipment, books etc purchased from other agencies will need to be applied for directly with the respective supplier.

20. For students who obtain **Permanent Resident Visa status**, the refunds policy will be as follow:
- If a student obtains Australian permanent resident status before the commencement date of the course, but after the date of the Letter of Offer, the fee-paying for international student will be withdrawn.
 - The student must apply for a local student place and will be subject to the same selection criteria applicable to local applicants, and liable to pay local tuition and amenities fees if they wish to continue enrolment with Applied Education.
 - If the student has already paid the tuition fees applying to international students for this semester, or any future semesters, a total refund of these fees is payable to the student.
 - If a student obtains a permanent resident status after enrolling in a course, the student will be liable to pay the tuition fees applying to international students for that semester in which the permanent resident status was granted.
 - Permanent resident status is acknowledged from the date that the permanent resident visa is formally granted, not from the date when the application for the permanent visa was submitted.

21. Tuition Protection Service:

In the event where Applied Education is unable to provide a refund or place a student in a suitable alternative course, Tuition Protection Service (TPS) will offer students a suitable alternate place with another provider or refund the student the unused portion of the prepaid tuition fees.

The TPS Director may recover from the College as a debt, the amount equal to the amount paid for a student under the TPS. Refer: Tuition Protection Service <https://tps.gov.au/>;
<https://tps.gov.au/StaticContent/Get/Faqs>

22. Unclaimed Funds:

Applied Education will pursue contacting students who have not requested a refund within 4 weeks of leaving their study at Applied Education, and keep all evidence on the student file.

23. This agreement, and the availability of complaints and appeals process, does not remove the right of a student to take action under *Australian Consumer Law* if the *Australian Consumer Law* applies.

24. Refunds Table:

Refer to below table for the refunds amount

<u>APPLIED EDUCATION REFUND TABLE</u>	
Unsuccessful Visa application	100 per cent refund of <i>all unused prepaid fees</i> less non-refundable admission and administration fees
Cancellation of enrolment more than 8 weeks prior to the commencement date.	100 per cent refund of Tuition fees paid by the students less non-refundable admission and administration fees
Cancellation of enrolment between 4-8 weeks prior to the commencement date.	80 per cent refund of Tuition fees paid by the student less non-refundable admission and administration fees
Cancellation of enrolment between 2-4 weeks prior commencement date.	50 per cent refund of Tuition fees paid by the student less non-refundable admission and administration fees
Cancellation of enrolment less than 2 weeks prior to the commencement date	25 per cent refund of Tuition fees paid by the student less non-refundable admission and administration fees
Cancellation after commencement date.	No refund
Visa cancelled due to actions of student	No refund
Course cancelled by Applied Education (provider default)	100 per cent refund on unused prepaid fees.

Procedure

1. The student is to be advised to make an appointment to discuss the situation with the student support office representative before submitting the request for a refund.
2. Student requesting a refund must be given a Refund application form with a copy of the Refund policy as per their signed Acceptance of Enrolment (or their current signed Refund Policy). The student should also be given a copy of the Complaints and Appeals Policy.
3. When the student presents with a completed refund application, receiving staff is to ensure it is complete. All evidence such as medical certificates must also be attached to the form.
4. Refund application is given to the Operations Manager for processing/calculating the refund appropriately. The Operations Manager will consult with the PEO/CEO as necessary.
5. The Operations Manager/CEO may request an interview with the student.
6. Application for a Refund must be processed completely and paid to the student within 4 weeks from the date of a completed application, except for visa refusal OR provider default, in which case students will be refunded in 2 weeks.
7. The student is to be notified in writing of the outcome of their refund request within 20 working days of receipt.
8. Unclaimed refunds are to be followed up by the Operations Manager within 4 weeks of a student leaving and all evidence kept on file.

Course progress and monitoring

Under student visa requirements, all students must meet satisfactory course progress and attendance by:

- Meeting all course requirements and completing the course within the expected duration.
- Achieving competency in 50 per cent or more of all unit competencies during the course duration.
- Attending all classes with a minimum of 80 per cent attendance during the whole course duration.
- Participating in all training activities and satisfactorily completing all assessments.

Applied Education has a policy and procedure in place to monitor the course progress of each student and ensure they can complete the course within the expected duration specified on the electronic Confirmation of Enrolment (eCoE).

Attendance

Attendance will be monitored and recorded at the start and end of each class and calculated on a weekly basis. Please note if you are unable to attend the class for more than one (1) day, a medical certificate is required for compliance purposes. Furthermore, students cannot be absent for more than five (5) consecutive days without approval for a **Leave of Absence** request.

Note: Excessive absenteeism may result in the cancellation of your current enrolment and may affect your student's visa as outlined below:

- For not regularly attending the scheduled classes/training and not meeting 80 per cent of the attendance rate.
- For not attending scheduled training sessions in excess of five (5) consecutive days without having an approved Leave of Absence request. Acceptable proof and reasons for Leave of Absence would be compassionate or compelling, Parental Leave, Maternity Leave, or any other subsequent leaves approved by Applied Education.

When a student has an *unexplained absence from his/her scheduled class/training, Applied Education will undertake the following procedure:

Absence day	Actions taken by Applied Education's Student Support team
Day – 1	SMS text student
Day – 2	SMS text student
Day – 3	SMS text student → Call student → Email student
Day – 4	SMS text student → Escalate and handover case to Student Support team leader → Contact student → Contact Education Agent
Day – 5 to 9	SMS text student → Contact student → Contact Education Agent → Contact student by Education Agent
Day – 10	SMS text student → Course Abandonment Letter → Course Abandonment Report
Day – 11 to 13	Case review → Decision and Action plan → STUDENT CANCELLED DUE TO COURSE ABANDONMENT

*Unexplained absence means a student has not been attending the scheduled classes or training without any verbal or written notice to Applied Education such as a call or email to Student Support before class starts, medical certificate or Leave of Absence.

Course progress monitoring

Applied Education will monitor the academic performance of each student and ensure that students meet the course progress requirements and complete their course within the expected duration specified in the CoE. Progress will be assessed for every unit, and the results will be collected at the end of every term.

Applied Education will assess students when they are at risk of Unsatisfactory Course Progress and attendance if during the first term a student shows the following conditions:

- poor attendance and potentially at risk of not being able to meet 80 per cent of the attendance rate for the whole course duration;
- poor academic result and potentially at risk for not being able to successfully complete or demonstrate competency in 50 per cent or more of all unit competencies in their enrolled course;
- fail to complete the assessments and tasks given and potentially at risk of not being able to complete the course within the expected duration specified in their CoE;

For each condition above, Applied Education will implement the intervention strategy to assist students in addressing their learning difficulties and lack of attendance. The type of intervention strategies will vary depending on the student's specific condition and the agreed outcome resulting from consultations between the student and the course coordinator.

Applied Education will notify a student when he/she is at risk of unsatisfactory course progress through the following steps:

1. **First Warning Letter** will be sent to the student advising that he/she is "at risk" of unsatisfactory course progress, and the student is requested to arrange a meeting with the training coordinator to address his/her learning issues or lack of attendance and to agree on strategies to resolve them.

2. **Second Warning Letter** will be sent subsequently within 2 (two) weeks after the first warning letter, if the student:
 - Ignored the first warning letter; or
 - Refused to meet with the training coordinator to discuss their unsatisfactory course progress; or
 - Showing no progress or intention to improve after the intervention strategies are agreed upon and implemented.
3. **Third Warning Letter** will be sent subsequently within 2 (two) weeks after the second warning letter, if the student:
 - Ignored the first and second warning letter; or
 - Refused to meet with the training coordinator to discuss their unsatisfactory course progress; or
 - Showing no progress or intention to improve after the intervention strategies are implemented.

Reporting of Unsatisfactory Course progress and attendance

Applied Education will do its best to assist students in meeting the course progress requirements through our intervention strategies. However, if the student has not shown any improvement and still observed as not being able to meet the course progress and attendance requirements after receiving 3 (three) Warning Letters, we will progress to notify the student of our intention to report this unsatisfactory course progress and attendance on PRISMS (Provider Registration and International Student Management System). The following process will be implemented:

1. Applied Education will send the student a notice of **Intention to Report (ITR)** by email and inform the student of Applied Education's **intention** and **reasons** to report this breach to the Department of Education, Skills and Employment (DESE) and the Department of Home Affairs (DHA) via Provider Registration and International Student Management System (PRISMS).
2. **Students may appeal this decision by sending us a completed Complaint and Appeals form within 20 working days from the receipt of this notice.**
3. Based on the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (national Code) Standard 8, Applied Education will only report Unsatisfactory Course Progress and Attendance in PRISMS if:
 - the internal and external complaints processes have been completed and the evidence-based recommendation supports Applied Education's decision to report this breach; or
 - the student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
 - the student has chosen not to access the external complaints and appeals process; or
 - the student withdraws from internal or external appeals processes by notifying Applied Education in writing.

However, students may not be reported for breaching the course attendance requirement if they are attending at least 70 per cent of the scheduled classes and can maintain satisfactory course progress.

Course Extension, Deferral and Suspension

Course Extension

In compliance with the National Code standard 8, Applied education must not extend the duration of overseas students' enrolment if they are unable to complete the course within the expected duration specified in the CoE.

However, if students have special circumstances that will potentially affect their ability to complete the course within the expected study period as specified in their CoE, they may apply for an extension. Applied Education reserves the right to approve an extension request ONLY based on the following conditions:

- Medical or compassionate/compelling circumstances that affect student's performance in their current course; or
- an approved deferral or suspension which affects the student's scheduled training completion; or
- the implementation of an intervention strategy for assisting the student because he/she is at risk of unsatisfactory course progress; or
- Any other special conditions which had been assessed and approved by Applied Education.

Once the extension request is approved, Applied Education will advise any potential impact on their student visa including the possibility to obtain a new visa. However, students must also contact the Department of Home Affairs (DHA) immediately and seek advice on the details of this matter. Please note that an extension request can only be granted where a course has been paid in full and has not yet expired.

Also be aware that course content can be subject to frequent changes, for example; due to legislative updates, rates and rulings and directives from the national training regulator. If you are unable to complete your course in the given duration and are eligible for an extension, you may have to transfer to the latest version of the course. Any incomplete units will be required to be started again. Incomplete units are units to which you have not been assessed as competent.

Course Deferral and Suspension

Applied Education may allow students to defer (before study commencement) or to temporarily suspend their studies (after study commencement) including approving Leave of Absence on the ground of compassionate and compelling circumstances and other reasons acceptable to Applied Education.

A student who wishes to apply for course deferral will need to complete a Deferral Form outlining the evidence of their circumstances. If your Deferral request is approved, you will receive a revised Confirmation of Enrolment (CoE) with the new commencement date.

Applied Education allows the student to suspend their course **once** during their study. Suspension may be granted for up to 6 months depending on the student's circumstances. A student who wishes to apply for suspension will need to complete a Suspension form outlining the evidence of their circumstances and provide a copy of supporting documents that will help with their application.

Note: Students must ensure that all fees have been fully paid prior to applying for Suspension. It is also important to check the consequences that may impact your student visa by contacting the Australian Department of Home Affairs.

Deferral/Suspension application must be submitted at least 30 calendar days before/after course commencement, unless for other compassionate and compelling circumstances.

Course Transfer and Withdrawal

Course Transfer

Overseas students must request a Letter of Release if they wish to transfer to another RTO or University within the first 6 months of their principal course. However, if the student wants to transfer after 6 months, they need to submit the completed Withdrawal/Cancellation request form to Applied Education.

To maintain your student visa condition, you have to make sure that the new RTO or University are also registered under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Applied Education may grant a student's request for Course Transfer under the following conditions:

- If there is evidence of compassionate or compelling circumstances.
- If Applied Education fails to deliver the course as outlined in the Offer of Acceptance.
- If there is evidence that the student was misled by Applied Education or education agents regarding the RTO and/or its courses, and therefore the course is unsuitable to the student's needs and study objectives.
- If there is evidence that the course is academically unsuitable for the student despite all intervention strategies that have been implemented by Applied Education to assist the student in achieving a satisfactory course progress.
- If there is evidence that the student's reasonable expectations about their current course are not being met, and therefore the student could provide reasoning and evidence that the new course would meet their expectations and more benefiting to their future education, work, and personal aspirations.
- If there is an appeal decision (internal or external) made on another matter recommending to release the student.

Applied Education may refuse to grant a Letter of Release under the following conditions:

- The student fails to demonstrate evidence that they were misled by Applied Education or Education agents regarding its course which constitutes a breach of ESOS Act.
- The student has not participated in all agreed intervention strategies to help them achieve a satisfactory result.
- If the transfer may put the student's progression through a package of courses at risk

Course Withdrawal/discontinuation

A student who studied longer than 6 months and wishes to withdraw from the course, must complete a *Withdrawal/ Cancellation Form*. It is important to carefully read the fees and refund information and be aware of the consequences relating to their fees.

Before submitting a Withdrawal application, a student should seek advice from the Australian Department of Home Affairs on anything related to their student visa. Applied Education will not hold any responsibility for any issues related to your student visa due to this Withdrawal.

Please contact the Student Support team for a withdrawal form. The process will take up to 14 days.

Complaints and appeals

Policy

1. Whenever a student has a concern, they should initially discuss their concern with the student support team. If, however, the student is not satisfied with the outcome - they are then able to escalate the complaint and make use of the Complaints and Appeals procedure.
2. *Complaints and Appeals Policy and Procedure* is detailed in the following section of the student handbook. The key principles of the policy are:
 - All complaints will be handled professionally and confidentially to achieve a satisfactory resolution.
 - All parties will have a clear understanding of the process involved in the complaint procedure.
 - All complaint appeals and outcomes will be documented in writing.
 - The policy provides an avenue for most complaints to be addressed however in some cases alternative measures may need to be explored.
 - Applied Education will attempt to resolve any complaints fairly and equitably within 10 working days. Contact Applied Education for a copy of the *Complaints and Appeals* policy and procedure.

Procedure

1. Students who feel unsatisfied or may have been unfairly treated can raise their concerns with the Applied Education team about any matters relating to training delivery and assessment, the quality of the training, amenities, discrimination, sexual harassment and other issues that may occur.
2. The student should first discuss the matter with an appropriate staff member of Applied Education. If not satisfied, the student should then follow the following process:
 - a. Download and fill in a 'Complaints and Appeal Form' which can be found on the Applied Education website, under Students > Terms and Conditions.
 - b. Upon receipt of the completed *Complaint or Appeal form*, Applied Education's management will discuss the circumstances with the relevant staff and contact the student with an outcome within 10 working days.
 - c. Applied Education will endeavour to resolve any complaints within the timeframe. However, in the event that Applied Education requires more than 10 days, we will inform in advance the complainant or appellant of the reasons in writing, and we will regularly update the complainant or appellant on the progress of the matter.
3. Where a complaint cannot be resolved through discussion and conciliation, the need for an appropriate external and independent agent to mediate between the parties may be required. Applied Education is a member of the Resolution Institute (member number

34442) that administers a Student Mediation Scheme. Details of the Student Mediation scheme can be found at the following link.

<https://www.resolution.institute/membership-information/student-mediation-scheme>

4. In the event of a dispute arising the parties agree to submit to the jurisdiction of any competent court in Western Australia. Such a dispute will be determined by and in accordance with the law and practice applicable in such a court.

Applied Education will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. A Corrective Action Record will be raised and filed in the Quality Policy Folder for future reference.

The matter may be resolved by:

- Granting the appeal; or
- Rejecting the appeal; or
- Referring the matter to an independent external assessor for resolution.

Applied Education Equal Opportunity Policy

Anti-Discrimination Policy

Applied Education's student recruitment policy shall provide for its students equal opportunity regardless of sex, race, colour, national origin, age, religion and physical or mental handicap. Applied Education shall not show favouritism in any area to any student.

Access & Equity

Applied Education has a Code of Conduct that includes access and equity policy. This document is available on request. It is the responsibility of all Applied Education staff to ensure the requirements of the Access & Equity Policy are met at all times.

Privacy Policy

Applied Education will ensure that it respects the privacy of students, prospective students and employers, by implementing the National Privacy Principles.

The National Privacy Principles (NPPs) in the Privacy Act (Privacy Amendment (Private Sector) Act 2000) sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

Applied Education will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of our business, and that we will use that information in the manner for which it was intended.

Applied Education will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or to whom the student has given permission. For example, student information is only given to the following bodies where required:

- DHA – Department of Home Affairs
- DET – Department of Education & Training
- ETTE – Employment Training & Tertiary Education

- STA – State Training Authorities
- NCVER – National Centre for Vocational Education Research Ltd

All employer information obtained will be treated strictly confidential. Applied Education collects personal information solely to operate as a Registered Training Organisation under the Australian Quality Training Framework (AQTF) administered by the Australian Government which is the registered authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit.

Our complete privacy Policy is available on the website:
<https://www.appliededucation.edu.au/privacy-policy/>

Student Rights and Responsibilities

As international students in Australia, your rights are highly protected by the Government. Australian Government provides strong protection for international students through the Education Services for Overseas Students Act 2000 (ESOS Act) and related legislations, which protects and enhances Australia's reputation for quality education, and ensuring that international students have an excellent education experience in Australia. Please read the "International Students fact sheet" available on <https://www.education.gov.au/esos-framework/resources/international-students-factsheet>. The fact sheet contains important information about your rights and responsibilities while studying in Australia.

Student Code of Conduct

The purpose of this code is to outline the expectation of students' engagement during their training with Applied Education. The code outlines students' rights and responsibilities related to participation in all of Applied Education's training and education programs.

Students' Rights

All students enrolled with Applied Education have the rights to:

- Be treated fairly and with respect by all students and staff.
- Not to be harassed, victimized or discriminated against on any basis.
- Learn in a supportive environment that is free from harassment, discrimination and victimization.
- Learn in a healthy and safe environment where the risks of personal health and safety are managed and minimized.
- Have their personal details and records kept confidential and secure according to our Privacy and Personal Information Policy.
- Access to their personal information held by Applied Education.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access to any support options offered by Applied Education to effectively participate in their training program.

- Provide feedback to Applied Education related to client services, training, assessment and support services they received.

Students' Responsibilities

All students, throughout their training and involvement with Applied Education, are expected to:

- Ensure they have read, understood and agree to all terms and conditions outlined in the Applied Education student handbook.
- Treat all people with fairness and respect, and do not do anything that could offend, embarrass or threaten others.
- Notify us if any of their personal or contact details change.
- Approach their course with personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Make payments for their training within the agreed time frames.

Student Behaviour

Consumption or being under the influence of alcohol and illicit substances during training hours or abusing a trainer and other students will not be tolerated. Such behaviour will result in the student being asked to leave the premises and possibly may also result in them being removed from the course with no refund.

Abusive, bullying, or aggressive phone calls or emails will also not be tolerated. If a student is found to have acted in an unacceptable manner, they will be given a formal written warning. Further breaches will result in removal from the course with no refund.

Academic dishonesty and plagiarism

As a student, you are expected to actively promote academic integrity. Applied Education considers any attempt to gain an academic advantage by dishonest or unfair means constitutes academic dishonesty. It is also contrary to the honesty and integrity provisions of the code of professional conduct of the Tax Practitioners Board (TPB) <https://www.tpb.gov.au/code-professional-conduct>.

Students are required to prepare and submit work that is their own, and when the work of others is used, it must be properly acknowledged and referenced.

Academic integrity is vital to the ongoing reputation of the qualification you are seeking and to the maintenance of industry and professional standards.

It is your responsibility to ensure that you ethically conduct yourself in all aspects of your studies. Ethical practice and professional behaviour are essential criteria of workplace professionalism and form an important element of registration to professional bodies.

Plagiarism is the action or practice of taking thoughts or writings of another and using them as one's own without acknowledgement. The following practices constitute acts of plagiarism:

- Where paragraphs, sentences, a single sentence or significant parts of a sentence are copied directly from a source, are not enclosed in quotation marks and are appropriately footnoted.

- Where direct quotations are not used but are paraphrased or summarised, and the source of the material is not acknowledged either by footnoting or another simple reference within the text of the paper.
- Where an idea that appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

Penalties

In line with our Academic Integrity Policy, students who are found to have plagiarised another's work, initially will be marked Not Yet Competent and will be required to undertake a new alternative assessment, additional fees will apply. For subsequent instances of academic misconduct by a student, he/she will be deregistered from the course **WITHOUT REFUND**.

Additional Responsibilities

Change in Situation

Students must advise Applied Education of any changes in their details by lodging an online support ticket at <https://www.appliededucation.edu.au/ticket>

This can include:

- change of contact details
- change of address
- change of legal name

Bullying

Bullying other students and Applied Education staff will not be tolerated under any circumstances. This includes either written or verbal abuse, such as rude or condescending comments, swearing or shouting.

If any student is found to be behaving in a bullying manner, Applied Education will take disciplinary action to rectify and/or manage the behaviour. In most instances, this will involve a formal written warning.

If the behaviour is repeated, or instances of severe behavioural misconduct occur, the case will be referred to an external evaluation panel where evidence will be reviewed. If the severe misconduct is substantiated with appropriate evidence, the offending student will be removed from the course without any refund.

Work, Health and Safety

Applied Education is committed to providing a safe and healthy environment for all students and our people. We aim to achieve the highest degree in Occupational Health and Safety and Security by adhering to the Australian Government's Acts and Regulations and taking a personal interest in the wellbeing of staff and students.

General Health and Safety

Who is Responsible for Occupational Health and Safety?

All Applied Education's management, employees and students are responsible for not only their own health and safety but also the health and safety of others within their working/ training environment.

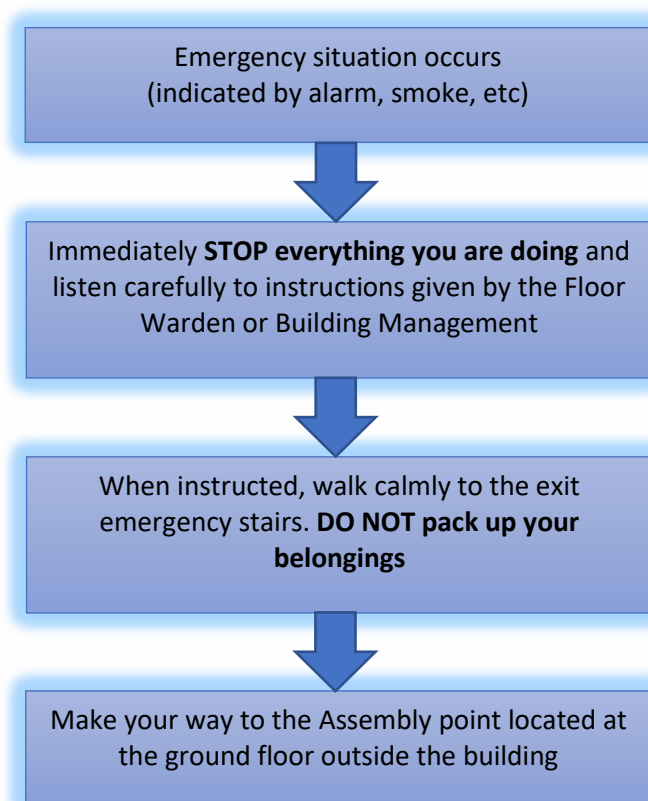
All persons studying, working or operating within Applied Education's training environment are expected to:

- Avoid any condition that will potentially create hazards to themselves and others;
- Report unsafe working conditions, faulty equipment and accidents in the workplace/ training environment immediately to the Student Support team or Supervisors;
- Be familiar with our emergency procedure and report on critical incidents.

Emergency procedure

In the event of an emergency situation that requires evacuation such as a fire or bomb threat, all persons are responsible to follow the Emergency procedure which is enacted immediately.

Everyone should familiarise themselves with the Emergency and Evacuation procedure described in the flow chart below:



Managing and Reporting Critical Incident

“Critical Incident” means a traumatic event or the threat of such (within or outside Australia) which causes extreme physical and/or emotional distress. Critical incidents are not limited to, but could include:

- sexual assault, or assault of any other kind;
- sexual harassment, or harassment of any other kind;

- missing persons;
- severe verbal or psychological aggression;
- kidnapping or attempted kidnapping;
- death;
- serious injury;
- attempted murder or suicide;
- fire, explosion, bomb threat or toxic chemical release;
- natural disasters;
- domestic violence;
- robbery;
- drug or alcohol abuse

Applied Education is responsible to take the duty of care for its students and employees. Any accident or incident that occurs within Applied Education's training environment will automatically become our accountability and must be recorded for reporting and investigation purposes.

Managing Critical Incident

Applied Education has the policy and procedure in place for managing critical incidents and provides support to students, employees and other people in the community that are affected.

The following procedure must be implemented immediately when an incident occurs involving students, employees and community members within Applied Education's studying and working environments:

Action at the time of occurrence of a critical incident

1. Contact Emergency Services on **000**.
2. Immediately notify the designated contact persons at Applied Education. In this case, is the **Critical Incident Management Team (CIMT) on 0412323942** or the Student Support on **08 9221 0955 (then press option 2)**.
3. Ensure injured and/or traumatised students, employees and others are provided with an appropriate emergency response.
Please note that ONLY minor injuries can be treated with the First Aid Kit which is located at the Student Support Office. Moderate and major injuries must receive professional treatments – and therefore Applied Education is not permitted to administer any treatment or medication.
4. Ensure support for students, employees, relatives and others is available in the event an incident is continuing

Following a critical incident occurrence, there is also a set of procedures to be actioned immediately by Applied Education's CIMT as outlined in our Critical Incident Management Policy.

Reporting Critical Incident

The objective of critical incident reporting is to inform Applied Education of critical incidents and the department's response to such incidents. This will also help identify possible issues on an institutional scale.

It is essentially important to document and report on critical incidents because recording the information surrounding each incident may help to minimise risk to the ongoing and future delivery

of the program, including the risk of reputational damage. Critical incident reporting also contributes to the development and implementation of relevant improvement and risk-mitigation strategies.

Procedure

1. Students and employees **MUST** notify Applied Education's CIMT, or Directors, or Student Support **immediately** when an incident occurs;
2. complete the Critical Incident Report Form as soon as possible after immediate response or treatment is provided to the victim or person affected;
3. Applied Education's CIMT (Directors) must complete the internal Critical Incident Report Form and take actions as outlined in the policy;
4. All incidents and injuries must be reported to the Students Support team and CIMT, and recorded in the Critical Incident Report Form.

Critical incident that involves international students

Where the critical incident involves an international student, the Director may take the following additional actions:

1. Notify the Overseas Student Health Cover provider;
2. Hire independent interpreters (if required);
3. Inform the Department of Home Affairs;
4. Liaise with Embassies and Consulates to ensure contact with, and support for, the family in the student's home country. In the case of a serious accident, illness, or death, discuss the allocation of roles and responsibilities;
5. If the student is a Study Abroad or Exchange student, contact their home college or Agent to confirm if contact has been made with the emergency contact/next of kin;
6. If the student is an AUSAID sponsored student, the Department of Foreign Affairs and Trade (DFAT) must be notified immediately including out-of-hours, on weekends and on public holidays. Phone +61 2 6261 3888 and email australiaawardsdelivery@dfat.gov.au;
7. Establish the student's religion and contact the relevant group/organisation to inform them of the situation and discuss appropriate support;
8. In the event of a missing international student, determine whether the student is located onshore or offshore on the Provider Registration and International Student Management System (PRISMS);
9. In the event of an international student death, Applied Education will provide specific support outlined in our Critical incident management policy.

Important Contacts

Emergency Numbers	
For emergencies call 000 or 112 (on your mobile or if out of range)	Police 000 or 13 14 44
Ambulance 000	Fire 000 or 1800 199 084
Applied Education's Critical Incident Management Team (CIMT) – 24/7	
CIMT Main contact 0412323942	
Student Support Office 08 9221 0955 (then press 2)	

Visa and work-related	
Department of Home Affairs	131 881 https://www.homeaffairs.gov.au/
Australian Taxation Office	132 861 https://www.ato.gov.au/
Fair Work Ombudsman	13 13 94 https://www.fairwork.gov.au/
Student Health Cover	
Allianz Care Australia (Peoplecare)	1800 814 781 https://www.allianzcare.com.au/en/student-visa-oshc.html
BUPA Australia	1800 888 942 https://www.bupa.com.au/health-insurance/oshc
Medibank Private	1800 887 283 https://www.medibank.com.au/overseas-health-insurance/oshc/
nib	1800 775 204 https://www.nib.com.au/overseas-students/
Other services and supports	
ABORTION GRIEF COUNSELLING	1300 139 313
AIDSLINE	1800 133 392
ALCOHOL AND DRUG INFORMATION SERVICE	1800 198 024
AUSTRALIAN SEARCH AND RESCUE (Aviation Rescue)	1800 815 257
CHILDREN'S HELPLINE	1800 55 1800 https://kidshelpline.com.au/
CRISIS CARE HELPLINE	1800 199 008 08 9223 1111
CONSUMER PROTECTION WA	1300 304 054
DEPARTMENT FOR CHILD PROTECTION AND FAMILY SUPPORT	08 9222 2555
DEPARTMENT OF TRANSPORT	08 6551 6000
DOMESTIC VIOLENCE 24/7	1800 737 732
DRUG AND ALCOHOL OFFICE	08 9370 0333
EMERGENCY ANIMAL DISEASE WATCH	1800 675 888
HEALTHDIRECT AUSTRALIA	1800 022 222
INTERPRETING SERVICES	1800 131 450
LEGAL AID WA	1300 650 579
LIFELINE WA	131 114 or 08 9261 4444
MENTAL HEALTH HOTLINE	08 9223 1111 or 1800 011 511
OMBUDSMAN WESTERN AUSTRALIA	08 9220 7555 or 1800 117 000
PARENTING LINE WA	1800 654 432 or 08 6279 1200
PREGNANCY HELP AUSTRALIA	1300 655 156
POISONS INFORMATION CENTRE	131 126
SEXUAL ASSAULT RESOURCE CENTRE (SARC)	08 9340 1828

STUDY IN AUSTRALIA Website	https://www.studyaustralia.gov.au/
QUITLINE Smoking	137 848
VICTIMS OF CRIME	1800 633 063 or 08 9425 2850

Please contact our Student Support team if you need assistance to access other contact numbers that are not listed above. You may also arrange a private appointment to meet our student support officer to discuss your situation.

Important Legislations

Applied Education abides by the following Commonwealth and State Acts and Legislation to maintain its position within the industry.

Education Services for Overseas Students Act 2000 (ESOS Act)
 National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018)
 Occupational Health and Safety (Commonwealth Employees) Act 1991
 Applicable "State" Workers Compensation legislation
 Applicable "State" Workplace Rehabilitation legislation
 Vocational Education and Training Accreditation Act 1996
 Occupational Safety and Health Act 1984
 Workplace Relations Act 1996
 Human Rights and Equal Opportunity Commission Act 1986
 Human Rights (Sexual Conduct) Act 1994
 Equal Opportunity for Women in the Workplace Act 1999
 Sex Discrimination Act 1994
 Disability Discrimination Act 1992
 Racial Discrimination Act 1975
 Privacy Act 1988
 Copyright Act 1968
 Copyright Amendment (Digital Agenda) Act 2000
 Industrial Relations Act 1979
 Archives Act 1983
 Fair Work Act
 Income Tax Assessment Act

Legislation can be accessed via the following links.

<http://www.comlaw.gov.au>

<http://www.legislation.act.gov.au>

Quality System

Applied Education has been approved as a registered training organisation and has demonstrated compliance with set National Policies, Practices, Guidelines and Protocols related to its operation as a training organisation. Applied Education operates under a set of policies and procedures, which comply with the Australian Skills Quality Authority Standards (ASQA) and the Standards for NVR Registered Training Organisations 2012.

For more information about Applied Education's registration and accreditation, contact a Training Consultant.

Document Version

This student handbook may be updated to reflect new policies and procedures. It is incumbent on each student to ensure they are reviewing the latest version of this student handbook.

The latest version will always be available for download from the Applied Education website.

This document was updated on 06 December 2023