

Australian Colleges of Further Education T/A

Australian Institute of English Language (AIEL), Australian Healthcare College (AHC)
Australian Institute of Vocational and Technical Education (AIVTE), Australian Sports Academy (ASA)

Head Campus:

10 Scarborough Street, Southport, Queensland 4215 Australia
PO Box 10851, Southport BC, Queensland 4215 Australia
Email: info@acfeonline.edu.au Website: acfeonline.edu.au
Phone: +61 1300 656 693 Fax: +61 1300 721 648
RTO No: 31717 CRICOS Provider No: 03327G



Orientation Information Sheet

Important Contact Details

Address	
Phone Number	
Police, Ambulance and Fire Brigade	000

Campus Tour

Campus tour needs to be conducted:

- Kitchen facilities
- Computers
- Toilets
- Study areas
- Library
- Classrooms

Emergency Exit

- Each level has emergency doors leading to stairways
- Green Exit Signs indicate direction to stairways
- Running man sign (green indicates direction of emergency exits)
- Follow direction of ACFE staff in all emergency situations

Student Services

At ACFE, we have staff who can speak multiple languages: _____

Please ask at the reception if you need any support in your language in related to any welfare or studying matter.

Counselling Services

ACFE has counsellor who can provide confidential counselling service in many different issues such as: homesick, depression, relationship issues, lonely or isolated, anxiety, culture shock, etc. at no cost.

Computers

- Computers are located at _____
- Free Wi-Fi is around the campus so please ask at the reception for log in details

Student Card

Students will be provided ACFE's student card.

Attendance/Leave of Absence / Deferment / Suspension / Cancellation Policy / Transfer

- Whom to call in case student cannot come for class
- Satisfactory attendance: minimum 80%
- Satisfactory course progress: must pass all assessments
- Grounds for suspension / cancellation
- Grounds for deferment
- What are exceptional circumstances?
- Fees must be paid before leave
- Visa conditions
- Application process: complete the Application for Leave Form
- Change of provider: after 6 months of principal course
- Must inform ACFE within 7 days of any change of address
- Must maintain current health cover (OSHC)

Fees and Charges Policy and Procedure

- Australian Colleges of Further Education protects the fees that are paid in advance by both domestic and international students.

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- Fees must be paid on due dates as clearly outlined in the Letter of Offer.
- Students with overdue accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees will be reported to DET via PRISMS under student default.
- Course fees for international students do not include Overseas Student Health Cover or optional extras such as airport pick ups. These fees are at an additional cost.

Refund Policy and Procedure

Refund information is outlined in the Student Agreement and in the Student Handbook.

- Deposit is non-refundable except in the unlikely situation where Australian Centre of Further Education is required to cancel a course due.
- Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced.
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of ACFE's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by ACFE and this is not due to incorrect or incomplete information being provided by the student.
- Must apply to college in writing, outlining the details and reason for their request.
- Other conditions apply... refer to Student Agreement and Student Handbook.

Training and Assessment Policy and Procedure

Training and assessment are conducted both on campus and in supervised practical placement sites.

- All students must be punctual and attend class.
- Attendance on practical placements is essential to pass course requirements.
- Assessment are subject to cheating, collusion and plagiarism conditions.
- Students have up to three attempts per assessment task. Where a task is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to resubmit/re-attempt the task. Where a student exhausts his/her attempts at re-assessment, the student will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again.

Complaints and Appeals Policy and Procedure

Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Australian Colleges of Further Education's head office at _____ attention to the Director of Studies.

Complaints and appeals will be finalised within 14 working days unless there is a significant reason for the matter to take longer.

Appeals must be made within 30 calendar days of the original decision being made.

The complaint must be completely resolved within 60 calendar days of receipt of the original complaint. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing along with reasons for the extra time. They must be provided with updates on progress on a weekly basis thereafter until the matter is resolved.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Work Right in Australia

- No more than 40 hours per fortnight during study periods
- Spouse no more than 40 hours per fortnight during study periods
- Can work FULL TIME during holiday breaks only

Other Study

- Students cannot undertake any other study that is not CRICOS registered

I confirmed that I have received the information above and had the opportunity to ask questions.

Student Name	
Signature	
Date	