



# STUDENT HANDBOOK

VERSION 6.2

*LAST UPDATED - JANUARY 2022*

## **APSI Campus Location and Contact Details**

Main Reception and Student Services  
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***A.B.N. 65-131-433-433***

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## Contents

Vision .....	4
Mission .....	4
Code of Practice .....	4
Quality Assurance.....	4
Campus Opening Hours.....	5
English Language Policy.....	5
Course Fees and Other Fees.....	6
Orientation .....	6
Student Compliance System .....	7
Assessments and Units of Competency .....	8
Referencing Guide .....	9
Collusion, Plagiarism and Cheating .....	9
Deferring, Suspending or Cancelling of a Student Enrolment .....	9
Issuance of Qualification Documents.....	10
Student Identification and SmartRider Cards .....	10
Public Libraries and Other Research Resources.....	11
Delivery Schedules, Timetables and Training Plans .....	11
Course Information .....	11
Workplace Training .....	11
Complaints, Grievances and Appeals Policy and Procedures .....	13
Student Wellbeing and Counselling Service.....	14
Student Code of Conduct .....	15
Work Health and Safety .....	15
Lost Property .....	16
Student Internet Access and Usage .....	16
Privacy and Personal Information .....	16
Additional Information for International Students on Student Visa Only .....	17
Join APSI Alumni Facebook Page.....	17

# Welcome to the Australian Professional Skills Institute

It is my pleasure to welcome you to study at the Australian Professional Skills Institute.

Australian Professional Skills Institute (APSI) is proud to provide quality education and training to domestic Australian and international students in a caring and supportive environment. With over 10 years of training experience, APSI aims to help train a highly skilled and adaptable workforce to meet the ever-changing needs of society.

Australia has a world-class Vocational Education and Training (VET) system and at APSI, this gives you an additional competitive edge, the professional skills and knowledge that employers are looking for in today's competitive world.

APSI seeks to provide opportunities for students of all ability levels to reach their potential by providing a dual focus in academic preparation and industry-relevant, skills-based training. APSI has nationally recognised training programs, aimed to prepare students to gain employment directly in the industry, or if they choose to, continue their studies at a higher education level.

In this era of cross border occupational mobility, APSI also seeks to prepare international students in skill areas, which will enhance their chances of success in seeking employment in Australia and other countries.

APSI's strong engagement with industry and professions means that our students receive a qualification that meets labour market needs and is transportable, and accepted around the world. When you complete your qualification at APSI, you will be ready for employment in your chosen industry or will be able to use it as a pathway to further higher education. APSI is a registered training organisation (RTO 52007) in Australia and can award qualifications that are nationally recognised under the Australian Qualifications Framework (AQF).

At APSI, you will encounter a truly international experience with students from all over the world. APSI offers you unique learning experiences, such as making many new friends and gaining invaluable work experience in Australia. Studying at APSI is the beginning of friendships and partnerships that can last a lifetime.

Our aim at APSI is to work with you to create the future you want, to help you achieve your goals. Maybe your ambition is to work at an exciting destination in Australia, or perhaps to take the highly regarded skills and training received at APSI, to travel the world. Our staff know how to make training fun and they truly care about each student's progress and personal wellbeing.

I wish you all every success in your future studies and career!

**Liza Gomes**  
**Managing Director**  
**Australian Professional Skills Institute**

## Vision

*To equip and empower students for the workforce by providing top-quality education and training.*

## Mission

- To provide students with professional, practical and positive learning experiences so they become competent, valuable professionals.
- To empower students to maximize their career opportunities and academic pathways in Australia.
- To enrich the student's life experiences through community connections by gaining practical work experience in Australia.
- To design, develop and market top-quality educational and training services to Australian and International students.

## Code of Practice

The main aim of the Code is to produce a dedicated provision of service to meet all clients, community sector and staff member needs. To meet this aim, APSI has developed a quality service, which provides access and equity, ensuring an environment of fairness, ethics and integrity at all times. The management and staff of APSI are committed to complying with the:

- [Standards for Registered Training Organisation 2015](#);
- [Education Services for Overseas Students Act 2000](#) (the ESOS Act), inclusive of the [National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students](#) (the National Code of Practice 2018). The ESOS Act is the foundation of a strong regulatory framework for all Australian Institutions. The National Code of Practice 2018, which it includes, is legally enforceable throughout Australia and sets nationally consistent standards to support providers to deliver quality education and training to international students;
- [Tuition Protection Scheme](#) (TPS) administered by the Australian Commonwealth Government, which provides protection for all fees paid in advance by international students.

## Quality Assurance

Quality is central to APSI's training and service delivery as it is the best way to ensure that all students enjoy an enriching learning experience. To achieve quality outcomes APSI emphasises:

- a client-centred approach in the delivery of services;
- industry-relevant training;
- continuous improvement in service and product offerings and;
- equity and equal opportunity in all dealings with internal and external clients

APSI promotes an international outlook that encourages tolerance, diversity, and multiculturalism within its campus community. For this reason, all [APSI staff members](#) are aware of cross-cultural communication techniques and provide support and encouragement to meet the needs of all students to help them to achieve their full potential.

APSI's training and assessments are conducted in accord with the [Standards for Registered Training Organisations 2015](#). Registration details and scopes of delivery for all courses offered by APSI can be found on the Australian Government [Training.gov.au](#) website.

## For International Students Only

APSI's policies and procedures for International Students are in accordance with the Australian Government Education Services for Overseas Students Act 2000, Education Services for Overseas Students Regulations 2001 and National Code of Practice for Registration of Providers of Education and Training to Overseas Students 2018. For further information, please refer to the [ESOS Act](#) and [National Code](#).

## Campus Opening Hours

The APSI Campus is open Monday to Friday 9:00 am to 5:00 pm, excluding public holidays. Students can receive assistance from Student Services and gain access to the campus' self-study areas during campus opening hours.

Please check your customised timetable or via APSI's student portal [MyWiseNET](#).

## Student Toilet Facilities

There are separate male, female and disabled toilet facilities in the courtyard of Wellington Fair. Please note, these toilets require an access code, which you can receive from Reception.

## APSI Student Services and Academic Team

For the latest detailed information on all our staff please refer to our [website](#). Many of our staff also speak languages other than English including Cantonese, Mandarin, Portuguese and Tagalog and are always happy to provide assistance and support throughout your study journey with APSI.

As a first point of contact, any student with a student services or academic related enquiry is asked to please email [service@apsi.edu.au](mailto:service@apsi.edu.au).

## English Language Policy

Given the importance of proficiency in the English language, particularly in workplace training environments, APSI encourages maximum use of the language by having an **ENGLISH ONLY** policy on campus. Besides providing practice in the use of English in day-to-day communication, this policy can facilitate communication between students of different nationalities.

It is APSI's policy to identify all students who do not meet the required English language proficiency levels as early as possible in their enrolment so that additional literacy support can be provided. To meet APSI's minimum English language entrance requirement, all international students must have IELTS 5.5 (Academic) or equivalent before the commencement of their studies at APSI. For domestic students who are unable to provide documentation to prove appropriate academic credential levels, a Language, Literacy, and Numeracy (LLN) test will be conducted at APSI before an offer for enrolment can be issued. International students who do not meet the minimum English language entrance requirement are required to enrol in an intensive English language course at one of APSI's ELICOS Partner Colleges at an additional cost for which the student is responsible for. Please refer to APSI's partner [ELICOS Colleges](#) for further information. Both Language Links and Perth International College of English are located within 10 minutes' walk from the APSI Campus.

## Course Requirements including Minimum English Language

All students must meet the minimum academic and English language requirements for entry into APSI. Our website provides the latest entry requirements for [domestic](#) and [international](#) students.

## Additional Support for Language, Literacy and Numeracy (LLN) Skills

Students who encounter issues with either language, literacy or numeracy throughout their studies at APSI despite meeting the minimum course requirements are encouraged to discuss these with their Course Coordinator who can provide academic support and guidance on appropriate additional support services, both internal and external, such as an ELICOS Partner College, which may be available to the student.

Please refer to APSI's Language, Literacy and Numeracy Policy on MyWiseNET. See Appendix 1 on 'How to Access APSI's Policies and Procedures on MyWiseNET'.

## Course Fees and Other Fees

All fees are listed on the [current fee schedules](#) and student invoices.

**Payment Plans:** Instalment plans are normally not available for courses of less than 10 weeks duration. All course fees are payable on a term's basis every 10 weeks.

All payment plans other than what is originally listed on the offer letter must be applied for via our Accounts Department as approvals are on a case-by-case basis. A payment plan administration fee may be charged.

**Late Payment Fees:** A late payment fee of \$50 per week may be charged to all late payments.

**Additional Charges:** Please refer to [Miscellaneous Fees and Miscellaneous Fees for Cookery and Hospitality Department](#).

### Refund Policy

Please refer to the Terms and Conditions of Enrolment for either [Domestic Students](#) or [International Students](#).

Please be aware that the Refund Policy for Australian Government-Funded Programs may be different from Fee-for-Service Programs. Therefore, please refer to the Terms and Conditions for your specific enrolment provided in your Student Agreement, which must be signed prior to enrolment being confirmed by APSI.

The following fees are non-refundable:  
Enrolment/Application Fee/Deposit for CoE

### Protection of Tuition Fees Paid in Advance for International Students

As previously mentioned, all tuition fees paid in advance by international students are protected by the [Tuition Protection Service \(TPS\)](#). If APSI is unable to deliver the course a student has paid for, the TPS assists the student to find an alternative course or provider promptly using their [online platform](#) to deliver options to the student. In the event the student is unable to find an appropriate alternative course or provider within a reasonable period of time as set by the TPS, the TPS will refund any tuition fees paid for education not yet received. Please note, students who receive a refund are still required to meet the all of the [conditions of their student visa](#) as outlined by the Department of Home Affairs.

## Orientation

It is compulsory for all students to attend the Student Orientation Program at the beginning of their studies with APSI. Students, and their Agent if applicable, will receive an invitation to attend the Student Orientation Program, with their personalised timetable, approximately 2 weeks prior to their course commencing.

The Student Orientation Program provides new students with important information including:

- A tour of the APSI Campus, including facilities available for students such as the self-study areas;
- An introduction to available APSI Staff;
- The Student Handbook in electronic form;
- How to obtain a Tertiary SmartRider Card for a discounted rate on all public transportation;
- Demonstrations of the WiseNET and Moodle student platforms and a;
- Specific department orientation;

### IMPORTANT TO NOTE!

Students who are absolutely unable to attend due to circumstances beyond their control must make an

appointment with Student Services for an individual Student Orientation Program as soon as possible to ensure they have access to all important information.

## **Student Compliance System**

### **Academic Progress and Attendance**

APSI monitors BOTH academic progress and attendance for international students to ensure compliance with student visa conditions. For government-subsidised students, APSI is required to report attendance and course progress to the relevant Government Departments.

#### *Satisfactory Academic Progress*

Academic progress is determined based on the percentage of units of study or competency achieved by the student for one study period. One study period at APSI is defined as one semester comprised of 20 weeks of study, excluding holidays. A student who has completed 50% or more of the units they are enrolled in, in one study period shall be deemed to have progressed satisfactorily for that particular study period.

#### *Students at Risk of Unsatisfactory Academic Progress*

Any student who has completed less than 50% of the units within one study period shall be deemed to be at risk of unsatisfactory academic progress. Any student who has not achieved competency and is required to re-sit the same unit twice shall also be deemed to be at risk of unsatisfactory academic progress. All students at risk of unsatisfactory academic performance will be issued with a Warning Letter and **MUST** attend a compulsory counselling session with their Course Coordinator.

#### *Unsatisfactory Academic Progress*

All students with unsatisfactory academic progress after the Final Warning will receive a Notice of Intention to Report. Students who are unsatisfied with this outcome can appeal the decision through APSI's Complaints and Appeals Procedure by providing evidence of compelling and compassionate circumstances to the Managing Director. Any international students with unsatisfactory academic progress in two consecutive study periods of a course may be reported to the Department of Home Affairs, which may result in the cancellation of their student visa.

#### *Student Attendance*

Both international and domestic students are required to achieve at least 80% of attendance for the duration of their studies. The attendance rate will be taken into account in the final grading of the course performance. If a student's attendance for any unit is below 50%, they will be excluded from any assessment activities and will be deemed Not Yet Competent for that unit. In this instance, the student will be required to re-sit the unit and pay for the unit re-sit fee, as outlined in the [Miscellaneous Fee Schedule](#).

Attendance requires the student to be physically present in class, at supervised self-access sessions, site visits, excursions or at the workplace training venue. If the student is not physically present for any of these they will be marked as absent.

#### *Attendance Calculation for both Domestic and International Students*

APSI uses the following formula to calculate absenteeism:

The number of hours in a course is obtained by multiplying the class hours per week as listed on the delivery schedule, by the number of weeks specified in the course, excluding all holidays. International students need to attend face-to-face training on campus for 20 hours per week. There is an exception for Business/Management students where 20% of their training is carried out through Moodle/E-Learning as no attendance is recorded for E-Learning.

If the course duration is 20 weeks, which is one study period excluding holidays, then class hours = 400 hours. The attendance, in percentage, is calculated for a maximum of one semester, or 400 hours, for all courses with durations of one semester or longer.

*Illustration:*

$$(400 \text{ hours} - \text{Absent Hours}) \div 400 \times 100 = \text{Average Attendance in \%}$$

### *Early Warning System*

APSI uses an early warning system to detect students at risk of non-compliance. The procedure is as follows:

- |        |  |
|--------|--|
| Step 1 | A list of students with less than 90% attendance or students who are at risk for unsatisfactory academic progress, are highlighted on their attendance sheet weekly by Student Services.               |
| Step 2 | The list is compared to the previous week's list and any major variances in attendance are noted.  |
| Step 3 | If any variance is noted, a report is presented to the Course Coordinator. The variance report highlights all students with unsatisfactory attendance for which the following actions are to be taken: |

### International Students

Students who are identified as 'at risk' will receive APSI's 1<sup>st</sup>, 2<sup>nd</sup> and Final Warnings highlighting the consequences of unsatisfactory course progress, including potential cancellation of their enrolment, and informing them they are under Academic Monitoring. The student is invited to provide reasons and evidence for not attending class or non-progress with their Course Coordinator.

If APSI is unable to contact the student for more than 2 weeks through all the contact details provided by the student, including overseas contact or next of kin details, the student's name will be added to the High Alert List. APSI may then be required to report this to the Department of Home Affairs for non-satisfactory progress and cancellation of the student's enrolment.

### Domestic Students

Students whose attendance is below 80% will receive APSI's 1<sup>st</sup>, 2<sup>nd</sup> and Final Warnings highlighting the consequences of unsatisfactory course progress, including potential cancellation of their enrolment, and informing them they are under Academic Misconduct. The student is invited to provide reasons and evidence for not attending class or non-progress with their Course Coordinator.

## **Assessments and Units of Competency**

The courses at APSI consist of Units of Competency that may vary in duration and the type of assessment used. Assessments can be written theory tests, oral questions, practical assessments, assignments, projects or a combination of these. In some courses, Units of Competency are grouped in blocks or a Cluster of Units sequentially by skill level, progressing from basic to intermediate to advanced skill level.

### **Assessment Due Dates**

All assessments must be submitted on or before the due date. The assessment due dates are listed in the student's personalised timetable. Late submissions, unless previously approved by the Trainer, will be resulted as Not Yet Competent and a re-assessment fee is required before the late assessment will be marked. If students are experiencing difficulties in completing the assessments, they can contact either their Trainer or the Course Coordinator for assistance.



An Assessment Cover Sheet must be attached to all assessments unless it is submitted electronically via email. Students MUST keep a copy of their submitted assessment and keep a copy of the confirmation email from [assessment@apsi.edu.au](mailto:assessment@apsi.edu.au) as a proof of submission. Students should allow at least 2 weeks for assessments to be marked after submission.

### **Unit Re-Assessment and Unit Re-Enrolment**

Students with below 50% attendance or who miss the entire delivery of that unit, must re-enrol for the whole unit and will be excluded from doing the assessments. Under special circumstances, students may be allowed to be re-assessed only with an additional fee payable. Please refer to [Miscellaneous Fees](#) for the unit re-assessment and unit re-enrolment fees.

It is the student's responsibility to ensure that re-assessment and re-enrolment of units are scheduled within their course duration. All students, except domestic Government-funded students are reminded that they must complete all their unit re-assessments within their course duration, specified in the student's CoE for international students. Any changes to the course duration as a result of unit re-enrolment will result in additional term fees.

## **Referencing Guide**

### **Reference List**

A reference list is required to be provided at the end of your assignment and is a list of all the sources of information referred to your assignment, written in alphabetic order.

### **Bibliography**

A bibliography includes all of the sources referred to in your assignment, as well as sources not referred to but which you read to assist you in learning about the topic and writing your assignment. A bibliography, listed in alphabetic order, is provided at the end of your assignment and demonstrates to your Trainer the extent you have gone to, to research about the assignment topic.

### **Appendices**

An appendix is a document, which you may need to attach to your assignment as support. Appendices are always provided at the very end of your assignment, listed in the order to which they are referred to in the assignment and given a corresponding number. For example, if you referred to a policy in your assignment as support, rather than quoting the entire document, you would refer to 'Appendix 1' (if it was the first) or 'Appendix 2' (if it was the second, etc.) and attach a copy of the policy. In the text of your assignment you may write "The staff in the service all read the policy (Appendix 1) at the meeting and shared some possible changes to be made".

### **IMPORTANT TO NOTE!**

If you use work from another source, both referred to and not referred to in your assignment, without acknowledging the source in a reference list or bibliography, you are committing plagiarism, the act of stealing another's words and ideas to claim as your own work. **Plagiarism is very serious and will result in disciplinary action.**

## **Collusion, Plagiarism and Cheating**

Please refer to APSI's Collusion, Plagiarism and Academic Misconduct Policy on MyWiseNET. See Appendix 1 on 'How to Access APSI's Policies and Procedures on MyWiseNET'.

## **Deferring, Suspending or Cancelling of a Student Enrolment**

Please refer to APSI's Deferral, Suspension or Cancellation of a Course Enrolment Policy on MyWiseNET. See Appendix 1 on 'How to Access APSI's Policies and Procedures on MyWiseNET'.

Please note, cancellation of enrolment does not mean a student is automatically granted a release to another provider. For further information please refer to APSI's International Student Transfer Policy on MyWiseNET.

## **Issuance of Qualification Documents**

On successful completion of all of the requirements of a Qualification, the student will be awarded with either a Certificate or Diploma (Testamur) and Transcript of Academic Record.

If the student has partially completed the requirements of a Qualification, the student will be awarded with a Statement of Attainment listing the completed Units of Competency.

Please note, students should allow a minimum of 2 weeks from the final assessment outcome to be issued electronically with either their Certificate or Diploma (Testamur) with a Transcript of Academic Record or, their Statement of Attainment.

If a student would like a hard copy of their relevant credentials they must request this with Student Services and collect themselves in person from Student Services. If the student requests the relevant credentials to be sent by registered mail or by courier, there will be an additional fee payable, which the student must pay in advance.

Throughout their studies, students can view their Progress Report on MyWiseNET, which shows their current Units of Competency.

### ***IMPORTANT TO NOTE!***

No Certificate, Diploma (Testamur), Transcript of Academic Record or Statement of Attainment will be issued to any student under any circumstances if they owe outstanding fees to APSI, including the courses they have completed with APSI.

## **Letter of Completion with Attendance Percentage for International Students**

International students may request a Letter of Completion from Student Services after completion of their course to be issued with their Qualification, for free.

## **Re-Issue of Qualifications**

If a student would like a re-print of a Certificate, Diploma (Testamur), Transcript of Academic Record or Statement of Attainment there will be an additional fee payable of \$50 per re-print request, plus postage handling charges if applicable, which the student must pay in advance.

## **Student Identification and SmartRider Cards**

### **Student Identification Card (Student ID)**

All new students will be issued with a Student ID during Orientation Week at no cost. Student ID enables students to obtain discounts for a variety of venues and services through the Perth community such as public transport, cinemas and museums. If a student loses their Student ID, they can request a replacement card for an additional fee of \$20 per card, which the student must pay in advance.

### **Tertiary SmartRider Card**

A Tertiary SmartRider Card allows full-time students, studying a course of at least 10 weeks duration at APSI, to purchase tickets for public transport throughout Perth at a special concession rate. Students can obtain a Transperth Tertiary Student Application Form authorised by APSI from Student Services. Students must then present this completed form to any Transperth Information Office and pay the card fee of \$10, inclusive of \$5 credit, to receive their Tertiary SmartRider Card.

Please note: your Tertiary SmartRider Card, not your Student ID, is the only way to receive the special concession rate. Therefore, if you are not carrying your Tertiary SmartRider Card with suitable photo ID, you will be required to pay the standard rate. For further information please refer to [Transperth](#).

## **Public Libraries and Other Research Resources**

### **Public Libraries**

The [City of Perth Library](#) and [State Library of Western Australia](#) are both within walking distance of the APSI campus. APSI students are encouraged to join the City of Perth Library as membership is free for APSI students.

### **On Campus Resources**

#### *E-Library*

All students have access to the E-Library, which can be found on Moodle via MyWiseNET.

#### *Study Rooms*

During Campus Hours, students can gain access to either Unit 2 Geraldton Room or Unit 12 Fremantle Room, when available, for self-paced study, including internet research using APSI's Wi-Fi. Please note, all students who attend the APSI campus outside of their scheduled delivery plan are required to sign in and out as a visitor at Reception.

#### *Wi-Fi*

Free Wi-Fi internet access is available to all students throughout the APSI campus using their own laptop or other portable devices. The password for internet access is available from Student Services. Whilst using APSI's Wi-Fi internet, students must comply with APSI's Student Social Media and Internet Usage Policy and Student Code of Conduct on MyWiseNET. See Appendix 1 on 'How to Access APSI's Policies and Procedures on MyWiseNET'.

## **Delivery Schedules, Timetables and Training Plans**

A personalised timetable or delivery schedule is provided to all students before Orientation Week. Orientation Week is compulsory for all new students to attend prior to commencing a course at APSI. Students can view their timetable or delivery schedule at any time via MyWiseNET after their course commencement.

The timetable or delivery schedule outlines the dates, days and times of all scheduled classes, which are required to be attended as per the attendance requirements of both domestic and international students.

APSI reserves the right to vary the course curriculum, Unit of Competency, timetable, teaching staff or location of delivery as required without prior notice to students. If APSI is required to amend a timetable or delivery schedule, the student will be notified in advance either by email or SMS.

If you have any questions or queries about your timetable or delivery schedule please contact Student Services.

## **Course Information**

Students can find the most up to date information on all courses offered at APSI on our [website](#).

## **Workplace Training**

It is compulsory for APSI students to attend workplace training as an assessed requirement of their Qualification. The objective of workplace training is to enable students to obtain a better understanding of the industry through practical experience in a real-life workplace. Workplace training provides invaluable experience and knowledge as well as the opportunity for industry networking, which can be useful in determining a student's future career direction.

Course Coordinators will assist students to find an appropriate workplace to complete workplace training. However, students are encouraged to try to find an appropriate workplace on their own in the first instance and Course Coordinators will provide resources to assist the students with this process.

Please note, a student is not required to be paid during workplace training and therefore APSI does not guarantee any remuneration during workplace training.

#### ***IMPORTANT TO NOTE!***

Once a student has found an appropriate workplace to complete workplace training, you must complete a Workplace Training Disclosure Form and return it their Trainer as soon as possible. It is highly recommended that students make an appointment with their Trainer at least 3 to 4 weeks before their workplace training is scheduled to commence to ensure that all the appropriate documentation has been completed and ensure they have received the Information Booklet. For further information on workplace training please refer to our [website](#).

#### **Workplace Training Insurance Cover for Unpaid Students Work Experience**

If a student is unpaid by the workplace whilst completing their workplace training, APSI has Voluntary Worker's Compensation Insurance, which covers a student for the duration of their workplace training should they incur an injury.

#### **Workplace Training Insurance Cover for Paid Students Work Experience**

If a student is paid and employed by the workplace whilst completing their workplace training, it is the responsibility of the workplace, as an employer of the student, to have appropriate worker's compensation insurance to cover their employees that incurs an injury whilst performing work in their workplace. The workplace, as an employer of the student, is responsible for lodging the WorkCover claim in consultation with APSI.

#### **National Police Clearance Certificate**

All students participating in workplace training should be aware that some workplaces require students to present a current National Police Clearance Certificate that has been issued within 12 months. For further information, please refer to our [website](#) or the [WA Police](#). Additionally, some workplaces may require students to complete a Statutory Declaration, which is a signed legal document assuring the workplace that the student has no criminal and traffic court outcomes or pending charges in Western Australia, Australia or overseas.

#### **Course Credit (Credit Transfer)**

APSI may grant Credit Transfer towards an APSI Qualification for equivalent Units of Competency previously completed with other Registered Training Organisations. Students who wish to apply for Credit Transfer must tick the 'Application for Credit Transfer' box on their Enrolment Form. Please note, there is no fee to apply for a Credit Transfer. The Admissions Office will then email a separate Credit Transfer Application for the Units of Competency, which you wish to receive Credit Transfer for. If a student's Credit Transfer Application is successful their course duration and course fees may be affected.

#### **Recognition of Prior Learning (RPL)**

For students who have substantial experience in the industry of equalling a minimum of 10 years cumulative, they may wish to apply for RPL. Students can receive a RPL Application Form either from the Admissions Office or on our [website](#) under their relevant eligible course.

Please note, all applications must be submitted, with supporting documentation, at least 2 weeks prior to course commencement to be considered, to allow sufficient time for processing. Adequate supporting documentation must be supplied in the form of either:

- letters of reference or appraisals from employers regarding relevant industry experience in the unit for which the RPL is being requested or;
- certified examples of work undertaken by the student or;
- a portfolio comprised of photographs and recordings that display the skills appropriate to the unit for which the RPL is being requested or;
- a Statement of Attainment and course outline of a previously completed equivalent Unit of Competency

All supporting documentation submitted must be the original record. Copies of supporting documentation are only accepted if they have been certified by the issuing institution. If the original document is in a language other than English it must be translated by a NAATI-accredited organisation and show the NAATI stamp on each translated page. Any fees incurred obtaining, verifying or translating supporting documentation is the responsibility of the student only.

An Application Fee of \$250 and an additional Assessment Fee of \$300 per unit must be paid by the student on submission of the application. Applications are assigned to the appropriate assessor and students should allow a minimum of 10 working days to receive an outcome of their application. Students will be notified of the outcome by email. If the outcome is not to the student's satisfaction they can contact the Course Coordinator to appeal the outcome.

If APSI grants the student RPL or Credit Transfer their course duration will be reduced. Any resulting reduction in course fees will be credited towards the last semester's payment. For international students who are granted RPL or Credit Transfer prior to being granted a student visa, the reduction in course duration will be reflected in their CoE as the actual net course duration for the course. If RPL or Credit Transfer is granted after a student is granted a student visa, the reduced course duration will be reported to DEEWR via PRISMS within 14 working days of the outcome as specified under Section 19 of the ESOS Act.

### **Cluster Units**

Please note, where RPL or Credit Transfer is granted for a unit that forms part of a cluster, the student will still be required to undertake the whole cluster of units but will not be assessed on the unit for which RPL or Credit Transfer has been granted.

## **Complaints, Grievances and Appeals Policy and Procedures**

Students who have a complaint regarding all academic, disciplinary and personal matters are encouraged to access APSI's internal [Complaints, Grievances and Appeals Procedure](#) to lodge a complaint. APSI's internal Complaints, Grievances and Appeals Procedure provides an easy, immediately accessible and inexpensive method for students to voice their complaints and grievances with the aim for resolution to be achieved. Please note, APSI's internal Complaints, Grievances and Appeals Procedure is compliant with [Standard 10 of the National Code](#) of the Department of Education and Training and does not preclude a student's right to take action under [Australian Consumer Laws](#) with the Australian Competition and Consumer Commission.

APSI classifies complaints as either 'academic' or 'non-academic' and whilst the internal procedure is identical for both types of complaints, the staff members who attend may differ based on the type of complaint. A complaint can then be either 'informal' or 'formal'.

### **Informal Complaint within APSI**

APSI encourages all students to attempt to resolve any complaints or grievances informally with the relevant party or an appropriate staff member in the first instance to reach a resolution. The student may, if they wish, be accompanied or assisted by a support person during this informal process. If any student attempts to resolve any complaints or grievances informally but is not satisfied with the outcome they are encouraged to lodge a formal complaint.

## Formal Complaint within APSI

Students who wish to lodge a formal complaint must do so in writing by submitting the Complaints and Appeals Lodgement Form. Please note, all formal complaints received by APSI are treated with strict confidentiality.

All students who are not satisfied with the outcome of APSI's internal Complaints, Grievances and Appeals Procedures can contact Student Services for assistance in exploring further action the student can take. International students who are not satisfied with the outcome of APSI's internal Complaints, Grievances and Appeals Procedures can refer to the [Overseas Student Ombudsman](#) who provides free, independent and impartial advice. All students who are not satisfied with the outcome of APSI's internal Complaints, Grievances and Appeals Procedures or the Overseas Student Ombudsman may alternatively take legal action through the Western Australian court system.

## Student Wellbeing and Counselling Service

### Access and Equity

Please refer to APSI's Access and Equity Policy on MyWiseNET. See Appendix 1 on 'How to Access APSI's Policies and Procedures on MyWiseNET'.

### Bullying, Harassment and Discrimination

Please refer to APSI's Anti-Discrimination and Anti-Bullying Policy on MyWiseNET. See Appendix 1 on 'How to Access APSI's Policies and Procedures on MyWiseNET'.

### Student Counselling Service

Counselling is available to all students to assist in any personal, social, academic or mental health issues they may be suffering. Students can find out the counselling and supporting resources available on our [website](#). Please note, if students require additional counselling services that APSI cannot provide, APSI will refer the student to the appropriate external provider who may charge fees. It is the responsibility of the student to ascertain any fees the external provider charges when organising their appointment.

### Medical Services

Students requiring medical attention have several options available to them in close proximity to the APSI campus depending upon their medical issue.

Name	Purpose
<a href="#">Royal Perth Hospital</a>	For Emergencies Only
<a href="#">Perth Medical Centre</a>	For Non-Emergency Medical Issues, Medication Scripts, Medical Certificates (By Appointment Only)
<a href="#">Central City Medical Centre</a>	For Non-Emergency Medical Issues, Medication Scripts, Medical Certificates (By Appointment Only)
<a href="#">St Georges Medical Centre</a>	For Non-Emergency Medical Issues, Medication Scripts, Medical Certificates (By Appointment Only)

Alternatively, if students are requiring medical attention outside of business hours they can search for their nearest After Hours GP Clinic for non-emergency medical treatment.

### Emergencies

If a student has a medical emergency whilst on the APSI campus they can immediately go to the Royal Perth Hospital for medical attention. If a student has an emergency requiring the assistance of the fire brigade or police, or requires medical attention but is not on the APSI campus they can call the **emergency phone number for Australia by dialling 000**. Please note, this phone number **MUST only be dialled in the case of an emergency**. If 000 is dialled and it is not an emergency there may be a significant fine issued to the phone caller. If a student has a non-emergency issue requiring the assistance of police they can call 131 444.

## **Accommodation**

All interstate and international students are strongly encouraged to have their accommodation organised prior to arriving in Perth. APSI does not offer on-campus accommodation therefore, for the latest information on accommodation options please refer to our [website](#).

## **Social Events and Activities**

APSI provides a variety of events throughout the year to provide an opportunity for students to meet other students and form friendships for the duration of their studies at APSI. Students are strongly encouraged to join the [APSI Facebook Page](#) to stay up to date on upcoming events.

## **Student Code of Conduct**

The Student Code of Conduct provides a detailed list of the responsibilities and rules expected to be upheld by all students as a condition of studying with APSI, behaviour that is classified as a breach of conduct and the procedures that address breaches of conduct. Please refer to APSI's Student Code of Conduct on MyWiseNET. See Appendix 1 on 'How to Access APSI's Policies and Procedures on MyWiseNET'.

If a student is dissatisfied with any disciplinary decision made by APSI regarding a breach of conduct they can appeal through the internal Complaints, Grievances and Appeals Procedure. Please refer to APSI's Student Complaints, Grievances and Appeals Policy on MyWiseNET. See Appendix 1 on 'How to Access APSI's Policies and Procedures on MyWiseNET'.

If an international student commits a serious breach of conduct that breaches their visa conditions APSI may notify them by letter of their intention to report them to the Department of Home Affairs via PRISMS. If the student is dissatisfied with this outcome they can lodge an appeal directly to Managing Director not more than 20 working days after the notification.

## **Work Health and Safety**

APSI places a high priority on the safety and security of all students whilst on campus and has developed safety and security procedures to be adhered to at all times to ensure this.

### **First Aid**

All staff at APSI are trained to deliver first aid and CPR assistance and a First Aid Kit is available in all kitchens and from Student Services.

### **Accident and Incident Report**

All accidents or incidents regarding safety or security must be reported to an APSI staff member and recorded in the Accident/Incident Register located in the Student Services Manager's office.

### **Fire Safety and Emergency Evacuation Procedures**

Students are strongly encouraged to familiarise themselves with the Fire and Emergency Evacuation Plans posted in each Training Room, which highlight the Exits to be used in an emergency. Please note, all rooms are fitted with a fire extinguisher is installed in all rooms for use in the event of a relatively small fire. In the event of a fire, you must leave the campus immediately, proceed directly to the assembly area at the end of Moore Street, outside the car bay area and comply with all instructions by APSI staff. Students must not leave the assembly area until their name has been checked off and they have been instructed that it is safe to do so.

### *Fire Drill*

APSI conducts a Fire Drill at least once every 6 months, which all students must participate in.



## Lost Property

It is the responsibility of the student to take care of their personal belongings at all times whilst on campus. APSI does not accept any responsibility for any personal belongings left unattended, lost or stolen and encourages all students to not bring items of value to campus.

### *IMPORTANT TO NOTE!*

Students that find any unattended personal belongings or have lost a personal belonging must report to Student Services immediately.

## Student Internet Access and Usage

Free Wi-Fi internet access is available to all students throughout the APSI campus using their own laptop or other portable devices. The password for internet access is available from Student Services. Students also have access to Wi-Fi on campus. Please refer to APSI's Student Social Media and Internet Usage Policy and Student Code of Conduct on MyWiseNET. See Appendix 1 on 'How to Access APSI's Policies and Procedures on MyWiseNET'.

## Privacy and Personal Information

### Privacy Notice

Under the [Data Provision Requirements 2020](#), APSI is required to collect personal information about you, including the personal information contained on your Enrolment Form, and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER), Commonwealth, State or Territory Government Departments and authorised agencies for statistical, administrative, regulatory and research purposes.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
  - facilitating statistics and research relating to education, including surveys and data linkage;
  - pre-populating RTO student enrolment forms;
  - understanding how the VET market operates, for policy, workforce planning and consumer information; and;
  - administering VET, including program administration, regulation, monitoring and evaluation
- You may receive a student survey which may be administered by a Government Department or NCVER Employee, Agent or Third Party Contractor or other Authorised Agencies. Please note you may opt-out of the survey at the time of being contacted.

### Sharing of Information Provided by International Students

International students should be aware that some of the information they provide APSI is required to be shared with the Australian Government and designated authorities for their record keeping and visa monitoring as per the [Privacy Act 1988](#). This information may include personal and contacts details, course enrolment details and the circumstances surrounding any suspected breach of a student's visa conditions.

APSI collects information on the Enrolment Form and throughout a student's course duration to meet their obligations as a Registered Training Organisation under the [ESOS Act](#), inclusive of the [National Code of Practice 2018](#).

### Collection and Use of a Student's Image in Marketing and Social Media

Students may be captured by photo or video by APSI staff or a professional hired by APSI whilst participating in learning and assessment activities, projects or events throughout the duration of their studies at APSI. Students provide their consent for APSI to use such photos or videos for a variety of purposes including but not limited to newsletters, social media posts, student identification or marketing



materials, when they sign the Enrolment Form. If a student wishes to withdraw their consent they must provide written notice to APSI and deliver this to Student Services.

### **Change of Personal Contact Details**

All students are responsible to ensure their personal contact details provided to APSI remain up to date. If a student has a change of name, address, telephone number or email they **MUST** update via MyWiseNET within 7 working days the change. Please note, international students must comply with this timeframe to avoid breaching their student visa. Students who experience difficulties updating their personal contact details on MyWiseNET must contact Student Services immediately for assistance.

## **Additional Information for International Students on Student Visa Only**

### **Overseas Student Health Cover (OSHC)**

All international students are required to have private medical insurance to cover the entire duration of their stay in Australia as a [condition of their student visa](#). For the latest information on OSHC please refer to our [website](#).

### **School-Aged Dependants**

For any international students who have school-aged dependants please refer to the [West Australian Institute of Further Studies](#) for the latest information on the process of enrolling your children in school.

### **Employment**

International student visa holders are permitted to work up to a maximum of 40 hours per 14 days (fortnight) during the semester as per the [conditions of a student visa](#). Please note, workplace training is included in the 40 hours per fortnight quota regardless of whether it is paid or unpaid. Students, and their family members, are not permitted to commence work in Australia until the student has commenced their course with APSI as per their CoE.

### **Further Studies and Higher Education Pathways**

APSI will assist any international students who wish to continue their education at an Australian university with the application and an extension of their student visa if necessary. Please note, most Australian universities have 2 intakes per year, February for Semester 1 and July for Semester 2. It is highly recommended that international students apply at least 8 weeks prior to the commencement of the semester they wish to start studying at university. If students require assistance with their application they must make an appointment with Student Services.

### *APSI Diploma Students*

If a student has successfully completed a Diploma course at APSI and meet the admission requirements, including sufficient English language proficiency, of a degree at [Edith Cowan University \(ECU\)](#) they may be granted 'Advanced Standing' by ECU towards the degree.

### **Join APSI Alumni Facebook Page**

After completing their studies at APSI, students are encouraged to join the closed group [APSI Alumni Facebook Page](#) to keep in touch with APSI and their fellow students as they develop their careers.

***APSI would like to wish you a wonderful study journey with us!***

## Appendices

### Appendix 1 – ‘How to Access APSI’s Policies and Procedures on MyWiseNET’

Step 1 – Log on to your MyWiseNET and click on the ‘Documents’ Tab on the column on the left.

Australian Professional Skills Institute

Home Page

Welcome

Welcome to Australian Professional Skills Institute Student APP - MyWiseNET

Welcome to Australian Professional Skills Institute Student APP - MyWiseNET. In this APP, you can update your personal contact details, your timetable, your current attendance percentage, your results in your course enrolments and download your invoices and payment records at any time. We hope you enjoy your studies with Australian Professional Skills Institute. Our student services team is ready to assist you with any queries. You can send an email to [service@apsi.edu.au](mailto:service@apsi.edu.au)

Need assistance with this application? Email all queries to student services Email address: [service@apsi.edu.au](mailto:service@apsi.edu.au)

Learner App by Wisenet Information Systems Pty Ltd | © 2022

Step 2 – Click on the ‘Policies and Procedures’ tab on the right of the top hand menu.

Australian Professional Skills Institute

Personal Documents

Personal Documents Enrolment Documents **Policies And Procedures**

0 Documents

Need assistance with this application? Email all queries to student services Email address: [service@apsi.edu.au](mailto:service@apsi.edu.au) [Learner App](#) by Wisenet Information Systems Pty Ltd | © 2








Step 3 – Select the Policy and Procedure you’re looking for by clicking on the name.

Australian Professional Skills Institute

Policy and Procedure Documents

Personal Documents Enrolment Documents **Policies & Procedures**

40 Documents

	<a href="#">APSI Student Handbook V6.1 June 2021.pdf</a>	478KB	15/07/2021
	<a href="#">Complaints and Appeals Lodgement Form V2.1 April 2021.pdf</a>	381KB	27/01/2021
	<a href="#">APSI Miscellaneous Fees V4.4.pdf</a>	1MB	14/01/2021
	<a href="#">APSI Miscellaneous Fees for Cookery and Hospitality Department V1.0.pdf</a>	2MB	14/01/2021
	<a href="#">Wellness_accounting_summary_notes.pdf</a>	164KB	10/11/2020
	<a href="#">Walkway from East Perth campus to AriaSol.jpg</a>	4MB	23/10/2020
	<a href="#">Student-Rules-and-Code-of-Conduct-V2.5-November-2019 (1).pdf</a>	666KB	6/07/2020

\*\*\*\*\*THE END\*\*\*\*\*