



STUDENT HANDBOOK

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APSI Campus Location and Contact Details

Main Reception and Student Services

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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 to train a highly skilled and adaptable workforce to meet the ever-changing needs of the 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, aim 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 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 the Australian Professional Skills Institute 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 the Australian Professional Skills Institute, to travel the world. Our student services staff, trainers and assessors 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.
- The Education Services for Overseas Students Act 2000 (the ESOS Act) and the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students (the National Code 2018). The ESOS Act is the foundation of a strong regulatory framework for all Australian Institutions. It includes a National Code of Practice, which is legally enforceable throughout Australia and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.
- All fees paid in advance by International students are protected under the Tuition Protection Scheme (TPS) administered by the Australian Commonwealth Government. Details can be found on their website <https://tps.gov.au/Home/> and Australia's Consumer Protection Law.

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
- 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.

For International Students

APSI's policies and procedures for International Students are in accord 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.

Details of ESOS Act and National Code can be downloaded from

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

For both Domestic and International students

APSI's training and assessments are conducted in accord with the Standards for Registered Training Organisation 2015. Details of all courses offered by APSI and its registration details and scopes of delivery can be downloaded from this official government website:

<https://training.gov.au/Home/Tga>

For details of our professional team, please refer to our website for details.

[Our Professional Team - APSI](#)

Campus Opening Hours

Monday to Friday 9:00 am to 5:00 pm, students can also gain access to the campus' self-study areas during the campus opening hours.

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

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 studies at APSI. For domestic students who are unable to provide documentation to prove appropriate levels, a Language, Literacy, and Numeracy (LLN) test will be conducted at APSI before an offer of a place can be issued. International students who do not have the minimum English level are required to enrol in an intensive English language course at one of APSI's ELICOS partner schools at an additional cost. 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 APSI campus in Wellington Fair.

Course requirements including minimum English language

All students must meet the minimum academic and English language requirements for entry into APSI.

For certificate level courses, students must have completed a minimum of Year 11 schooling or equivalent, or be a mature age student (20 years of age and above). For direct entry into Diploma and Advanced Diploma level courses, students must have completed a minimum of Year 12 schooling or equivalent, or be a mature age student with relevant work experience (20 years of age and above).

For those students whose first language is not English, they are required to provide proof of English language proficiency. For students who do not have the current IELTS (Academic) result or equivalent, they are required to sit for an English language test at APSI's partner English language centre (PICE) or APSI's authorized agent's office before enrolment. PICE will mark the test and issue a letter to APSI to confirm the level of English of the applicant. If it is identified that the English language skills are insufficient, the student will be required to enrol at their expenses at PICE for further English language studies before the commencement of studies at APSI.

Course Fees and Other Fees

All fees are listed on the current fee schedules and student invoices. A copy of the fee schedule is also available on APSI's website.

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 Schedule for other fees and charges and Hospitality/Cookery Department unit re-assessment and unit re-enrolment fee Schedules

<https://www.apsi.edu.au/student-services/student-fees/>

Refund Policy

APSI's refund policies for different categories of enrolments are attached to the Terms and Conditions of Enrolment in the Student Agreement. Students are required to sign the Terms and Conditions of Enrolment before your enrolment is confirmed with APSI. A copy of the refund policy is available from APSI website

<https://www.apsi.edu.au/international-student/terms-conditions-of-enrolment/>

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

The refund policy for Australian Government funded programs may be different from Fee for Service student programs.

Student Compliance System

Monitor Academic Progress

APSI monitors BOTH academic progress and attendance for International students for compliance under student visa conditions. For government-subsidised students, APSI is required to report your 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 (20 weeks of study with holidays excluded). A student who has completed 50% or more of the units he/she has enrolled in one study period. It 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. A student who has not achieved competency and resits the same unit twice shall also be deemed to be at risk of unsatisfactory academic progress.

All students at risk of unsatisfactory academic performance are issued with a warning letter and are required to attend a compulsory counselling session with the course trainer or coordinator.

Unsatisfactory Academic Progress

All students with unsatisfactory academic progress after the final warning will receive a Notice of Intention to Report. Students can use the complaints and appeal procedure to have the decision reviewed by the Managing Director by presenting their circumstances and any grounds for compelling and compassionate circumstances. International students with unsatisfactory course progress in two consecutive study periods of a course may be reported to the Department of Immigration and cancellation of his or her visa, depending on the outcome of any appeals.

Monitor 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%, he/she will be excluded from any assessment activities and will be deemed Not Yet Competent for that unit. The student will be required to re-sit the unit and pay for the unit resit fee, as prescribed in the Miscellaneous Fee Schedule.

Attendance is recorded only if the student is physically present in class, supervised self-access, or at the workplace-training venue. All forms of non-attendance from class, site visits, excursions, and work-based training, are considered and recorded as absences.

If a student is absent, he or she is required to provide a medical certificate to cover the period of absence. It will still show up as absence or 0% for the day, the medical certificate is to provide a justifiable reason for the absence. For medical leave requests sent in advance, it will show up as approved leave. Medical certificates acquired online are not accepted.

The following attendance calculation is 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. This is except for Business/Management students as 20% of the training is carried out through e-learning. No attendance is recorded for e-learning time.

School holidays, public holidays, and semester breaks are not on the delivery schedule and therefore excluded from the calculation.

If the course duration is 20 weeks (one study period less the holidays and semester breaks), 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:

Formula to calculate attendance for courses with a duration of 20 weeks (or 400 hours) of continuous study:

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

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 in academic progress, is highlighted on their attendance sheet weekly by Student Services Officer.
- Step 2 The list is compared to the previous week's list and any major variances or falls in attendance levels are noted.
- Step 3 If any variance is noted, a report is presented to the Course Coordinator. The variance report highlights students with unsatisfactory attendance levels with the following actions to be taken:

For International Students

For those students who are identified as 'at risk' will receive APSI's notice to emphasize the consequences of unsatisfactory course progress. The student is invited to discuss reasons for not attending class or non-progress with the Trainer or Course Coordinator. The student is also informed that he/she is under academic monitoring and the consequences of non-satisfactory academic progress. It is important to note that such evidence of absence may be required in future for the Department of Immigration (for example, renewal or extension of visa) for international students.

For Domestic/Australian/ Government Subsidised Students

For students whose attendance is below 80%, they will receive APSI's notice emphasizing the consequences of unsatisfactory attendance levels and inviting the student to discuss their reasons for not attending class. The student is also informed that he/she may be

excluded from the course if attendance does not improve and that no further warnings will be issued.

Students are reminded to present evidence (such as a medical certificate, police reports, death certificates, etc.) to the Student Services Officer.

If APSI is unable to contact the student for more than 1 week by using all contact details on file including overseas contact details, classmates, or friends, the student's name will be added on the high alert list and APSI can report to Department of Immigration for non-satisfactory progress and cancellation of student's enrolment if deemed necessary. It is important to note that such evidence of absence may be required in future for the Department of Training and Workforce Development for funding.

Punctuality

APSI expects all students to be on time in the interests of the trainers and other students. Students arriving late are asked to wait until the next break time before joining the class. Students who are consistently late or absent are counselled and finally, at the Course Coordinator's discretion, they may be asked to withdraw from the course.

Assessments/Units of Competency

The courses at APS Institute 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. In some courses, units of competency are grouped in blocks or cluster of units sequentially by skill level, progressing from basic skill level to intermediate and then advanced.

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/assessor, 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 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 as a proof of submission.

Please allow at least 2 weeks for assessments to be marked by the trainer 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 the whole unit and will be excluded from doing the assessments. Please refer to the unit re-enrolment fee schedule on our website. Under special circumstances, students may be allowed to be re-assessed only and an additional fee is payable.

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

****Not applicable to government-funded students***

Collusion/ Plagiarism and Cheating

Plagiarism refers to the unauthorized use of or representing others' ideas or work, as their own without proper acknowledgement. Therefore, if students use sentences or ideas from any source (such as books and magazines, the internet, or other assignments) without naming the source (referencing), then the student is guilty of plagiarism.

Collusion refers to any form of a joint effort among students or other persons to deceive the assessor and to obtain higher marks. The person(s) suggesting or helping the student will also be guilty of collusion and liable for the same penalty. Downloading or uploading resources in any online platform that sells study guides, quizzes, exams and their answer keys etc. is strictly unacceptable and will be dealt with accordingly resulting in probation or cancellation of the course.

Cheating is defined as using part of someone else's work as your own, handing in a completely duplicated assessment or accessing answers during assessments/tests. Cheating or plagiarism is regarded as serious misconduct that breaches APSI's policies and procedures. If plagiarism has been proven, the trainer may require the student to undergo further assessments to ascertain the extent of plagiarism.

Students found guilty of Collusion, Plagiarism or Cheating will be subject to the following penalties, depending on the seriousness of the misconduct:

1. A 'not satisfactory' result will be recorded for that unit. A re-sit fee will be incurred for the assessment if the unit can be repeated.
2. A 'not yet competent' result for the units will be recorded. The student must re-enrol for that unit a re-enrol fee will be charged.
3. The enrolment will be cancelled without refund for a serious breach of APSI's policies.

All offenders will have their offences recorded in their files and will be provided counselling. Students should take note that plagiarism may also affect the assessment of their overall academic performance (see academic performance policy).

If you are experiencing difficulties in completing your assessment, we strongly recommend that you contact our Student Counsellor or Course Co-ordinator to discuss the assistance available.

These include:

- discussing any study difficulties you are experiencing;
- helping you identify any problem areas;
- discussing your options with you to identify an early intervention strategy;
- accessing resources, on how to improve your study techniques

- contacting a doctor, who can assist you if you have developed a medical condition during the semester;
- accessing the relevant services provided for you (for example, if you have a hearing impairment, vision impairment, long-term medical condition, learning disability, neurological impairment, physical impairment, or condition relating to mental health); and
- helping you to seek assistance from a professional **Counselling Service** or the Department's Conciliator if you think personal or other issues, e.g. adjustment, bullying, harassment, assessment outcomes may be affecting your level of achievement.

Referencing in the text of your assignment

Refer to the assessment cover sheet instructions

Reference list

A reference list is necessary at the end of your assignment and is a list of all the sources of information used to reference your assignment. For example,

- *Text Books:* Author/s, Date of Publication, Title, Publisher, Place of Publication
Beare, H, Caldwell, B and Millikan, R (1989) *Creating an Excellent School Some New Management techniques*, Routledge, London.
- *Electronic Sources:* Title, Date, Name and Place, URL
National Childcare Accreditation Council Inc., 2008, Australian Government Department of Education, Employment and Workplace Relations,
<<http://www.ncac.gov.au>>

Bibliography

A bibliography includes all of the sources of referenced material in your assignment, as well as a list of materials, which you read to help learn and research your assignment work. It shows your trainer the extent you have gone to research and gains more information about your assignment and tasks. This is written at the very end of your work.

Appendices

An appendix is a document, which you may need to attach to your assignment to support your work. For example, if you write about a policy of service, you may decide to attach a copy for the reader to support your findings. The following is an example: The staff in the service all read the policy (refer to Appendix 1) at the meeting and shared some possible changes to be made

A final note on referencing

If you use work from other sources without referencing where you found the source, you are plagiarising. **Plagiarising is very serious** as it is stealing words from another source, and claiming it as your work. Referencing or sourcing your information is therefore vital! Please ensure you fully source where you found your information.

Disciplinary Procedures

Students are required to comply with APSI's rules and regulations stipulated in this handbook at all times. APSI expects students to display conduct and behaviours appropriate to an adult training environment. If misconduct occurs which requires disciplinary action, the Student Services Manager will notify the student of the disciplinary action process that will be followed; the student will be informed about his/her right to have adequate support during the process. Depending on the severity of

the misconduct, verbal or written warnings may be given. However, in serious cases of inappropriate conduct, the student's enrolment at APSI will be cancelled.

Deferring, Suspending or Cancelling the Student's Enrolment

If a student wishes to withdraw or defer from studies, the student must complete a Deferral Form obtained from Student Services or download the form via MyWiseNET. APSI can only defer or temporarily suspend a student's enrolment on the grounds of compassionate or compelling circumstances e.g. illness where a medical certificate states that the student is unable to attend classes or misbehaviour by the student. Please note the maximum period a student can defer is 6 months. Refer to Terms and Conditions of Enrolment and Cancellation and Refund Policy, which can be downloaded from our website.

Students will be informed/notified of the intention to suspend or cancel an enrolment by email copying in the student's agent if applicable. The student has twenty working days from the date of notification to access the APSI's Internal Complaints and Appeals Process. Please refer to the Complaints and Appeals process on P.14 *A copy of the standard can be downloaded from the link below and viewed on page 7.*

<https://docs.education.gov.au/node/39586>

Issuance of Qualifications Documents

On successful completion of the course, the student will be awarded the Certificate or Diploma (Testamur) and Transcript of Academic Record. If the student has not completed all the requirements of the Qualification, the student will be awarded a Statement of Attainment listing the completed Units of Competency.

Students should allow at least two weeks from the final assessment/assignment outcome for the results to be ready.

All Certificates and Statements of Attainment must be collected in person from Student Services. If the student requests the Certificate to be sent by registered mail or by courier, there are additional fees payable. All students must pay all outstanding fees before a qualification document is issued. No certification or any academic documents will be issued if a student has outstanding fees with APSI.

Statement of Attainment

A Statement of Attainment is issued to a student to provide evidence of partial completion of a Qualification. A Statement of Attainment can also be issued to students on all Units of Competency completed upon request for the relevant fee.

Progress Report

All students can view their progress report, units of competency achieved, and results via APSI's student portal – MyWiseNET at any time. You will be shown how to logon to the student portal during orientation.

Letter of Completion with attendance percentage for International Students

This letter is available on request from Student Services after the course. The first letter will be issued together with the qualification at no cost.

Re-Issue of Certificates

Reprints of Certificates and Statements of Attainment will cost \$50 per reprint request, plus postage handling charges.

Student Identification Card

All new students will be issued a student identification card during the orientation week at no cost. The student card will enable students to obtain discounts for public transport, cinemas, museums, etc. Students can request a replacement card and the cost is \$20 per card.

Smart Rider Application Form

APSI Student Services can provide the Transperth Tertiary Student Application with APSI validation. Please present the validated application form to any Transperth Information Office to purchase a student Smart Rider card. This concession is only available to full-time students studying courses longer than 10 weeks duration.

Public Library and Research Work

The city of Perth Library and the State Library of Western Australia is within walking distance from the campus. APSI students are encouraged to join the City of Perth Library which is located at: Lower ground floor, Law Chambers, 573 Hay Street, Perth 6000, Telephone: 9461 358. Membership is free for APSI students. Please see the Student Services staff for more information.

Students can use Unit 2 Geraldton Room or Unit 12 Freo Room, when available, for self-access Monday to Friday to conduct research and project work via the internet. All Students attending APSI outside of their scheduled delivery plan are required to sign in and out as a visitor. Free WIFI Internet access is available throughout the campus. Students are required to bring their laptops to the campus and use the Institute's intranet connection. The password is available from Student Services. Students must observe all rules regarding the use of computers and the internet on Page 19 in this handbook. No Food or drink is permitted in computer areas.

Delivery Schedule/Timetable/Training Plan

A personalised timetable or delivery schedule is provided to all new students before orientation. All students must attend a compulsory orientation before they are permitted to commence the course with APSI. All students are reminded to attend all scheduled classes on the day and times shown on the timetable.

If a student has any queries regarding the timetable, please refer to student services. Students will be notified in advance either by email or by SMS if APSI needs to change the timetable. Students can also view their timetable and their course enrolment details via MyWiseNET after course commencement.

APSI reserves the right to vary the course curriculum, unit of competency, timetable, teaching staff, location of delivery without prior notice to students.

Course Information

All course information can be found in the APSI International brochures, course flyers, and the most up-to-date information can be found on our website www.apsi.edu.au

Workplace Training

(For Aged Care, Cookery, Hospitality and Management students)

Aged Care, Cookery, Hospitality, and Management students are required to attend compulsory workplace training as part of the assessment process. 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, knowledge, and industry networking which can be useful in determining a student's future career direction.

Course Coordinators will assist in finding an appropriate workplace to complete work-based training. However, students are encouraged to try to find an appropriate workplace on their own in the first instance. The Course Coordinator will provide resources to assist the student to find the work placement. Please note APSI does not guarantee any remuneration during work-based training, or any workplace training due to individual student's circumstances.

It is recommended that students make an appointment to see their Course Coordinator at least three to four weeks before scheduled workplace training to ensure that all appropriate documentation is in place. A workplace training information booklet will be given to all students by the Course Coordinator before the commencement of workplace training.

Workplace Insurance Cover for unpaid work experience

APSI has Voluntary Worker's Compensation Insurance in place to cover the duration of the student's workplace training where the student is undertaking **unpaid voluntary work** (also referred to as **Student Workplace Training**). The Department Coordinator will discuss this process before work-place training.

Workplace Insurance Cover for students who are paid by the Employer

If a **paid student** (an employee of the workplace) undertaking workplace training is injured during workplace training, the employer is responsible for lodging a WorkCover claim in consultation with APSI. The Department Coordinator/Trainer Assessor will discuss this before workplace training.

National Police Clearance

All students participating in workplace training are required to present a National Police Certificate that is current to within 12 months or as required by the Host Employer. A Police Clearance that satisfies the requirements under the Act is a nationwide assessment of a person's criminal history prepared by the Australian Federal Police or a state or territory police service called a National Police Certificate (NPC). A Police Clearance is a report of a person's criminal history; a police check is a process of checking a person's criminal history. The two terms are often used interchangeably. APSI will assist the student to access this clearance during their orientation to the college. Additionally, students may be required to complete a Statutory Declaration by the Host Employer before commencing placement as additional certification that they have no criminal convictions past, current in Australia, or overseas. Students can obtain the application forms at any post office.

Recognition of Prior Learning (RPL) and Course Credit (Credit Transfer)

APSI may grant recognition of prior learning (RPL) for units of competency to relevant and current industry experience.

Adequate supporting evidence must be supplied in the form of:

- Letters of reference/Appraisals from employers regarding relevant industry experience in the area for which RPL has been requested
- Certified examples of work undertaken by the student;
- Portfolio, comprising photographs and recordings that display the skills appropriate to the area/units seeking RPL.

Please download a copy of the RPL Application Form from MyWiseNET or Student Services. All RPL applications must be submitted at least 2 weeks before course commencement to allow sufficient time for processing.

Please note: All documents must be submitted in original form; copies are accepted only if they have been certified. Documents in another language must be translated by a NAATI-accredited organisation. Each translated page must show the NAATI stamp. The student must bear all expenses for verification and translation of the documents.

The RPL Application Fee is \$250 and there is an additional assessment fee of \$300 per unit. Both fees are non-refundable. The RPL application will be forwarded to the relevant assessor for assessment. A written statement of the outcome will be provided within 10 working days of all documents that have been submitted. Please contact the Course Coordinator if the student wishes to appeal the outcome.

Application for course credit

Applications for course credit based on Recognition of Prior Learning (RPL) or Credit Transfer (CT) or Mutual Recognition (MR) should be submitted at the time of application and at least 14 days before the course commencement date and up to 2 weeks after course commencement. Exemptions will be granted based on skills and education that a student has already acquired from other appropriate courses in Australia or other countries.

A course credit application form with an information pack is available for download from APSI's website or admissions office.

Exemptions will only be granted where it can be shown that the student has completed other studies that are

- Of a similar duration
- Studied at a similar or higher level
- Of similar content

If APSI grants the student course credit, which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course. If the course credit is granted after the student visa is granted, the change of course duration will be reported to DEEWR via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Any reduction in course fees as a result of a credit transfer will be credited towards the last semester's payment. A notice of the result will be sent to the student's email and by mail.

Clusters of units

Where a credit transfer for a unit is granted and it forms part of a cluster, the Student will be required to undertake the whole cluster but will not be assessed on the credited unit.

Complaints and Appeals Procedures

Students have access to internal APSI Complaints and Appeals Procedure if they feel they have been unjustly treated or have a serious complaint about all academic, disciplinary, and personal matters. Please refer to APSI's Complaints and Appeals Procedure, which is available in the Student Handbook and on APSI's student portal. International students can contact Overseas Student Ombudsman if they are not satisfied with the result of the internal Appeals process. The Ombudsman's services are free, independent, and impartial. You can visit the relevant State Ombudsman's website or www.oso.gov.au for more information or email to ombudsman@ombudsman.gov.au

Students may also seek legal redress through the usual court processes if they feel unsatisfied. This agreement and the availability of complaints and appeal processes do not remove the right of the student to take action under Australia's Consumer Protection Laws.

APSI's Complaints and Appeals Procedures are independent, easy, and immediately accessible, and inexpensive for the parties involved and are compliant with the National Code. A copy of the Standard at <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD8.aspx>

APSI classifies complaints as "academic" and "non-academic". The Complaints and Appeals process for both types of a complaint is the same, with the only difference being that different staff members attend the internal formal hearing of the complaint depending on whether it is academic or non-academic.

The complaint process is separated into informal and formal. APSI encourages all students to try to resolve any issues/complaints informally in the first instance. If students are still not satisfied with the informal complaint outcome, then students are encouraged to lodge a formal complaint by using the Complaints and Appeals Lodgement Form in Appendix 1. Please refer to APSI's Complaints and Appeals Policy and Procedures, which is available for download from MyWiseNET.

Informal complaint within the Institute

If a student has a complaint about the institute, APSI encourages the student to contact the other party to discuss matters openly with each other to come to a satisfactory resolution for all concerned. The student can be accompanied or assisted by a support person to a meeting, to assist in informally resolving any issues. If the student is still not satisfied with the outcome of the informal complaint, the student is encouraged to lodge a formal complaint within the Institute.

Formal complaint within the Institute

All formal complaints must be submitted in writing by using the Complaints and Appeals Lodgement Form in Appendix 2. The Form is also available for download from MyWiseNET. All complaints are treated with strict confidentiality.

If the student is still dissatisfied with the outcome of the formal complaint, please contact the Student Services Manager for assistance in exploring further action the student is entitled to take, including internal appeal and external appeal.

Overseas Student Ombudsman (For International Students Only)

At any point after the internal complaints and appeals process, an international student may seek advice or lodge an external appeal through International Student Ombudsman as an external conciliator. The Overseas Student Ombudsman offers a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Student Ombudsman website <http://www.ombudsman.gov.au/How-we-can-help/overseas-student> or phone 1300 362 072 for more information.

Student Counselling Service

Counselling is available to all students to assist in resolving personal, social, and academic issues. Please see APSI Student Services Officer first for advice on the counselling options and resources available to students. APSI has a student counsellor who can help APSI students to resolve academic and personal issues by appointment.

Access and Equity

APSI is committed to providing fair and just services to all clients. It is our policy to maintain a working environment free from discrimination, intimidation, victimization, and harassment, and one that also allows for equality of opportunity. Harassment is ANY form of behaviour directed at another person that is unlawful, unsolicited, or unwelcomed.

APSI policy is to:

- Incorporate access and equity principles into client service standards for training and assessment activities
- Ensure all training sites have established procedures to ensure fair and equitable access for clients with a disability
- Use selection procedures for course participants that follow Equal Opportunity principles
- Provide flexible delivery arrangements to increase the potential for program access
- Identify any literacy and numeracy needs of program participants and provide and/or suggest appropriate support
- Adjust, where reasonable, the delivery of training and assessment services to meet the special needs of program participants
- Provide access to developmental opportunities to assist staff in the delivery of training and assessment services to under-represented groups

Bullying, Harassment, and Discrimination

Bullying, harassment, or discrimination of any nature will not be tolerated under the provisions of the Equal Opportunity Act 1984. The institute has adopted policies and procedures to ensure that no staff member, student, or client is discriminated against on the grounds of gender, age, race, religion, or political orientation. If students feel that she/he is a victim of harassment or discrimination, please report the matter immediately to the course coordinator or the Student Services Manager. APSI policy ensures that no complainant is victimised or disadvantaged in any way, and all complaints are kept private and confidential.

Drug and Alcohol Policy

Students must not attend class or any APSI event whilst under the influence of illicit drugs or alcohol.

Student Code of Conduct

Student Code of Conduct is located at <https://www.apsi.edu.au/about-australian-professional-skills-institute/policies-and-procedures/>

Breach of Conduct

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults attempts to assault or threatens a person on the College premises.
- Acts contrary to Equal Opportunity practices of the College which is committed to the prevention and elimination of discrimination on the grounds of:
 - Age;
 - Impairment;
 - Industrial activity;
 - Lawful sexual activity;
 - Marital status;
 - Physical features;
 - Political belief or activity;
 - Pregnancy;
 - Race;
 - Religious belief or activity;
 - Sex;
 - Status as a parent or a carer;
 - Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the College.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of an assessment conducted by the College
- Deliberately obstructs any teaching activity, examination or meeting of the College
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the College in the performance of their duties.

- Willfully damages or wrongfully deals with any College property.
- Attends the College whilst under the influence of alcohol or affected by drugs, etc. or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc. as a weapon
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the College
- Fails to comply with OH&S regulations or willfully places another person in a position of risk or danger
- Fails to consistently and regularly attend scheduled classes and activities so that the overall attendance for a term is less than 80%
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language
- Fails to attend meetings called to discuss academic or course progress
- Fails to carry out actions or engage in activities agreed with the Institute to maintain course or academic progress

Principles to be applied in dealing with breaches of conduct

The following principles of Natural Justice will apply:

- all parties to a grievance should have the opportunity to put their case forward and have it considered
- any allegation made against a student of the College community should be made known to the individual concerned;
- all investigations and decisions should be made impartially;
- confidentiality is to be strictly maintained;
- a student or friend/advocate of that student who is involved in disciplinary procedures is not to be victimized or discriminated against because of that involvement

Resolution of behavioural problems is in the first instance to be attempted through discussion and mediation (with the assistance of the Student counselling personnel if required)

Procedures applied to a breach of conduct

- If the matter is criminal, or the conduct places the personal safety of other students or College staff in a position of risk or danger or, there is a real concern regarding willful damage or wrongful dealings of College property, the police will be notified immediately
- In all other matters:
 - Teaching and other College staff may use their discretion as to when they deem it necessary to put the Student Code of Conduct into place
 - Teaching and other College staff may direct a student to leave a classroom, activity or area of the

College for a breach of discipline, which impacts on class learning or the performance

of their duties.

- An incident report must be written, regarding the event, forwarded to the principal, and placed on the student's file
- The student will be given a copy of the Student Code of Conduct

For the first incident involving a student the following steps will be taken:

- The student will be required to speak to a nominated staff member regarding student rights and responsibilities and the process of the Student Code of Conduct Policy. This will be confirmed in writing to the student and either handed directly to the student or forwarded to their email address.

Following this meeting

- A formal letter of warning may be sent to the student.
- The student may be notified in writing of the College's intent to suspend their enrolment and notify Department of Home Affairs accordingly, in which case the student has 20 working days to appeal this decision per the requirements of the ESOS Act.
- Conditions may be imposed on the student's attendance at the College, which will be confirmed by way of a written agreement signed by both parties
- Students may be required to pay recovery costs to the extent of any damage.
- Where the breach of conduct is deemed to be serious, the nominated staff member has the discretionary powers to refer the incident to the principal.

For subsequent/serious instances involving a student the following steps will be taken:

- The student will be required to speak to the principal or his/her delegate regarding student rights and responsibilities and the process of the Student Code of Conduct Policy. This will be confirmed in writing to the student and either handed directly to the student or forwarded to their email address.

Following this meeting

- A formal letter of warning may be sent to the student.
- Conditions may be imposed on the student's attendance at the College, which will be confirmed by way of a written agreement signed by both parties
- Students may be required to pay recovery costs to the extent of any damage.
- The student may be notified in writing of the College's intent to cancel their enrolment and notify Department of Immigration accordingly, in which case the student has 20 working days to appeal this decision per the requirements of the ESOS Act.

Student appeal procedures

- A student has the right to appeal against any decision made by the College regarding disciplinary measures imposed upon the student.
- Grievances about penalties or processes dealing with misconduct are to be dealt with through the College's formal appeals process outlined in the Complaints Policy and Procedures.
- If as a result of misbehaviour a student is sent a letter notifying them of the College's

intention to report them to the Department of Home Affairs via PRISMS for breach of visa conditions. A student can lodge an appeal to the Institute Chief Executive Officer not more than 20 working days after the date which the notice decision was given to the student.

Work Health and Safety

APSI places a high priority on the safety and security of all staff, students and visitors to its campus. Therefore, steps have been taken to ensure that safety and security procedures are implemented and adhered to at all time. If you have any concerns regarding WHS on campus, please contact student services.

Accidents / Incident Report

All accidents must be reported to a member of APSI staff, and then recorded in the Accident/Incident register located in the Student Services Manager's office. A First Aid Kit is available at the Student Services counter if needed.

Fire Safety and Emergency Evacuation Procedures

All fire and emergency evacuation plan are posted on each of the training rooms with exit signs marked. A fire extinguisher is installed in all rooms and it should be used for small fires.

In the event of a fire, please leave the campus immediately and gather in the assembly area at the end of Moore Street, outside the car bay area. When students arrive at the assembly area, students must stay in their group until their name has been checked off.

Fire Drill

All students must participate in Fire Drill at least once every 6 months.

Parking

There is no parking facility on campus. Students can park their cars on Moore Street, around Wellington Square, in Royal Perth Hospital (Wilson) car park or at Royal Street car park.

Environmental Sustainability Policy

APSI intends to take a positive approach to recycle and developing an awareness of the local ecosystem, as well as to strive to help people live in harmony with the earth. APSI encourages all staff and students to minimise paper wastage by storing files electronically. The Student Management System – WiseNET has a student portal that enables the storage of all student information, attendance, assessments, and results electronically. All standard forms, student handbooks, policies, and procedures can be downloaded from APSI's website. All applications and change of personal details can be submitted via APSI's website to avoid unnecessary printing. All staff and students have access to recycling and waste bins. All students are required to submit their assessments electronically and a copy must be saved on their electronic storage device.

We implement environmentally sound operations for all of our business activities and ensure our processes support the sustainable use of resources, efficient use of energy and water, and appropriate management and reduction of waste and chemical substances.

Students are encouraged to keep the campus and individual workspaces clean and tidy at all times by collecting all belongings and clearing rubbish when leaving classrooms or training areas. APSI does not accept any responsibility for personal belongings left unattended.

Student Dress Code Requirements

To reflect industry standards and maintain, students are required to maintain the highest standards of grooming and cleanliness which reflect APSI's professional standards both on campus, during excursions and whilst on work placement.

All students must observe the dress code of APSI. All business, leadership/management and Diploma level students must be dressed in acceptable office attire while attending class.

Aged Care, Cookery and Hospitality students have specific uniforms which they are required to wear on campus, during excursions, on shifts, during any associated functions, during open days, orientations and on work placement (or adhere to the workplace dress requirements). Where appropriate for your course, APSI will provide you with a polo shirt with the APSI logo embroidered. If you require a second shirt you will be expected to purchase it through Student Services.

Hospitality students will be required to maintain "industry standards" which your trainer will more fully explain to you.

Please refer to our dress code on our website: <https://www.apsi.edu.au/?s=dress+code>

Lost Property

APSI does not accept any responsibility for any goods that are lost or stolen. All students are encouraged not to bring items of value to class or to leave personal belongings unattended. If students find any items left unattended or students have lost something, please report to Student Services immediately.

Smoking

Smoking is not permitted at any time inside the campus, or within five metres of the entrance of any units inside Wellington Fair and in public toilets. The only area, which is allowed for smoking is Moore Street, outside the car park near the motorcycle parking area. If you are using our off-site training facilities, you must adhere to the smoking policy of the establishment.

Mobile Phones

All Mobile phones must be turned off or switched to silent before entering lectures or training rooms.

Students may ask to use the Institute's phones in case of emergency. Local calls are 50 cents per call. Overseas calls require the international access code (0011) or for reverse charges (0107) will be charged an additional cost.

Student Email, Internet Access and Usage Policy

Students at the Australian Professional Skills Institute will be given a Wi-Fi Internet password during orientation. Students can get access to the computers in the campus rooms during campus opening hours.

These computers or Wi-Fi Internet facilities are provided to assist students to access their emails and the internet and conduct research related to their studies. The computers / Internet system hardware and software are the property of APSI and each computer is closely monitored. APSI reserves the right to review, audit, intercept, access and disclose all messages and materials created, received or sent via the APSI's computer or internet service.

Internet Usage

APSI's internet system is to be used for study-related purposes only. Reasonable personal use of APSI's e-mail and Internet system is permitted during campus opening hours. You are not allowed to download movies, music or any other materials for personal or private use. If you misuse the internet bandwidth for personal use, you will be liable to pay for internet usage charges as per our fee schedule.

Transmitting and Receiving Information and other Materials

You may not use the system to view, transmit, or store any prohibited material as defined by this policy. As a rule, students should not include in their e-mail, Facebook or Twitter in any communication that would not be accepted if communicated in a public forum, or access Internet sites that may offend if viewed by other users.

Examples of e-mail communication that is not acceptable include but is not limited to:

- Sexually or racially unacceptable messages and jokes;
- Unacceptable graphics, photos, drawings and cartoons and;
- Defamatory communication.

If you receive inappropriate material, such as that outlined above, do not forward it to others, but immediately delete it from the system.

Students must not use APSI's e-mail or Internet system to:

- Source out or endorse any non-job-related commercial ventures, outside organisations, or religious and/or political causes;
- Send chain mail;
- Store or transmit information of a sensitive, confidential or personal nature;
- Send information to any media outlet – newspapers, TV, radio – without managerial authorisation or;
- Send, store or download offensive or defamatory material.

Consequences

Misuse or overuse of the email and internet facilities will not be tolerated by APSI. Appropriate disciplinary action will be taken against any student found to have breached this policy. Depending on the seriousness of the incident, this may include termination of student's enrolment at APSI. For international students, this may result in the cancellation of their student visa, which may lead to deportation.

Personal Information

1. International students should be aware that some of the information collected may be forwarded to the Australian Government and designated authorities for their record keeping and visa monitoring, as well as the Tuition Protection Scheme (TPS) and the ESOS Assurance Fund Manager per the Privacy Act 1988. This information includes personal and contacts details, course enrolment details and the circumstances of any suspected breach of student visa conditions.
2. Information is collected on this form and during your enrolment to meet our obligations under the ESOS Framework including ESOS Act 2000 and the National Code 2018; to ensure student compliance with the conditions of your visa and your obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code 2018.

Privacy Notice

Under the Data Provision Requirements 2012, Australian Professional Skills Institute (APSI) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by APSI for statistical, administrative, regulatory and research purposes. APSI may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

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.

Change of Personal Contact Details

Students **MUST** update all personal details including change of address, telephone number, and other contact details via MyWiseNET within 7 days of such changes.

Please email to service@apsi.edu.au or contact Student Services if a student has any difficulties accessing to MyWiseNET.

Please remember that for all international students on student Visa, it is a condition of the visa that all students must supply up-to-date contact details within 7 days of any changes.

Information for International Students on Student Visa Only

Protection of Tuition Fees Paid in Advance (TPS)

All tuition fees paid in advance by International students are protected by the Tuition Protection Service (TPS) after 1st July 2012. The TPS will help you quickly find another course if APSI cannot deliver the course you have paid for. The TPS will use an online placement service to give you all the information you need so you understand your options and can choose an alternative course that best suits you. If you are unable to find an alternative course after a reasonable period set by the TPS, the TPS will refund you the tuition fees you have paid for the part of the course that you have not yet received. If you do receive a refund, you are still required to meet all the conditions of your student visa in terms of having a current enrolment. For more information on your student visa obligations, please visit the Department of Home Affairs site:

<https://www.homeaffairs.gov.au>

For information regarding the TPS and ESOS Act 2000, please download a full copy from the following link: <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

Overseas Student Health Cover

All international students are required to take up private medical insurance during their stay in Australia. APSI has selected Medibank Private as Overseas Student Health Cover provider. APSI will invoice the student the premium for the total duration of the visa together with the minimum payment of tuition fees. Students can also renew their membership directly with Medibank Private. Students are free to choose other OSHC providers approved by the Australian Government. Details of OSHC must be provided to APSI for the files.

Further Studies and Higher Education Pathways

APSI can assist you to apply for university admission, and arrange an extension of your student visa if necessary. International students should note that universities in Australia have two (2) intakes per year - in February (Semester 1) and in July (Semester 2). As a rule, international students should apply about 8 weeks before the semester starts. If students require any assistance regarding university applications, please make an appointment to see the Student Services Manager at reception. Students who complete the Diploma Courses and who meet Edith Cowan University admission requirements may be given advanced standing by ECU and also be required to be assessed in line with university-approved English language entry requirements.

School-age dependants of International students

School-age dependants of International students can apply to enrol at government or non-government schools as full fee-paying students. Annual fees range from \$4000 for primary education to \$15000 for secondary education. Enrolment will be at the discretion of the Principal of the school and fees may be required to be paid in advance.

Employment

If students are holding a tourist visa, students are not allowed to work in Australia. International student visa holders may work up to 40 hours per fortnight during the semester and full time during semester breaks and holidays. Student's work right entitlement starts once the student has commenced the course with APSI. Working Holiday Visa holders are allowed to work in Australia for up to 6 months with each employer.

List of Appendices

Appendix 1 Student Services available at APSI

Whilst all staff employed by APSI have the responsibility to provide support to all students, APSI has a student services team whose members are available to all students during office hours (Monday to Friday from 9:00 am-5:00 pm).

Students are also encouraged to utilise student counselling services provided by the Student Counsellor, who is available to all students on an appointment basis.

Students can access the Student Services staff directly or via student administration/reception which is located in Unit 12 in Wellington Fair or via email: service@apsi.edu.au

Student Services Team

Sheila Ignacio (Tagalog speaker)	Sheila.Ignacio@apsi.edu.au
Jenny Tsao (Mandarin speaker)	Jenny.Tsao@apsi.edu.au
Katherine Cui (Mandarin speaker)	Katherine.Cui@apsi.edu.au
Lilly Fang (Mandarin speaker)	Lilly.Fang@apsi.edu.au
Student Counsellor (by appointment only)	
Janeen Cameron	service@apsi.edu.au
Employment coach and academic counselling (by appointment only)	
Staff member as appropriate	service@apsi.edu.au

Learning Support and Counselling Services

Support Services are available and accessible for all students studying with APSI. Counselling is offered to assist students to develop appropriate skills and attitudes and resolve problems in academic, psychological, emotional and/or social contexts. Counselling is done within the framework of APSI Student Services. The Student Counsellor works within a team-based framework meeting regularly with the Student Services Manager. All counselling reports are kept confidential.

APSI will provide students with contact details to refer to any matters that require further follow up with relevant professionals for professional counselling. Any referrals are conducted by APSI at no cost to the student but fees may apply where an external service is used by the student and this should be clarified by the student before using such services outside of APSI.

Academic issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance are monitored and guidance and support provided where non-satisfactory results are identified.

A student can access the course coordinator to discuss any academic, attendance, or other related issues to studying at APSI at any time. The Course Coordinator will be able to provide advice and guidance, or referral, where required. Under certain circumstances, the Course Coordinator will recommend and organize a meeting with the Student Counselor if and when appropriate.

Language, Literacy and Numeracy (LLN) skills

If a student encounters LLN issues, the Course Coordinator will refer the student to arrange a meeting with the Student Counselor. The Student Counselor can offer extra learning support, if appropriate, according to the discretion of the Student Services Manager, or refer the student to specialist help such as English Language School if required.

Personal / Social issues

Many issues may affect a student's social or personal life. APSI recognizes the importance of students having access to the Student Services Officer or Manager through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. Where the Student Service Manager feels further support should be gained, a referral to the Student Counselor will be arranged.

Temporary Accommodation

While APSI does not offer on-campus accommodation, home-stay accommodation can be arranged through APSI and a placement fee will be levied. Alternatively, students can arrange their accommodation or rental accommodation via local real estate agents. In this case, APSI does not take any responsibility for accommodation arrangements privately arranged by the students or their agents.

APSI can refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised before arrival in Australia. The Student Services Officer can refer students to temporary accommodation services below.

Referral Services Available	Name & Location	Contact Phone
Hostel	Youth Hostel Association (YHA)	perthcity@yhawa.com.au
Real Estate (Rental)	Rental properties	www.realestate.com.au
Malaysian Hall	268 Newcastle Street, Northbridge	(08) 6222 2002

Airport Meeting Service

APSI provides airport meeting services to new students at an additional cost. Students must inform Student Services of their arrival details at least 5 days before scheduled arrival in Perth. All airport meeting service requests can be sent to services@apsi.wa.edu.au

Medical Issues

Student Administration will always have an up to date list of medical professionals within access from APSI location and any student with medical concerns should inform student services officer who will assist them in finding an appropriate medical professional. Local medical services are as follows:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	Royal Perth Hospital Wellington St, Perth WA 6000	9224 3737
After-hours GP Clinic	Opposite Royal Perth Hospital	
Perth Medical Centre	713 Hay Street, Perth	9481 4342

Emergency – Dial ‘000’

The emergency phone number for an ambulance in Australia is ‘000’. This number should only be dialled in an emergency and only if ambulance, police, and/or fire attendance are required.

Legal Services

APSI can provide some advice and guidance on a limited range of situations. Where the Student Services Manager feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Referral Services Available	Name & Location	Contact Phone
Free Legal Advice	Legal Aid WA	www.legalaid.wa.gov.au

Social Programs

Apart from the Student Orientation Program, the Student Services Officer has further information about social events. APS Institute can join these social events with our partner schools which allow all students enrolled with both colleges to mingle and socialise. These events may range from cultural and sightseeing events to dinners, excursions and sporting events. They will be organised from time to time and any suggestions can be forwarded to the Student Services Officer.

Student Orientation Program

All students are required to attend a compulsory orientation session at the beginning of their studies with APSI. An invitation to attend the Student Orientation Program with their personalised timetable is sent out to the student and their agents, approximately one week before the course commencement date.

This orientation program is managed by the Student Services Manager. During orientation, students will be given a tour of APSI, an introduction to available staff, identification of available student facilities including common areas, computer labs and the student administration area. Students have access to the electronic Student Handbook, which outlines policies and procedures, login and password information for the student portal and multimedia portal access (if applicable), as well as demonstrations of the student portal including various documents and applicable information for students studying at APSI.

Students who miss the first day of orientation are required to make an appointment with the Student Services Manager to arrange a separate orientation time.

*****THE END *****