STUDENT HANDBOOK
2025 - 2027

Australian College of Technical Studies

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Welcome to the Australian College of Technical Studies

I am delighted to address all of you as the CEO of ACTS and extend a warm welcome to all our new and continuing students from around the world. At ACTS, we are committed to providing the best vocational education and training to our students in majors such as Commercial Cookery, Kitchen Management, Hospitality Management, Information Technology, Individual Support, Disability Support, and Community Services.

As an international student, you have made a significant decision to study at ACTS, and we are proud to be part of your journey towards achieving your academic and career goals. Our faculty comprises industry experts and experienced educators who work closely with you to ensure that you receive quality education, practical experience and skill development that will prepare you for a successful career.

At ACTS, we provide a supportive learning environment that fosters academic excellence, personal growth, and career development. We encourage all students to make the most of their time at our college, to take advantage of the many opportunities available to them, and to participate fully in the college's activities.

As you may know, ACTS is located in Sydney, the beautiful city of New South Wales. It is a vibrant and multicultural city, which offers excellent study, work, and social opportunities. Our location provides students with easy access to world-class education, state-of-the-art facilities, and a variety of cultural and recreational activities.

ACTS is equipped with modern facilities and state-of-the-art technology to ensure students receive a quality education. The college provides students with access to the latest equipment and software, ensuring they are up to date with industry trends and developments. The college also has a supportive and friendly learning environment where students can feel comfortable and confident in their learning journey.

Our college aims to be an Australian Registered Training Organisation (RTO) operating under the Australian Qualification Framework (AQF) and we are regulated by the Australian Skills Quality Authority (ASQA). The qualifications we are planning to deliver are Nationally Recognised Qualifications and are recognised Australia wide and internationally.

The International Student Handbook provides you with important pre-arrival information and information to assist you to settle into life in Sydney and our College. We also include advice on the cultural and social differences you may experience during your stay and provide other practical information to ensure your day-to-day experiences are positive ones for you.

Australian College of Technical Studies Student Handbook also provides further important information on the specific requirements and expectations of enrolling and studying with our college. The Handbook contains information about your right and responsibilities, resources available and the terms used in relation to be studying vocational qualifications in Australia and their meanings.

Finally, I would like to extend my best wishes to all our students as they pursue their studies and their goals. Our team is here to support you in every way possible, and we hope that your time at ACTS will be a rewarding and fulfilling experience. Thank you for choosing ACTS, and we look forward to working with you towards your success.

Mr Zakir Hossain
Chief Executive Officer (CEO)

About Australian College of Technical Studies

The Australian College of Technical Studies (ACTS) is a vocational education and training provider located in New South Wales, Sydney. It offers a range of vocational courses to international students in majors such as Commercial Cookery, Kitchen Management, Hospitality Management, Information Technology, Individual Support, Disability Support, and Community Services.

At ACTS, students receive practical training and hands-on experience that prepares them for their future careers. The college has highly qualified and experienced faculty who work closely with students to ensure they have the skills and knowledge necessary to succeed in their chosen fields.

The Commercial Cookery program provides students with the skills and knowledge to work as professional chefs in various settings, such as restaurants, cafes, hotels, and catering companies. Students learn about food preparation, menu planning, nutrition, and food safety, among other things.

The Kitchen Management program teaches students about managing commercial kitchens, including budgeting, purchasing, staffing, and menu planning. Students also learn about kitchen design and layout, equipment maintenance, and food safety regulations.
The Hospitality Management program prepares students for careers in the hospitality industry, such as hotels, resorts, restaurants, and event management companies. The program covers topics such as customer service, marketing, financial management, and operations management.

The Information Technology program provides students with the skills and knowledge necessary to work in the field of IT. The program covers topics such as programming, web development, database management, networking, and cybersecurity.

ACTS Bankstown campus is conveniently located within walking distance of public transport, making it easy for students to commute from different parts of Sydney. The campus is close to Bankstown Station, a major transport hub offering frequent train and bus services.
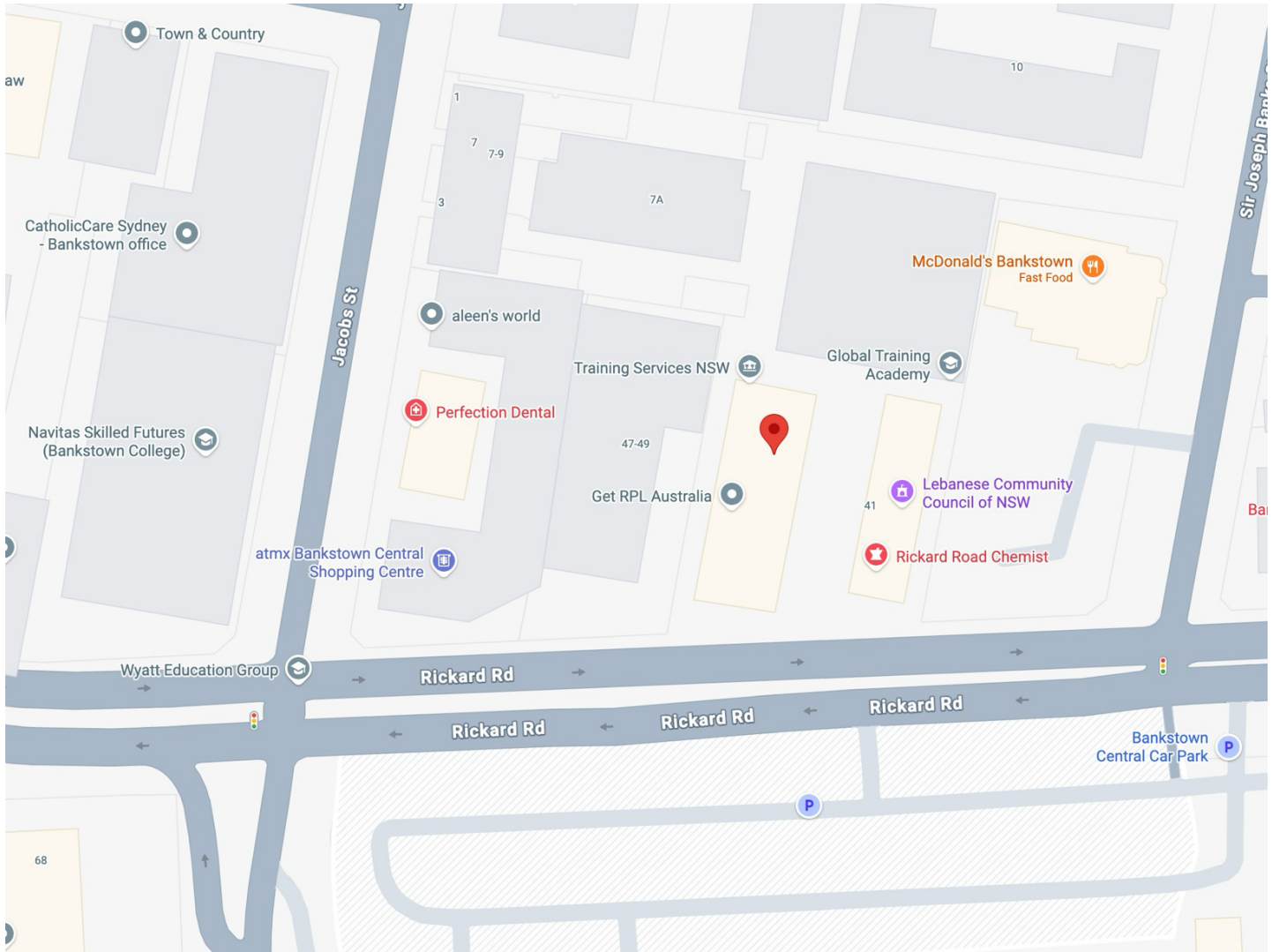
The teaching facilities are situated near key local amenities such as Bankstown Central Shopping Centre, local parks, community centres, and a wide selection of eateries and student-friendly services. The area also offers multiple student accommodation options, supermarkets, medical centres, and recreational spots, creating a highly convenient environment for international students. This central Bankstown location ensures excellent access to public transport, making it suitable for students living in surrounding suburbs such as Punchbowl, Yagoona, Condell Park, Wiley Park, Lakemba, and other parts of Sydney.

The college comprises of highly experienced academics and administration staff who are firm believers in the trans-formative power of vocational education. Our admin/academic staff have

broad experience in international education, and we promote and foster multi culture and diversity, which is evident as most of our staff come from different cultural and religious backgrounds.

Our location

Our Head Office and training kitchen is located at Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200

About our area

Bankstown is surrounded by a blend of urban conveniences and green recreational areas. The region features parks, open spaces, and sporting facilities, giving residents opportunities to enjoy outdoor activities such as walking, cycling, picnicking, and recreational sports.

The area is home to several cultural and community landmarks, including Bankstown Arts Centre, Bankstown Library and Knowledge Centre, and the Bankstown Sports Club, one of the largest and most well-known community clubs in Sydney. Its multicultural atmosphere is reflected in its wide variety of restaurants, cafés, fresh food markets, and shops that represent cuisines and cultures from around the world.

Transport

Bankstown has a well-connected public transport network that makes it easy for residents, students, and visitors to travel around Sydney. The area is serviced mainly by Sydney Trains and Transport for NSW bus routes.

Train services run through Bankstown Station, a major hub on the Sydney rail network. Frequent trains connect Bankstown to the Sydney CBD, Sydenham, Lidcombe, Liverpool, and other key areas, making daily commuting straightforward and reliable.

Bus services operate throughout Bankstown and surrounding suburbs, providing direct connections to places like Punchbowl, Yagoona, Condell Park, Wiley Park, and Lakemba. Buses run regularly and offer an affordable transport option for students and workers.

Bankstown also has access to several walking and cycling paths around parks, residential areas, and shopping precincts, giving people a safe and convenient way to move around locally.

Overall, Bankstown's transport network is practical and reliable, ensuring easy access to the wider Sydney region. For route details and timetables, visit the Transport for NSW website.

Student Orientation

Students will receive a short orientation session in their first class at the College. The orientation session covers the information listed below. It is important that you attend the orientation program otherwise you may miss out on information that affects your study.

The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to provide an introduction to studying at the College.

Prior to commencement of class

Please locate and read the following information in this handbook:

- Student support

- Assessment

- Recognition of prior learning / mutual recognition

- College contact people

- Complaints and appeals

- Plagiarism and cheating

- Student code of behaviour

- Attendance expectations

- Course Progress expectations

- Keeping address and contact details up-to-date

- College facilities and resources

- Student mutual recognition application form

- Student deferral, suspension or cancellation application form

- Student refund application form

- Student RPL application form

- In your first class

At the commencement of your first session your trainer will detail and explain the following:

- Learning and assessment program

- WH&S

- Facililties and equipment

- Assessment requirements

- Questions

College contact details

The Chief Executive Officer, Academic Manager and Student Services & Administration Manager can be contacted as indicated below:

Head Office	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200 8		
Course Delivery Location	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200		
Phone	1800002287		
Email	iinfo@actstudies.edu.au	**Web**	actstudies.edu.au

Fees and Refund arrangements

Australian College of Technical Studies is entitled to charge fees for services provided to learners undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, textbooks, student services and training and assessment services.

Learners enrolled in higher education courses may elect to undertake RTO courses as an adjunct to gain specific vocational skills. In such cases, designated fees for the RTO courses may or may not be levied. If fees are applied, these may be specified in the higher education course fee schedule.

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 5 days of receiving an invoice from Australian College of Technical Studies. Australian College of Technical Studies may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Australian College of Technical Studies are published within the current schedule of fees and charges.

Schedule of Fees and Charges

The Chief Executive Officer is responsible for approving Australian College of Technical Studies's Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:
- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Australian College of Technical Studies to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing learners, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- Australian College of Technical Studies refund policy.

Replacement of text and training workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Australian College of Technical Studies will not refund monies for the text unless a written request for a refund is received, and we are

satisfied that the text is in as-new condition. For a full list of replacement charges please refer to Australian College of Technical Studies schedule of fees and charges.

Giving notice of enrolment cancelation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Australian College of Technical Studies staff who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Learners who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Learners' who may not be eligible but are requesting a refund should also be provided with the Refund Request Form, so the request can be properly considered by the Chief Executive Officer.

Refunds policy

The following refund policy will apply:

o Learners, who give notice to cancel their enrolment 28 days or more prior to the commencement of a program, will be entitled to an 70% refund of fees paid.

o Learners who give notice to cancel their enrolment within 28 days or 14 days prior to commencement of a program will be entitled to a 50% refund of fees paid. The amount retained (50%) by Australian College of Technical Studies is required to cover the costs of staff and resources which will have already been committed based on the learner's initial intention to undertake the training. Learners who inform less then 14 days of course will be given no refund because college will finalise the enrolment. An exception to this policy is where Australian College of Technical Studies fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

o Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees of any fees paid in advance. An exception to this policy is where Australian College of Technical Studies fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

o Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 28 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Statutory cooling off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined with in the Australian Consumer Law which was introduced in 2011. A statutory cooling off period

(which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All staff are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

Australian College of Technical Studies do inform prospective learners within the student handbook. It must be noted by all staff that Australian College of Technical Studies do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners and staff must refer to the refund policy.

Our Guarantee to Learners

If for any reason Australian College of Technical Studies is unable to fulfil its service agreement with a learner, Australian College of Technical Studies must issue a full refund for any services not provided. The basis for determining "services not provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

Limiting fees being paid in advance

Australian College of Technical Studies acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by learners in advance of their training and assessment services being delivered. To meet our responsibilities Australian College of Technical Studies may accept payment of no more than $1,500 from each student prior to the commencement of the course. This requirement only applies when the payment for the fees is being made directly by an individual that falls under the protection of Australian Consumer Law. By this we generally mean the student or the learner's family member. This requirement is not applicable where the fees are being paid by the learner's employer or a funding authority. This is an entity-to-entity transaction and does not require the limiting of fees paid in advance.

Following the course commencement, Australian College of Technical Studies may require payments of additional fees in scheduled payments in advance from the student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.
ATO reference: http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001

Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to Australian College of Technical Studies schedule of fees and charges for details of what GST is and is not applied to.

Miscellaneous Charges

Australian College of Technical Studies will levy some miscellaneous charges for services. These may include:
   o   Re-issuing a certificate after it has been initially issued to a learner.
   o   Replacing issued learning materials which the student has lost or damaged
   o   Re-assessment services
   o   Photocopy or printing fee

These miscellaneous charges are to be clearly specified in Australian College of Technical Studies Schedule of Fees and Charges. It is to be made clear if these services will include GST.
All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Student complaints about fees or refunds

Learners who are unhappy with Australian College of Technical Studies arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Australian College of Technical Studies complaints policy and procedure.

Information for Students

Australian College of Technical Studies obligations

Australian College of Technical Studies Pty Ltd is responsible for:

a) The quality of the training and assessment in compliance with the VET Quality Framework. More
details about the VET Quality Framework can be found on the ASQA website http://www.asqa.gov.au/vet-registration/understand-the-requirements-for- registration/understand-the-requirements-for-registration.html

b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at http://www.aqf.edu.au

c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.

d) Advising students about their rights via the Code of Practice published on the College website.

e) Advising students about the complaints and appeals procedure published on the College website.

f) Advising students if the College, or a third-party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.

g) Advising students about any changes to services. This will be done by an announcement on the College web site.

Course assessment

A number of approaches to course assessment are used by college staff. Assessment approaches may include observation of performance in class, workshops; case studies; projects; assignments; presentations; role plays; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of two assessment attempts for each unit.

If after two assessment attempts students' competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for a scheduled assessment will be counted as one assessment attempt for each occurrence unless:

a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or

b) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

Course delivery

A number of approaches to course delivery are used by college staff. Course delivery approaches may include teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

College facilities

The College is in the Bankstown suburb of Sydney and very convenient access to trains and buses. The College has general-purpose classrooms, Internet access, student facilities for study, Training Kitchen and Computer access. The College has computer facilities with the latest software. Further detail information can be obtained by Contacting the Student Services & Administration Manager.

Students will be given at least 20 working days before the relocation of the training premises.

Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted.

Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into university programs. As a general rule, students with high marks will have the best chance of being accepted by a university.

Qualification to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Australia it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools, and religious schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college, or university that they enroll in whilst in Australia.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you currently have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees and must be made using the College RPL application form which will be available during orientation. RPL in a unit will only be granted if students complete the College RPL assessment requirements for that unit.

Assessment

How you will be assessed

Assessment at Australian College of Technical Studies is competency based and is an ongoing process throughout the course. Assessment methods employed by Australian College of Technical Studies include:

- Practical demonstration
- Projects and assignments and research tasks
- Written questions and tests
- Case studies
- Role plays, simulations and presentations

The assessment requirements will be provided to students on commencement of each unit. You should carefully read the assessments before you commence, and in particular the Information for Students section.

Practical demonstration

This consists of direct observation of you performing practical tasks. Most practical assessments will be conducted through a role play or workplace simulation.

- You will be given adequate notice of all practical assessments and must ensure that you are present for them.
- If you are unable to attend a practical assessment date, notice in writing must be given to the academic Manager two (2) weeks prior, stating the reason. A deferred date will be given.
- A medical certificate must be presented if you miss a practical assessment due to illness.

Projects, assignments and research tasks

Projects include a number of tasks and are mostly based on realistic workplace scenarios. They may also involve research tasks. Projects and assignments are compulsory for some subjects.

- They must be submitted by the due date and must be accompanied by a cover sheet.

Assignments must reflect your own work and any material used as a source must be correctly referenced. Discuss this with your trainer/assessor if you are not sure how to do this.

Written questions and tests

For most units, you will be asked to complete a number of written questions. You may use your workbook or text or the Internet to help you research the information, however you must list your sources of information.

Case Studies

In some subjects, you will be provided with a scenario or scenarios and asked to answer questions or complete tasks related to the scenario.

Role plays, simulations and presentations

For some 'practical' skills like managing conflict, chairing a meeting, or doing an interpretation, you may be asked to participate in a role play. Your trainer/assessor will provide details beforehand.

Some assessments consist of a presentation. You will be advised beforehand and should discuss the best way with your trainer/assessor.

Grading

There are two outcomes of assessments: S = Satisfactory and NS = Not Satisfactory (requires more training and experience).

You will be awarded C = Competent on completion of the unit when the assessor is satisfied that you have completed all assessments and have provided the appropriate evidence required to meet all criteria. If you fail to meet this requirement you will receive the result NC = Not Competent and will be eligible to be re-assessed.

If you are deemed Not Competent by your assessor and require re-assessment, you will be informed of the process. You may be assessed up to two times more. Should you require a further assessment after that, or an assessment more than 14 days after the course has finished, you may be charged a re- assessment fee or you will have to extend your current course based on your meeting with the Academic Manager and instructions provided on the academic Intervention Form, unless it is due to medical reasons.

Submitting assessment tasks

You should submit assessment tasks with the provided cover sheet.

It is preferable that tasks submitted for assessment are typed. Where this is not possible, you can handwrite your answers. You are expected to write clearly. Unreadable assessment tasks may be returned unmarked.

You should submit assessments on, or before, their due date. Extensions for individual assessment tasks may be negotiated in specific circumstances. Consultation on this must occur prior to the due date and extensions due to illness will require a medical certificate. Extensions will be confirmed by the Academic Manager, in writing.

Where assessment tasks are submitted following the conclusion of the unit of competen cy without a medical certificate or extension, your results for that assessment will be Not Completed and for that unit will be Not Competent.

Re-assessment

Students will be allowed to sit for up to two further attempts at an assessment item for which the outcome is Not Satisfactory within the timeframe of a course (unit of competency). No fees will be charged for the first two attempts. After this, the student must re-enroll in the unit and pay the full fee for the unit.

Students who wish to be assessed beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional 14 days to resubmit, and in this time, they can request a mentoring session if required. After that you will be charged a re-assessment fee.

If you require further time for medical reasons, you must request it in writing to the Academic Manager. You will be advised of your rights during your induction session and before assessments, including the right to appeal the result under Australian College of Technical Studies's Complaints and Appeals Policy.

Please carefully read Australian College of Technical Studies's Policy and Procedures on Complaints and Appeals in this Handbook and on the Australian College of Technical Studies website.

Student attendance

At Australian College of Technical Studies, we want you to be successful with your studies. For that reason, it is essential that you attend classes regularly and comply with this Australian College of Technical Studies Attendance Policy in order to maintain satisfactory course/academic progress.

Policy:

- Students are required to adhere to the Australian College of Technical Studies student attendance requirements applicable to their course and in line with their student visa conditions.

- Students must attend at least 80% of the scheduled course contact hours for each study period in the CRICOS registered course (i.e. your current course of study) in which they are enrolled.

- Students are required to attend a 16-hour face to face classes and 4 hours of Self-Study.

Definition:

A study period means one term of study (5 weeks or 10 weeks depending on when you start your course).

Procedures:

- Student attendance rollcalls will occur during each class on each day and your attendance will be recorded. It is important to arrive punctually and be prepared for each class.

- Where you are undertaking a course or part of a course online, your logon hours will be recorded.

- Attendance will be regularly monitored by the Academic Manager and the Student Support Officers to ensure that you are not at risk of failing to meet attendance requirements and satisfactory course progress.

- If you:
  - are absent for 5 consecutive days; or

- o   fail to achieve 80% in a study period; or
- o   in any other way have an attendance record that may be adversely affecting your capacity to complete the assessment requirements for a unit, or complete the qualification within the expected duration of study.

The following interventions will take place.

Warnings and Interventions:

- If you have been absent for 5 consecutive days or are at risk of breaching attendance requirements, the Student Services Officer will contact you immediately to find out the reason for the absence.

- You will be given a written notification via email and may be given an intervention strategy or referred to counselling or assistance if required.

- **First Warning letter** - If your projected attendance has been calculated below 80% attendance at the end of term, then a 1st warning letter will be sent to you.

- **Second Warning letter** - If your projected attendance continues to decrease and has been calculated again below 80% oat the end of term, then a 2nd warning letter will be sent to you.

- **Intention to Report Letter -** If you are below 80% on the projected hours at the end of the study period and your course progress is unsatisfactory, then Australian College of Technical Studies will notify you in writing of its intention to report you to the Department of Education for not achieving satisfactory course progress.

- If your attendance is below 80% on the projected hours at the end of term, Australian College of Technical Studies may decide not to report you for breaching the 80% attendance requirement if all the following circumstances apply:
  - o   you produce documentary evidence which clearly demonstrates that there are compassionate or compelling circumstances; and
  - o   you are attending at least 70 per cent of the scheduled course contact hours in the course in which you are enrolled; and
  - o   you are maintaining satisfactory course progress.

- If you receive an Intention to Report Letter, you can access the internal and external complaints and appeals process. You will have 20 working days in which to do so.

Refer to the full version of the Attendance Policy and Procedures on the AUSTRALIAN COLLEGE OF TECHNICAL STUDIES website.

Course Progress & Intervention Strategy Policy

All international students attending Australian College of Technical Studies are subject to the requirements of Standard 8 of the National Code 2018. This means that:

- Australian College of Technical Studies systematically monitors student's course progress.

- Australian College of Technical Studies will be proactive in notifying and counselling student who are at risk of failing to meet their course progress requirements.

- Australian College of Technical Studies will report students, under Section 19 of the ESOS Act who have breached the course progress requirements.

- Australian College of Technical Studies will ensure that these policies and procedures are available to staff and students.

Course Progress Monitoring Procedures

Students' course progress will be monitored using the Student Management System (SMS), in which all students' results, attendance and class details are entered.

A student will be deemed to have not made satisfactory course progress in a study period, by not successfully completing or demonstrating competency in 50% or more of the prescribed units for a period of ten weeks.

During each study period, Australian College of Technical Studies will monitor and identify those students who are 'at risk' of not making satisfactory course progress by reviewing their class attendance and assessment results. Students who are deemed as 'at risk' of not making satisfactory course progress will be given the opportunity to discuss Intervention Strategies to assist in achieving satisfactory course progress with the Academic Co-Ordinator or Academic Manager.

If, at any time during a student's course of study, Australian College of Technical Studies determines a student to be 'at risk' of not making satisfactory course progress, Australian College of Technical Studies may decide to implement their Intervention Strategy during any given study period.

At the end of each study period, Australian College of Technical Studies will identify those students who have not made satisfactory course progress by checking the students' assessment results and attendance in the SMS. If a student is identified as having not made satisfactory course progress or whose attendance record is detrimentally affecting the student's capacity to complete the assessment requirements for a unit., the student will receive a letter of advice, notifying them that Australian College of Technical Studies Intervention Strategy will be implemented at the commencement of the next study period.

Where a student is identified as not making satisfactory progress for two consecutive study periods, Australian College of Technical Studies will issue the student with a letter notifying them of Australian College of Technical Studies intention to report the student to the

Department of Home Affairs via PRISMS, after giving the student the right to appeal this decision.

Appeals Process

Before the student is reported to Department of Home Affairs for not making satisfactory course progress, he or she will have 20 working days to appeal the decision. Students are allowed to appeal for the following reasons:

- If they believe that their results have not been recorded or calculated correctly

- If they believe that they have compassionate or compelling reasons (See below) for not making satisfactory progress

- If they believe that the college has not implemented its Intervention Strategy and therefore has not assisted them

- If Australian College of Technical Studies has not implemented other policies which may impact upon the student's results

- If Australian College of Technical Studies has not made the Course Progress Policy or other relevant policies available to the student.

The students appeal will be considered by a review committee consisting of the Chief Executive Officer and Academic Manager. During any Appeal Process the student must continue to be enrolled and attend classes where appropriate. Depending on the outcome of the appeal, the student may or may not be reported to the Department of Home Affairs.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and /or ability to progress through a course.
These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes

- Bereavement of close family members such as parents or grandparents (evidence may be required)

- Major political upheaval or natural disaster in the home country requiring the student's emergency travel and this has impacted on his/her studies

- A traumatic experience which could include, but is not limited to, involvement in or witnessing of an accident or a crime committed against the student, or the student has been a witness to a crime. These cases should be supported by police or psychologist's reports

The above are only some examples provided by the Department of Education of what may be considered compassionate or compelling circumstances.

Outcome of Appeal

If the appeal is successful, continuing support and counselling will be provided and the student will be required to commit to respecting the conditions agreed and the matter will not be referred to Department of Home Affairs.

If the student chooses not to access the appeals process within the 20-working day period, withdraws from the process, or the outcome of the appeal is unsuccessful following the completion of the process, the student will be reported to the Department of Home Affairs as not achieving satisfactory course progress and Australian College of Technical Studies will notify the Department of Education via PRISMS that the student has not achieved satisfactory course progress.

If the student chooses to access the appeals process, the student must continue to attend classes while the appeal is being processed.

Reporting Students for Unsatisfactory Course Progress

Reporting a student for unsatisfactory course progress occurs only when:

- The student has been identified as not making satisfactory course progress in two consecutive compulsory study periods or has an attendance record that is detrimentally affecting the student's capacity to complete the assessment requirements for a unit.

- An intervention strategy is implemented after the student was assessed as not making satisfactory progress at the end of the first compulsory study period, after which the student was again assessed as not making satisfactory progress at the end of the second compulsory study period.

- The student has not made a successful appeal against this assessment.

When a student is reported for unsatisfactory course progress, the Department of Home Affairs will, in all but exceptional circumstances, cancel the student's visa. Department of Home Affairs will rely on Australian College of Technical Studies report for unsatisfactory course progress, as the report cannot be made until Australian College of Technical Studies has completed the complaints and appeals process. If a student is dissatisfied with the provision of a complaints and appeals process, the student may lodge a complaint with the Overseas Student Ombudsman.

Intervention Strategy

An Intervention Strategy is an individual 'plan' developed in consultation with a student. The primary purpose of an Intervention Strategy is to provide specific assistance and/or advice to address the issues preventing the student from achieving competency.

If the student is identified as not making satisfactory course progress, then an intervention strategy will be implemented. To notify the student of intent to implement an intervention strategy, Australian College of Technical Studies will issue a letter of advice to the student.

This letter will provide the student with the opportunity to discuss any issues or problems with either the Academic Manager or a Student Support Officer who will try to seek clarity on these issues and address any concerns.

After the student has been notified, Academic Manager, in association with the student, will create an Action plan with appropriate intervention measures and the dates for these measures to be actioned and commenced. This Action plan will be signed by both parties and a copy will be filed in the student's individual file.

Some examples of intervention measures include:

- Arranging extra learning support or tutorials

- Arranging counselling for assistance with personal or other issues

- Providing advice regarding study habits (i.e., maintaining required class attendance)

- Where appropriate, advising students on the suitability of the course in which they are enrolled.

- Assisting students by advising of opportunities for the students to be reassessed for tasks in competencies they had previously failed, or enabling them to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency and/or

- Advising students that unsatisfactory course progress in two consecutive study periods for a course would lead to the student being reported to the Department of Home Affairs and cancellation of his or her visa, depending on the outcome of any appeals process.

- Arranging for students to attend catch-up classes.

Following the implementation of an Intervention Strategy, Australian College of Technical Studies will continue to monitor the Academic progression of the student for the remainder of the study period; and review their results at the end of the study period.

Steps in Monitoring Course Progress

Australian College of Technical Studies will monitor your course progress through the following procedures:

1. Academic Manager provides student with information about Course Progress requirements prior to enrolment and during orientation.

2. Trainers mark assessments and submit results at end of each unit of competency, and Administration enters them into Student Management System.

3. The trainer and the Academic Manager monitor students during students' course of study, and if either determines a student to be 'at risk' of not making satisfactory course progress, the Administration contacts the student by phone and/or email, provides a course progress report, warns him or her and gives the opportunity to commence an Intervention Strategy or 'catch-up' plan, in consultation with the trainer.

4. At the end of each study period (10 Academic weeks), the Academic Manager and Administration checks the students' assessment results in the student management system and identifies those students who have not made satisfactory course progress i.e., not achieving 50% or more of the prescribed units and reports them in writing for discussion at the next weekly staff meeting. Student attendance will also be checked.

5. Warning Letter 1: Students failing to meet satisfactory course progress are discussed at staff meetings and the Administration sends the student Warning Letter 1 notifying them that Australian College of Technical Studies Intervention Strategy will be implemented at the commencement of the next study period and advising them to arrange a meeting with the Student Support Officer.

6. Intervention Strategy: The Academic Manager develops an Intervention Strategy in consultation with trainer and student, it is documented and student signs and agrees to it. Notes are also to be added to student's file to document progress.

7. Warning Letter 2: the Academic Manager monitors student performance and at end of the second study period, if a student has failed to make satisfactory progress for two consecutive study periods, the student will be sent Warning Letter 2 notifying them of Australian College of Technical Studies intent to report the student to the Department of Home Affairs via PRISMS and gives the student the right to appeal this decision.

8. Appeals Process: Student chooses to enter the Appeal Procedure and has 20 days to do so.

9. The CEO and Academic Manager consider the appeal and if the appeal is successful, provide continuing support and counselling and the student is required to commit to respecting the conditions agreed and the matter is not referred to the Department.

OR

Reporting to Department of Home Affairs and DET: Student chooses not to Access the appeals process within the 20-working day period OR withdraws from the process OR the outcome of the appeal is unsuccessful.

Note: AUSTRALIAN COLLEGE OF TECHNICAL STUDIES will only report unsatisfactory course progress in PRISMs if:

• The internal and external complaints processes have been completed and the decision or recommendation supports the RTO.

• You have chosen not to Access the internal complaints and appeals processes within the 20- working day period, or

• You have chosen not to Access the external appeals processes by notifying Australian College of Technical Studies in writing.

Refer to the full Course Progress Policy on the Australian College of Technical Studies website.

Student transfer

Overseas students are restricted from transferring from their principal course of study for a period of six months unless provided with a letter of release from their current provider. This restriction also applies to any course(s) packaged with their principal course of study.

Students can apply for a release to enable them to transfer to another education provider within the first six months of their principal course.

Australian College of Technical Studies will not charge any fees to the student for a release, if granted, and will advise the student that they will need to contact Department of Home Affairs to seek advice on whether a new student visa is required.

If Australian College of Technical Studies refuses to release, a student may appeal against Australian College of Technical Studies decision using the Australian College of Technical Studies Complaints and Appeals Process.

Procedures

If you wish to apply for a release, you should apply completing the Release Request Form. The Academic Manager will consider and respond to applications for a release within 10 days of your lodgment.

A letter of release will normally be granted in the following circumstances:

1. If you have completed at least 6 calendar months' study in your program

2. Australian College of Technical Studies is unable to continue to provide the course; or

3. You have changed welfare and accommodation arrangements and are no longer within a reasonable travelling time of the college; or

4. You can demonstrate you are experiencing threat to physical or mental health or safety by remaining at the college and can demonstrate clearly how this will be alleviated through a transfer; or

5. It has been agreed by the college you would be better placed in a course that is not available at Australian College of Technical Studies; or

6. The current course of study is clearly not consistent with the documented course requested for on your application.

Circumstances in which Australian College of Technical Studies will grant the transfer request because it is in your best interests include:

- You will be reported because you are unable to achieve satisfactory course progress at the level you are studying, even after engaging with Australian College of Technical Studies intervention strategy
- There is evidence of compassionate or compelling circumstances
- Australian College of Technical Studies has failed to deliver the course as outlined in the written agreement
- There is evidence that your reasonable expectations about your current course are not

being met

- There is evidence that you were misled by Australian College of Technical Studies or an education or migration agent regarding Australian College of Technical Studies or its course and the course is therefore unsuitable for your needs and/or study objectives.
- An appeal on another matter results in a decision or recommendation to release you.

A release will normally **not** be granted in the following situations:

- Student fees are in arrears;
- The proposed transfer will jeopardise the student's progression through a package of courses;
- The student has unsatisfactory Academic progress;
- The student has unsatisfactory attendance;
- The student's progress is likely to be academically disadvantaged;
- Australian College of Technical Studies is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.
- The student's application to transfer is a consequence of the adverse influence of another party.

If a release is refused, reasons for the refusal will be documented in writing and you will be informed of your rights of appeal using Australian College of Technical Studies Complaints and Appeals Procedure.

Refer to the Policy on Student Transfer on the Australian College of Technical Studies website.

Complaints and Appeals

Complaints and appeals procedure.

Australian College of Technical Studies has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. The complaints and appeals procedure include a requirement that an independent mediator will be appointed if the student is dissatisfied with the process undertaken by the College. If you have a complaint or appeal, you should take the following steps:

- Contact Student Services to obtain a copy of the complaints and appeals procedure and the complaints and appeals form. (The complaints and appeals procedure is also given below).
- Complete the complaints and appeals form and lodge it with Student Services.

The procedure:

1. Students who are concerned about the conduct of Australian College of Technical Studies are encouraged to attempt to resolve their concerns using this procedure.
2. The procedure will be implemented at no cost to the student.
3. The procedure will commence within 5 working days of the formal lodgment of the complaint or appeal and supporting information.
4. All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enroll.
5. All complaints and appeals will be handled professionally and confidentially to achieve a satisfactory resolution that is fair and equitable to all parties.
6. Students will be provided with details of external authorities they may approach, if required
7. At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
8. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment, and other issues that may arise.
9. For internal complaints and appeals:
   o The student will have an opportunity to formally present their case, in writing or in person at no cost to the student.
   o The student may be accompanied and assisted by a support person at any relevant meetings.
   o At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
10. The following matters must be lodged a formal internal appeal within 20 working days of notification of an intention to report the student to the Department of Education in order to be considered by Australian College of Technical Studies:
    o Deferral of commencement, suspension or cancelling a student enrolment
    o Non-Achievement of satisfactory course progress
    o Non-Achievement of course attendance requirements
11. A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where Australian College of Technical Studies is intending to defer or suspend a student's enrolment due to misbehavior or to cancel the student's enrolment. (See the next

requirement).

12. In cases where Australian College of Technical Studies Is intending to defer, suspend or cancel a student's enrolment due to misbehavior, on receipt of an outcome of the internal appeals process which supports Australian College of Technical Studies's view, unless extenuating circumstances relating to the student's welfare apply, Australian College of Technical Studies will notify the Department of Education through PRISMS of the change to the student's enrolment.

13. Extenuating circumstances' relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
    o having medical concerns, severe depression or psychological issues which lead Australian College of Technical Studies to fear for the student's wellbeing.
    o having engaged or threatens to engage in behavior that is reasonably believed to endanger the student or others; or
    o being at risk of committing a criminal offence

14. Australian College of Technical Studies will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by Australian College of Technical Studies.

15. If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement Action this will be reported in writing (via email to the CEO) to Australian College of Technical Studies Management Group meeting so the matter can be recorded in Australian College of Technical Studies Complaints Register and be used as part of the continuous improvement activities of Australian College of Technical Studies.

16. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of Action are advised to:
    o Contact a solicitor; or

Call the free Legal Helpline: 1300 888 529 — for legal information, referrals, and help to find services that can assist you with your legal problem. Available **9 am–5 pm, Monday to Friday** (excluding public holidays).

A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.

Following the receipt of the outcome of the external appeal Australian College of Technical Studies must immediately implement the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint.

Student Support and Welfare

Access and equity policy

The College Code of Practice includes an Access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Student Support Services

The College's Staff are available to provide general advice and assistance with matter such as:

- **Studying**
  Students who are experiencing difficulties with study must contact the Academic Manager for further assistances.
- **Counselling**
  Our multilingual Student Services & Administration Manager has an extensive knowledge of Australian College of Technical Studies programs and services, as well as other educational and vocational pathways, and can help you to see 'the big picture'. You can also be given help or advice on general health related issues, personal problems, and referral to other services such as legal, medical & etc.
- **Information Technology (IT) support**
  Our IT Officer can help you or advice on general IT related issues.
- **Language Literacy and Numeracy support**
  Please contact the Academic Manager for further assistance.

Students requiring special or intensive assistance must contact the Student Services & Administration Manager who may refer them to external support services if required. These services are provided with no additional cost to the student. If the College refers the student to external support services, the College will not charge for the referral. Students requiring individual training needs must contact the Academic Manager for further assistance.

Student Services & Administration Manager Contact Detail is:

Name:

Phone:

Academic Manager Contact Detail is: Will be provided

Name:

Phone:

Language Literacy and Numeracy (VET)

Applicants who wish to study for Certificate, Diploma or Advanced Diploma courses, and are unable to provide documentation attesting to their English proficiency levels will be tested before they can enroll in a Certificate or Diploma course. The following testing procedures apply:

- Students have to sit for a designed English test specifically geared to establish the following English competencies:
  - Syntax and grammar

- Reading comprehension

- Writing descriptive/free-style essay and/or a business-oriented essay

- Listening to spoken and Academic English

- Speaking – a brief topic-oriented discussion.

The test is marked on the principles of the IELTS band score to establish a student's competence to function in an Academic environment.

Students who already have a satisfactory IELTS score and who are found to have trouble with the English language are counselled by the Academic Manager to undertake further studies or remedial studies in English (ESL) for an appropriate duration. The participants for each program offered by the College will be selected in a manner that reflects access and equity principles.

College Contact

Contact the Student Services & Administration Manager for assistance if you have any difficulties with your course, study requirements or assessment.

Name:	Will be provided	Phone	Will be provided

Relevant Contacts and Information

Below is a range of Contact s and information you can contact if you need information or help.

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 1800 131 450
Lifeline 24-hour Counselling, Advice and Referral Services	Phone 131 114
NSW Government – Feedback & Complaints	https://www.nsw.gov.au/feedback/complaints
CRICOS Legislation and regulation	https://internationaleducation.gov.au/Regulatory-Information
International Student Legal Advice	1800 056 449
Work Health & Safety	https://www.worksafe.nsw.gov.au/
Transport Information (Sydney – Bus, Train, Metro & Ferry)	https://www.transportnsw.info/
RTO and CRICOS registration	www.asqa.gov.au
Study Information	www.studyinaustralia.gov.au
Lifeline (crisis support)	131 114
Alcohol and Drug Information Service	1800 888 236
Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732
Department of Home Affairs	131 881
Bankstown-Lidcombe Hospital	(02) 9722 8000
Sydney Sexual Health Centre (for sexually transmitted diseases)	https://sshc.org.au/

Use the web sites indicated or contact the Student Support Team if you require further information.

Living and studying in Australia

Up-to-date and authoritative information on living and studying in Australia is available at the following web sites.

- o http://www.studyinaustralia.gov.au - living and studying in Australia.
- o https://www.nsw.gov.au/
- o https://www.transportnsw.info/
- o https://www.legalaidact.org.au/

Student Code of Behavior

The Student Code of Behavior requires the following rights and expectation to be always respected and adhered to.

o The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status

o The right to be free from all forms of intimidation

o The right to work in a safe, clean, orderly and cooperative environment

o The right to have personal property (including computer files and student work) and Australian College of Technical Studies property protected from damage or other misuse

o The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)

o The right to work and learn in a supportive environment without interference from others

o The right to express and share ideas and to ask questions

o The right to be treated with politeness and courteously at all times

o The expectation that students will not engage in copyright breaches , cheating or plagiarism

o The expectation that students will submit work when required.

o The expectation that students will maintain consistent participation by attending all required classes and assessments.

o The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student enrolment form.

o For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

o A member of Australian College of Technical Studies staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's admin file. (Step 1)

o Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Academic Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's admin file. (Step 2)

o Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's admin file. (Step 3)

o After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student suspension or cancellation letter.

- o Failure to attend scheduled meetings may result in the College deciding to suspend or cancel a student's enrolment at the college. This will also result in the college notifying the Department of Education through PRISMS system.

- o At any stage of this procedure students are able to Access the College complaints and appeals procedure to settle any disputes that may arise.

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious Act and may result in a students' exclusion from a unit or a course.

When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the Activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally.

- Handing in assessments markedly similar to or copied from another student.

- Presenting the work of another individual or group as their own work.

- Allowing another student to copy your work

- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism and is unacceptable.

Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal Action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

How to reference work:

When you use sources such as a book or website, you must reference the source in your work.

1. Write the name of the resource in brackets after you quote or paraphrase (summarise) information you have used. For example:

(Student Learning

Guide, p6),OR

(Wikipedia:

https://en.wikipedia.org/wiki/Maslow%27s_hierarchy_of_needs)OR

(The Very Well Mind: https://www.verywellmind.com/what-is-maslows-hierarchy-of-needs- 4136760 P1)

OR

(Bloggs B. 2018, p50)

2. Write a list at the end of the assignment or questions with the list of the resources you have used, including the names, author (if known) and date of publication, or website, headed 'References'.

3. You are permitted to copy and paste a small section of something that you have found that helps you to answer the question, however you must put it in inverted commas and follow it with the name of the source, or the website in brackets. For example: "Maslow's hierarchy of needs is a motivational theory in psychology comprising a five-tier model of human needs, often depicted as hierarchical levels within a pyramid.

Needs lower down in the hierarchy must be satisfied before individuals can attend to needs higher up. From the bottom of the hierarchy upwards, the needs are physiological, safety, love and belonging, esteem and self-actualization." (https://www.simplypsychology.org/maslow.html)

What happens if you cheat or plagiarise?

Any student found to have plagiarised, cheated or been involved in Academic misconduct will be given an opportunity to respond to the allegations.

If you have plagiarised without intending to, you will be asked by your trainer to revise the assessment with correct referencing and resubmit.

If you plagiarise on more than one occasion or have cheated or copied someone else's work, you will be reported to the Academic Manager or Chief Executive Officer and issued with a formal warning letter. You will also be awarded an assessment outcome of Not Satisfactory and asked to re-submit either the same or an alternative assessment.

If you have plagiarised or cheated following the warning letter, you may have your enrolment cancelled, and will be required to attend an interview with the Chief Executive Officer to explain why this should not happen.

Remember that in Australia, plagiarism and cheating is considered to be theft and is regarded seriously. If you do not understand how to reference your sources when doing assessments, ask your trainer for assistance.

Refer to the full version of the Plagiarism, Cheating and Academic Policy and Procedures on the Australian College of Technical Studies website.

Other Information

Change of address and contact details

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time. This also includes providing a current email address as most of the correspondence is sent via email from the college.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the student deferral, suspension or cancellation application form or in writing by email, fax or post.

Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between the College and the client organisation. Students who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing and sent via email. The refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application.

College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor Academic record or poor attendance by the student. If the College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address or via email and the student will have 20 working days from the date of the warning letter to complain or appeal against the College suspension or cancellation.

The College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

The College must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.

The College inform the Department of Education and the Department of Home Affairs via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.

College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the agreement between the College and the student will be triggered and the College will be obliged to repay any unspent pre-paid fees received by the College in respect of the student within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

Use of personal information

Apply to the Student Services Officer using the student records request form if you wish to view your own records. Once the request has been approved the Student Services Officer will arrange a time for you to view your own records. You must view your records at the College, and you cannot take records away from the College.

BSB80120 Graduate Diploma of Management (Learning)

This brochure provides all the information you need to know about enrolling in the BSB80120 Graduate Diploma of Management (Learning).

Course details

Provider Name	Australian College of Technical Studies (ACTS)
RTO Code	46254
CRICOS Code	04273J
CRICOS Course Code	116608D
Location of course	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200
Delivery mode	This program is delivered in the classroom and through structured self-study.
Duration	52 weeks, including 40 study weeks and 12 weeks of holidays.
Study load	20 hours a week in the classroom and 4 hours of structured self-study

Overview of course

This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development.

Individuals in these roles generate and evaluate complex ideas. They also initiate, design, and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.

This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include RTO Manager and RTO Director.

The latest release of the qualification and packaging rules can be found at the following link: https://training.gov.au/Training/Details/BSB80120

Target Audience and Benefits

This course is ideally suited for international students who are interested in the following:

- Embarking on a career journey focused on organizational learning and capability development.

- Transitioning into a new industry sector.

- Aspiring for advanced-level qualifications.

The completion of this course could pave the way to numerous learning or employment prospects. Potential job opportunities lie primarily within the Education and career development sector.

Moreover, educational advancements, such as pursuing higher-level qualifications such as a Master's degree in Business and Education, could be a subsequent step post this course.

Unit of Competencies

This course comprises the following units, and successful completion of all units is necessary to attain the qualification. Students who complete only certain units will receive a Statement of Attainment for the units successfully accomplished.

Unit code	Unit title	Core/elective
BSBHRM613	Contribute to the development of learning and development strategies	Core
BSBLDR811	Lead strategic transformation	Core
TAELED803	Implement improved learning practice	Core
BSBLDR601	Lead and manage organisational change	Elective
BSBTEC601	Review organisational digital strategy	Elective
BSBCRT611	Apply critical thinking for complex problem solving	Elective
BSBLDR602	Review organisational digital strategy	Elective
BSBOPS601	Develop and implement business plans	Elective

Training and assessment information

This course is designed to be delivered in a combination of face-to-face classroom sessions and structured self-study. The details of the timetable will be provided to you during the orientation, although please note that it is subject to change.

Class sessions are carefully structured to include a balance of theoretical instruction and practical activities, with a focus on creating a simulated real-life workplace environment.

During the self-study component, you will receive a comprehensive self-study guide that contains specific activities to be completed on a weekly basis. These completed activities must be submitted to your trainer and assessor for evaluation.

Assessments are an integral part of this course and may encompass a variety of formats, such as:

- Written questions
- Projects
- Presentations
- Reports
- Role plays/observations
- Portfolios/journals

At the commencement of each unit, your trainer and assessor will outline the specific assessment tasks that you are required to complete.

What are the entry requirements?

To gain admission to the Australian College of Technical Studies, you are required to meet the following entry requirements:

1. **Age and Education:**
   - You must be at least 18 years old.
   - Completion of the equivalent of Year 12 education is mandatory.
2. **Course Entry Interview and LLN Assessment:**
   - Participation in a course entry interview is necessary to assess your suitability for the course and determine your specific student needs.
   - The interview will also include a Language, Literacy, and Numeracy (LLN) assessment.
   - To be eligible for entry, you must achieve an Australian Core Skills Framework (ACSF) level of 4 in reading, writing, numeracy, and oral communication.
3. **English Language Proficiency:**
   - An International English Language Testing System (IELTS) score of 5.5 or equivalent is required.
   - Test results must be no more than 2 years old.
   - Alternatively, English language competence can be demonstrated through documented evidence of any of the following:

     - Education for a minimum of 5 years in an English-speaking country.
     - Completion of at least 6 months of a Certificate IV level course at an Australian Registered Training Organization (RTO).
     - Successful completion of an English Placement Test.

   - Other English language tests such as PTE and TOEFL may be accepted, provided the results are equivalent to IELTS 5.5. You are required to provide your test results for verification.

Please ensure that you meet these entry requirements before applying to the Australian College of Technical Studies.

How much does it cost?

1. **Course Fees:**

   - Tuition fees: AUD $ 8,500 (onshore)
   - Tuition fees: AUD $10,000 (offshore)

2. Non-tuition Fees:

- Material fee: $850

3. Additional Costs (at your own expense):

- Laptop and software, as described earlier.
- Please note that course fees do not cover the cost of laptops or software. Refer to the above information for specific requirements.

4. Payment Plan and Arrangements:

- A detailed payment plan and payment arrangements will be provided in the Offer Letter and Student Agreement.
- It is mandatory to pay all course fees in full and on time. Failure to do so may result in the cancellation of your enrolment.

5. Overseas Health Insurance Cover (OSHC):

- Before arriving in Australia, it is a requirement to obtain Overseas Health Insurance Cover.
- The Australian College of Technical Studies provides details of OSHC providers in the International Student Handbook. You can contact any of these providers to inquire about costs and arrange your health insurance coverage.

6. Living Costs and Additional Expenses:

- The International Student Handbook outlines additional costs associated with living in Australia.
- It is essential to review these costs carefully in relation to your budgeting.

For further information, you can visit https://www.studyinaustralia.gov.au/english/live-in- australia/living-costs.

ICT60220 Advanced Diploma of Information Technology

This brochure provides all the information you need to know about enrolling in the ICT60220 Advanced Diploma of Information Technology.

Course details

Provider Name	Australian College of Technical Studies (ACTS)
RTO Code	46254
CRICOS Code	04273J
CRICOS Course Code	116609C
Location of course	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200
Delivery mode	This program is delivered in the classroom and through structured self-study.
Duration	104 weeks, including 83 study weeks and 21 weeks of holidays.
Study load	20 hours a week in the classroom and 4 hours of structured self-study

Overview of course

This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have significant experience in specialist technical skills, or managerial business and people management skills.

Individuals in these roles carry out complex tasks in a specialist field, working independently, leading a team or a strategic direction of a business. They apply their skills across a wide range of industries and business functions, or as a business owner (sole trader/contractor).

The skills required for these roles may include, but are not restricted to:

- Advanced data management information: creating, designing and monitoring complex systems that store data, and optimising organisational knowledge management
- Cyber security: protecting sensitive data and information through security architecture, and developing disaster recovery and contingency plans.
- Full stack web development: building advanced user interfaces, developing representational state transfer application program interfaces (REST APIs) and designing user experience solutions
- Further programming: applying advanced ICT languages to maintain security and manage data
- IT strategy and organisational development: managing and communicating strategic ICT business solutions
- Systems development and analysis: modelling and testing data objects, data processes and preferred ICT system solutions
- Telecommunications network engineering: managing logistics, organisational specifications,

regulations and legislative requirements across network projects.

The latest release of the qualification and packaging rules can be found at the following link:
https://training.gov.au/Training/Details/ICT60220

Target Audience and Benefits

This course is designed specifically for international students with the following aspirations:

- Embarking on a professional journey in the field of information technology.
- Transitioning into a different industry sector.
- Aiming for advanced academic qualifications.

The successful completion of this course could lead to a variety of job prospects or further learning opportunities. Potential career pathways are mainly within the Education and career development sector.
In terms of further academic progress, this course could serve as a steppingstone towards higher education qualifications, such as a Master's Degree in Information Technology.

Unit of Competencies

This course comprises the following units, and successful completion of all units is necessary to attain the qualification. Students who complete only certain units will receive a Statement of Attainment for the units successfully accomplished.

Unit code	Unit title	Core/elective
BSBCRT611	Apply critical thinking for complex problem solving	Core
BSBTWK502	Manage team effectiveness	Core
BSBXCS402	Promote workplace cyber security awareness and best practices	Core
ICTICT608	Interact with clients on a business level	Core
ICTICT618	Manage IP, ethics and privacy in ICT environments.	Core
ICTSAD609	Plan and monitor business analysis activities in an ICT environment	Core
ICTPMG617	Plan and direct complex ICT projects	Elective
ICTSUS601	Integrate sustainability in ICT planning and design projects	Elective
BSBLDR601	Lead and manage organisational change	Elective
ICTSAS526	Review and update disaster recovery and contingency plans	Elective
ICTNWK546	Manage network security	Elective
ICTDBS605	Develop knowledge management strategies	Elective
ICTCYS608	Perform cyber security risk assessments	Elective
ICTCYS606	Evaluate an organisation's compliance with relevant cyber security standards and law	Elective

ICTNWK613	Develop plans to manage structured troubleshooting process of enterprise networks	Elective
ICTNWK621	Configure network devices for a secure network infrastructure	Elective
BSBCRT611	Apply critical thinking for complex problem solving	Core

Training and assessment information

The qualification is delivered over 104 weeks comprising of:

- Six (6) terms of 10 weeks (83 weeks total)
- Holiday breaks amounting to 21 weeks (as specified in the timetable)

Students are required to attend 20 hours of classroom-based training per week and complete structured self-study of 4 hours per week.

This course is designed to be delivered in a combination of face-to-face classroom sessions and structured self-study. The details of the timetable will be provided to you during the orientation, although please note that it is subject to change.

Class sessions are carefully structured to include a balance of theoretical instruction and practical activities, with a focus on creating a simulated real-life workplace environment.

During the self-study component, you will receive a comprehensive self-study guide that contains specific activities to be completed on a weekly basis. These completed activities must be submitted to your trainer and assessor for evaluation.

Assessments are an integral part of this course and may encompass a variety of formats, such as:

- Written questions
- Projects
- Presentations
- Reports
- Role plays/observations
- Portfolios/journals

At the commencement of each unit, your trainer and assessor will outline the specific assessment tasks that you are required to complete.

What are the entry requirements?

To gain admission to the Australian College of Technical Studies, you are required to meet the following entry requirements:

1. **Age and Education:**
   - You must be at least 18 years old.
   - Completion of the equivalent of Year 12 education is mandatory.
2. **Course Entry Interview and LLN Assessment:**
   - Participation in a course entry interview is necessary to assess your suitability for the course and determine your specific student needs.
   - The interview will also include a Language, Literacy, and Numeracy (LLN) assessment.

- To be eligible for entry, you must achieve an Australian Core Skills Framework (ACSF) level of 4 in reading, writing, numeracy, and oral communication.

3. **English Language Proficiency:**
   - An International English Language Testing System (IELTS) score of 5.5 or equivalent is required.
   - Test results must be no more than 2 years old.
   - Alternatively, English language competence can be demonstrated through documented evidence of any of the following:

     o Education for a minimum of 5 years in an English-speaking country.
     o Completion of at least 6 months of a Certificate IV level course at an Australian Registered Training Organization (RTO).
     o Successful completion of an English Placement Test.

   - Other English language tests such as PTE and TOEFL may be accepted, provided the results are equivalent to IELTS 5.5. You are required to provide your test results for verification.

Please ensure that you meet these entry requirements before applying to the Australian College of Technical Studies.

How much does it cost?

1. **Course Fees:**

   - Tuition fees: AUD $16,500 (onshore)
   - Tuition fees: AUD $18,000 (offshore)

2. **Non-tuition Fees:**

   - Material fee: $1500

3. **Additional Costs (at your own expense):**

   - Laptop and software, as described earlier.
   - Please note that course fees do not cover the cost of laptops or software. Refer to the above information for specific requirements.

4. **Payment Plan and Arrangements:**

   - A detailed payment plan and payment arrangements will be provided in the Offer Letter and Student Agreement.
   - It is mandatory to pay all course fees in full and on time. Failure to do so may result in the cancellation of your enrolment.

5. **Overseas Health Insurance Cover (OSHC):**

   - Before arriving in Australia, it is a requirement to obtain Overseas Health Insurance Cover.
   - The Australian College of Technical Studies provides details of OSHC providers in the International Student Handbook. You can contact any of these providers to inquire about costs and arrange your health insurance coverage.

6. **Living Costs and Additional Expenses:**

- The International Student Handbook outlines additional costs associated with living in Australia.
- It is essential to review these costs carefully in relation to your budgeting.

For further information, you can visit https://www.studyinaustralia.gov.au/english/live-in- australia/living-costs.

Australian College of Technical Studies

Australian College of Technical Studies
RTO Code: 46254 | CRICOS Code: 04273J
Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200
✉: info@actstudies.edu.au | ✆: 1800002287 | 🖥: www.actstudies.edu.au

SIT30821 - Certificate III in Commercial Cookery

This brochure provides all the information you need to know about enrolling in the SIT30821 - Certificate III in Commercial Cookery.

Course details	
Provider Name	Australian College of Technical Studies (ACTS)
RTO Code	46254
CRICOS Code	04273J
CRICOS Course Code	116610K
Location of course	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200 Various workplaces for work placement
Delivery mode	This program is delivered in the classroom and through structured self- study. Practical face to face training is provided in a commercial kitchen. A work placement is also required.
Duration	52 weeks, including 43 study weeks and 9 weeks of holidays.
Study load	20 hours a week in the classroom and 4 hours of structured self-study Completion of 48 service periods (4 hours per service period = 192 hours)

Overview of course

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.
Completion of this qualification is essential for recognition as a trade cook.

This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.
The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

The latest release of the qualification and packaging rules can be found at the following link:

https://training.gov.au/Training/Details/SIT30821

Target Audience and Benefits

This course is specifically designed for international students who fall into the following categories:

- **Individuals in leadership or management positions:** If you are already in a leadership or management role within an organization, this course can enhance your skills, knowledge, and capabilities, allowing you to excel in your current position.
- **Aspiring leaders and managers:** If you have ambitions to progress into leadership or management roles in the future, this course equips you with the necessary competencies and insights to pursue such career pathways.
- **Entrepreneurs and business owners:** If you are an entrepreneur or business owner, this course provides valuable knowledge and skills in leadership and management, which are essential for effectively running your own business and leading a team.
- **Those seeking a pathway to higher-level qualifications:** This qualification serves as a steppingstone for those who wish to further their education and pursue higher-level qualifications, or other relevant higher education programs.

Unit of Competencies

This course comprises the following units, and successful completion of all units is necessary to attain the qualification. Students who complete only certain units will receive a Statement of Attainment for the units successfully accomplished.

Unit code	Unit title	Core/elective
SITHCCC023	Use food preparation equipment*	Core
SITHCCC027	Prepare dishes using basic methods of cookery*	Core
SITHCCC028	Prepare appetisers and salads*	Core
SITHCCC029	Prepare stocks, sauces and soups*	Core
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes*	Core
SITHCCC031	Prepare vegetarian and vegan dishes*	Core
SITHCCC035	Prepare poultry dishes*	Core
SITHCCC036	Prepare meat dishes*	Core
SITHCCC037	Prepare seafood dishes*	Core

SITHCCC041	Produce cakes, pastries and breads*	Core
SITHCCC042	Prepare food to meet special dietary requirements*	Core
SITHCCC043	Work effectively as a cook*	Core
SITHKOP009	Clean kitchen premises and equipment*	Core
SITHKOP010	Plan and cost recipes*	Core
SITHPAT016	Produce desserts*	Core
SITXFSA005	Use hygienic practices for food safety	Core
SITXFSA006	Participate in safe food handling practices	Core
SITXHRM007	Coach others in job skills	Core
SITXINV006	Receive, store and maintain stock*	Core
SITXWHS005	Participate in safe working practices	Core
SITHCCC040	Prepare and serve cheese*	Elective
SITHCCC044	Prepare specialised food items*	Elective
SITXFSA007	Transport and store food*	Elective
HLTAID011	Provide first aid	Elective
BSBSUS211	Participate in sustainable work practices	Elective

Training and assessment information

This course is imparted via a blend of face-to-face classroom interactions, structured self-study sessions, and practical training within a workplace environment.

The academic terms are segmented into distinct blocks. The first term encompasses both theoretical classroom-based learning and practical kitchen training, along with structured self-study. The initial focus is on covering the pre-requisite units essential for the majority of the modules in this qualification. The course commences with the unit SITXFSA005 Use hygienic practices for food safety, which serves as a foundation for numerous subsequent units (indicated by *).

From the second term onwards, the primary locale for training and evaluation shifts to the commercial kitchen. In this stage, students will undertake the unit SITHCCC027 Prepare dishes using basic methods of cookery, another pre-requisite for several other units in addition to SITXFSA005 (denoted by **). The only module requiring SITXFSA005 & SITXFSA006 as pre-requisites is SITXFSA007 Transport and store food (indicated by ***). During terms 2 and 3, about 50% of the contact hours are devoted to face-to-face training in the commercial kitchen.

In the concluding block of the fourth term (Block 8), students embark on their workplace placement, where they are required to complete 48 service periods (equivalent to 192 hours) for the unit SITHCCC043 Work effectively as a cook. Given the significant time commitment, the placement is split into two parts - the initial 96 hours are completed during this block (in conjunction with regular training and assessment hours), while the remaining 96 hours are fulfilled in the three weeks following the fourth term.

Assessment in this course could involve various formats, including:

- Written questions
- Practical demonstration
- Projects
- Presentations
- Reports
- Role plays or observations.
- Portfolios or journals
- Logs tracking workplace hours

At the outset of each unit, your trainer and assessor will detail the assessment tasks to be completed.

Classroom sessions take place in contemporary classrooms and the training kitchen, with Wi-Fi access available. There are designated areas for relaxation and further study.

For every unit of the course, a relevant Student Guide will be provided. Additionally, textbooks are readily available on-site for your use and can be borrowed as needed.

What are the entry requirements?

To gain admission to the Australian College of Technical Studies, you are required to meet the following entry requirements:

1. **Age and Education:**
   - You must be at least 18 years old.
   - Completion of the equivalent of Year 12 education is mandatory.
2. **Course Entry Interview and LLN Assessment:**
   - Participation in a course entry interview is necessary to assess your suitability for the course and determine your specific student needs.
   - The interview will also include a Language, Literacy, and Numeracy (LLN) assessment.
   - To be eligible for entry, you must achieve an Australian Core Skills Framework (ACSF) level of 4 in reading, writing, numeracy, and oral communication.
3. **English Language Proficiency:**
   - An International English Language Testing System (IELTS) score of 5.5 or equivalent is required.
   - Test results must be no more than 2 years old.
   - Alternatively, English language competence can be demonstrated through documented evidence of any of the following:

     o Education for a minimum of 5 years in an English-speaking country.
     o Completion of at least 6 months of a Certificate IV level course at an Australian Registered Training Organization (RTO).
     o Successful completion of an English Placement Test.

   - Other English language tests such as PTE and TOEFL may be accepted, provided the results are equivalent to IELTS 5.5. You are required to provide your test results for verification.

Please ensure that you meet these entry requirements before applying to the Australian College of Technical Studies.

How much does it cost?

1. **Course Fees:**

   - Tuition fees: AUD $ 8,500 (onshore)
   - Tuition fees: AUD $ 10,000 (offshore)

2. **Non-tuition Fees:**

   - Material fee: $1,250

3. **Additional Costs (at your own expense):**

   - Laptop and software, as described earlier.
   - Please note that course fees do not cover the cost of laptops or software. Refer to the above information for specific requirements.

4. **Payment Plan and Arrangements:**

   - A detailed payment plan and payment arrangements will be provided in the Offer Letter and Student Agreement.
   - It is mandatory to pay all course fees in full and on time. Failure to do so may result in the cancellation of your enrolment.

5. **Overseas Health Insurance Cover (OSHC):**

   - Before arriving in Australia, it is a requirement to obtain Overseas Health Insurance Cover.
   - The Australian College of Technical Studies provides details of OSHC providers in the International Student Handbook. You can contact any of these providers to inquire about costs and arrange your health insurance coverage.

6. **Living Costs and Additional Expenses:**

   - The International Student Handbook outlines additional costs associated with living in Australia.
   - It is essential to review these costs carefully in relation to your budgeting.

For further information, you can visit https://www.studyinaustralia.gov.au/english/live-in- australia/living-costs.

SIT40521 - Certificate IV in Kitchen Management

This brochure provides all the information you need to know about enrolling in the SIT40521 - Certificate IV in Kitchen Management.

Course details		
Provider Name	Australian College of Technical Studies (ACTS)	
RTO Code	46254	
CRICOS Code	04273J	
CRICOS Course Code	116611J	
Location of course	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200 Various workplaces for work placement	
Delivery mode	This program is delivered in the classroom and through structured self- study. Practical face to face training is provided in a commercial kitchen. A work placement is also required.	
Duration	78 weeks, including 63 study weeks and 15 weeks of holidays. *See details regarding duration under course credit if you have already completed SIT30821 with us.*	
Study load	20 hours a week in the classroom and 4 hours of structured self-study Completion of 60 service periods (4 hours per service period = 240 hours)	

Overview of course

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

The latest release of the qualification and packaging rules can be found at the following link: https://training.gov.au/Training/Details/SIT40521

Target Audience:

The Certificate IV in Kitchen Management course is meticulously crafted for international students who fall within the following categories:

1. **Current Kitchen Leaders or Managers:** If you're already navigating a leadership or managerial role within a culinary setting, this course can bolster your existing abilities, knowledge, and competencies, enabling you to thrive and excel in your present role.

2. **Aspiring Culinary Leaders and Managers:** Those who harbor ambitions to advance into leadership or managerial roles within a culinary context in the future will find this course equips them with the requisite skills and insights to pave their career paths.

3. **Entrepreneurs and Restaurateurs:** For entrepreneurs or restaurant owners, this course delivers invaluable knowledge and skills in kitchen management, critical for effectively operating your own business and leading a culinary team.

4. **Individuals Pursuing Higher-level Qualifications:** For those seeking to elevate their education and pursue higher-level qualifications, this course serves as an excellent springboard. It prepares you for further qualifications, such as the Diploma of Hospitality Management or other relevant higher education programs in the culinary and hospitality fields.

Benefits:

This Certificate IV in Kitchen Management course provides:

- A strong foundation in both the operational and management aspects of running a kitchen, preparing you for leadership roles in the hospitality industry.

- Essential skills in planning and controlling menus, managing budgets, overseeing staff and ensuring a safe workplace, all within a culinary context.

- A comprehensive understanding of a commercial kitchen's workings, enabling you to efficiently manage and lead your team.

- The option to further your studies with more advanced qualifications, which can open doors to more senior roles within the hospitality and culinary sectors.

Unit of Competencies

This course comprises the following units, and successful completion of all units is necessary to attain the qualification. Students who complete only certain units will receive a Statement of Attainment for the units successfully accomplished.

Australian College of Technical Studies

Australian College of Technical Studies
RTO Code: 46254 | CRICOS Code: 04273J
Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200
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Unit code	Unit title	Core/elective
SITHCCC023	Use food preparation equipment*	Core
SITHCCC027	Prepare dishes using basic methods of cookery*	Core
SITHCCC028	Prepare appetisers and salads*	Core
SITHCCC029	Prepare stocks, sauces and soups*	Core
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes*	Core
SITHCCC031	Prepare vegetarian and vegan dishes*	Core
SITHCCC035	Prepare poultry dishes*	Core
SITHCCC036	Prepare meat dishes*	Core
SITHCCC037	Prepare seafood dishes*	Core
SITHCCC041	Produce cakes, pastries and breads*	Core
SITHCCC042	Prepare food to meet special dietary requirements*	Core
SITHCCC043	Work effectively as a cook*	Core
SITHKOP010	Plan and cost recipes*	Core
SITHKOP012	Develop recipes for special dietary requirements*	Core
SITHKOP013	Plan cooking operations*	Core
SITHKOP015	Design and cost menus*	Core
SITHPAT016	Produce desserts*	Core
SITXCOM010	Manage conflict*	Core
SITXFIN009	Manage finances within a budget	Core
SITXFSA005	Use hygienic practices for food safety	Core
SITXFSA006	Participate in safe food handling practices	Core
SITXFSA008	Develop and implement a food safety program*	Core

SITXHRM008	Roster staff	Core
SITXHRM009	Lead and manage people	Core
SITXINV006	Receive, store and maintain stock*	Core
SITXMGT004	Monitor work operations	Core
SITXWHS007	Implement and monitor work health and safety practices	Core
SITHCCC040	Prepare and serve cheese*	Elective
SITHCCC044	Prepare specialised food items*	Elective
SITXFSA007	Transport and store food*	Elective
HLTAID011	Provide first aid	Elective
BSBCMM411	Make Presentation	Elective
SITXCCS015	Enhance customer services experiences	Elective

Training and assessment information

This course offers a comprehensive learning experience that combines various delivery methods, including face-to-face classroom sessions, structured self-study, and workplace-based training. The content is divided into different blocks, each covering specific topics.

During the first block, students will participate in both classroom-based and structured self-study sessions, as well as kitchen training and assessment. These initial modules will cover the necessary foundational units required for most of the qualification's advanced units.

In Term 1, students will focus on completing essential units, such as SITXFSA005 Use hygienic practices for food safety and SITHKOP010 Plan and cost recipes, which are prerequisites for other units like SITHKOP015 Design and cost menus, scheduled for Block 3.

Throughout Terms 3 to 5, approximately 50% of the contact hours will be spent in face-to-face training within a commercial kitchen environment. In Block 6, students will work on units like SITHCCC027 Prepare dishes using basic methods of cookery and SITHCCC042 Prepare food to meet special dietary requirements, which serve as prerequisites for several other units.

Upon reaching the end of Term 5 (during block 10), students will undertake unit SITHKOP013 Plan cooking operations, which involves completing 12 service periods. Due to the difficulty of demonstrating this unit's skills in a work placement context, a simulation will be used in the commercial kitchen setting to allow students to supervise food production processes and plan commercial kitchen operations. Additionally, SITHKOP015 Plan cooking operations will be co-assessed with SITXMGT004 Monitor work operations, which requires a specific context for monitoring work operations. In Term 6, students will continue with these two units and complete the third unit, SITHCCC043 Work effectively as a cook, involving the completion of 48 service periods.

The special function component of the unit SITHCCC043 Work effectively as a cook will also be completed in the commercial kitchen, as it may not be encountered during work placements. Work placements will begin in Block 11, where students will spend a total of 100 hours, with 20 hours per week. Additionally, to meet the shift

and service period requirements for the unit SITHCCC043, students must complete an additional 7x 4-hour shifts (28 hours) in week 78.

Assessment in this course could involve various formats, including:
- Written questions
- Practical demonstration
- Projects
- Presentations
- Reports
- Role plays or observations.
- Portfolios or journals
- Logs tracking workplace hours

At the outset of each unit, your trainer and assessor will detail the assessment tasks to be completed.

Classroom sessions take place in contemporary classrooms and the training kitchen, with Wi-Fi access available. There are designated areas for relaxation and further study.

For every unit of the course, a relevant Student Guide will be provided. Additionally, textbooks are readily available on-site for your use and can be borrowed as needed.

What are the entry requirements?

To gain admission to the Australian College of Technical Studies, you are required to meet the following entry requirements:

1. **Age and Education:**
   - You must be at least 18 years old.
   - Completion of the equivalent of Year 12 education is mandatory.
2. **Course Entry Interview and LLN Assessment:**
   - Participation in a course entry interview is necessary to assess your suitability for the course and determine your specific student needs.
   - The interview will also include a Language, Literacy, and Numeracy (LLN) assessment.
   - To be eligible for entry, you must achieve an Australian Core Skills Framework (ACSF) level of 4 in reading, writing, numeracy, and oral communication.
3. **English Language Proficiency:**
   - An International English Language Testing System (IELTS) score of 5.5 or equivalent is required.
   - Test results must be no more than 2 years old.
   - Alternatively, English language competence can be demonstrated through documented evidence of any of the following:

     o Education for a minimum of 5 years in an English-speaking country.
     o Completion of at least 6 months of a Certificate IV level course at an Australian Registered Training Organization (RTO).
     o Successful completion of an English Placement Test.

   - Other English language tests such as PTE and TOEFL may be accepted, provided the results are equivalent to IELTS 5.5. You are required to provide your test results for verification.

Please ensure that you meet these entry requirements before applying to the Australian College of Technical Studies.

How much does it cost?

1. **Course Fees:**

   - Tuition fees: AUD $12,500 (onshore)
   - Tuition fees: AUD $14,000 (offshore)

2. **Non-tuition Fees:**

   - Material fee: $1,000

3. **Additional Costs (at your own expense):**

   - Laptop and software, as described earlier.
   - Please note that course fees do not cover the cost of laptops or software. Refer to the above information for specific requirements.

4. **Payment Plan and Arrangements:**

   - A detailed payment plan and payment arrangements will be provided in the Offer Letter and Student Agreement.
   - It is mandatory to pay all course fees in full and on time. Failure to do so may result in the cancellation of your enrolment.

5. **Overseas Health Insurance Cover (OSHC):**

   - Before arriving in Australia, it is a requirement to obtain Overseas Health Insurance Cover.
   - The Australian College of Technical Studies provides details of OSHC providers in the International Student Handbook. You can contact any of these providers to inquire about costs and arrange your health insurance coverage.

6. **Living Costs and Additional Expenses:**

   - The International Student Handbook outlines additional costs associated with living in Australia.
   - It is essential to review these costs carefully in relation to your budgeting.

For further information, you can visit https://www.studyinaustralia.gov.au/english/live-in- australia/living-costs.

CHC43121- Certificate IV in Disability Support

This brochure provides all the information you need to know about enrolling in the CHC43121- Certificate IV in Disability Support

Course details

Provider Name	Australian College of Technical Studies (ACTS)	
RTO Code	46254	
CRICOS Code	04273J	
CRICOS Course Code	116606F	
Location of course	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200 Various workplaces for work placement	
Delivery mode	This program is delivered in the classroom and through structured self- study.	
Duration	26 weeks, including 22 study weeks and 4 weeks of holidays. *See details regarding duration under course credit if you have already completed SIT30821 with us.*	
Study load	20 hours a week in the classroom and 4 hours of structured self-study Completion of 60 service periods (4 hours per service period = 240 hours)	

NATIONALLY RECOGNISED TRAINING

Overview of course

This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team.

The skills in this qualification must be applied in accordance with Commonwealth and State or

Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

https://training.gov.au/training/details/chc43115/

Target Audience:

The CHC43121 Certificate IV in Disability Support is designed for international students who are seeking to build a professional career within the disability support sector or advance their existing skills and qualifications. This course is suitable for individuals who fall within the following target groups:

1. **Aspiring Disability Support Professionals**

International students who are seeking to pursue a career in providing disability support services and wish to develop specialised skills to work effectively with people with disability in a range of community and support settings.

2. **Individuals Entering a New Industry Sector**

Students who are looking to enter the health and community services sector, particularly disability support, and require a nationally recognised qualification to gain industry-relevant skills and improve employability outcomes.

3. **Students Seeking Pathways to Higher-level Qualifications**

Learners who intend to use this qualification as a pathway to further studies in disability, community services, or related higher-level qualifications.

Benefits:

The Certificate IV in Disability Support provides participants with advanced skills and knowledge required to work effectively and confidently in the disability support sector. Key benefits of this course include:

• Development of specialised skills to provide person-centred, strength-based support to people with disability, enabling participants to respond to complex support needs in diverse community and care settings.

• Enhanced understanding of disability support practices, including empowerment, advocacy, community participation, and social inclusion, aligned with current industry standards and best practice.

• Practical, job-ready training delivered in a simulated workplace environment, allowing students to apply theoretical knowledge to real-world disability support scenarios.

• Improved employability outcomes through attainment of a nationally recognised qualification that is highly valued within the disability and community services sector.

• Preparation for supervisory, senior support, or specialised roles within disability services, supporting career advancement opportunities.

• Clear pathways to further study and higher-level qualifications in disability, community services, or related health fields.

• Transferable skills and knowledge that can be applied both within Australia and internationally, providing long-term career and professional development benefits.

Unit of Competencies

This course comprises the following units, and successful completion of all units is necessary to attain the qualification. Students who complete only certain units will receive a Statement of Attainment for the units successfully accomplished.

Unit code	Unit title	Core/elective
CHCCCS044	Follow established person-centred behaviour supports	Core
CHCDIS017	Facilitate community participation and social inclusion	Core
CHCDIS018	Facilitate ongoing skills development using a person-centred approach	Core
CHCDIS019	Provide person-centred services to people with disability with complex needs	Core
CHCLEG003	Manage legal and ethical compliance	Core
CHCMHS001	Work with people with mental health issues	Core
HLTWHS003	Maintain work health and safety	Core
CHCCCS004	Assess co-existing needs	Elective
CHCDIS015	Develop and provide person-centred service responses	Elective
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	Elective
CHCCCS044	Follow established person-centred behaviour supports	Core
CHCDIS017	Facilitate community participation and social inclusion	Core
CHCDIS018	Facilitate ongoing skills development using a person-centred approach	Core
CHCDIS019	Provide person-centred services to people with disability with complex needs	Core

Training and assessment information

The Certificate IV in Disability Support course offers a structured and competency-based learning experience designed to prepare participants for supervisory and specialised roles within the disability support sector. Training is delivered through a combination of face-to-face instruction, guided learning activities, and practical skill development conducted primarily in a college-based simulated workplace environment.

At the commencement of each unit, participants are fully informed of the training and assessment requirements, including the assessment tasks, methods, and evidence required to demonstrate competency. Each unit is assessed individually to ensure learners clearly meet the outcomes specified in the relevant endorsed unit of competency.

This course utilises purpose-designed assessment tools to collect valid, sufficient, current, and authentic evidence. Assessments are designed to confirm whether a participant can perform to the standards expected in the workplace, in accordance with the CHC43121 Certificate IV in Disability Support Training Package.

Assessment Standards and Compliance

All assessments are conducted in accordance with:

- Identified industry benchmarks and relevant best practice
- Specific industry and workplace requirements
- The Principles of Assessment
- The Rules of Evidence

Assessment activities generally commence in the session following training delivery. Students are expected to manage their workload effectively and schedule assessment tasks accordingly. As this is a competency-based qualification, assessment continues throughout the course until the participant either demonstrates competency or further training needs are identified and addressed.

Assessment Process

The assessment process for all participants in the Certificate IV in Disability Support includes a combination of:

- Theory-based assessments
- Project-based tasks
- Practical and demonstration assessments

The majority of practical assessments take place within the college campus simulated environment, which reflects real workplace conditions and supports the development of job-ready skills.

Each unit of competency is supported by an individual assessment tool and a detailed mapping document that:

- Outlines the assessment methods
- Provides clear instructions for assessors
- Provides clear instructions for students
- Maps assessment tasks directly to the unit of competency
- Ensures all assessment is summative and compliant

Assessment Methods

Assessment activities may include, but are not limited to, the following:

Written Assessment Tasks

Students are required to respond to a range of questions contained within assessment booklets. These may include written responses, case studies, project work, and research activities. Students may source information from learning materials, approved references, libraries, databases, and the internet, using appropriate referencing techniques.

Demonstration and Practical Assessment Tasks

Students are required to complete practical assessments in line with training package requirements. These may include projects, portfolios, simulations, role plays, scenarios, participation in team meetings, and other workplace-relevant activities. All practical tasks are completed using appropriate methods and techniques under the observation of a qualified assessor.

Some assessment tasks require students to work as part of a team or as a team member, fulfilling roles, responsibilities, and expectations typical of real disability support workplaces.

Facilities and Resources:

Your classes will be conducted in modern, well-equipped classrooms that offer Wi-Fi connectivity. Additionally, designated areas are available for relaxation and for conducting additional study, providing you with a comfortable and conducive learning environment.

To support your studies, you will receive a Student Guide tailored to each unit within your course. At campus, you will also have access to textbooks that can be utilized and borrowed as needed.

These provisions ensure that you have access to comprehensive learning materials and resources to enhance your educational experience throughout the course.

Course progress and attendance

Meeting visa requirements is crucial and emphasizes the significance of maintaining satisfactory course progress and attendance in your courses. To obtain detailed information regarding this matter, we strongly urge you to carefully read through the International Student Handbook. Additional guidance on course progress and attendance expectations will be provided during your orientation. It is essential to note that the orientation will be conducted at our Bankstown campus. In case you require any student support services, they will also be available at our Bankstown campus. We kindly request you to thoroughly review the contents of the International Student Handbook for comprehensive information.

Student support

We provide a range of support and welfare services to ensure your success and well-being. These services include:

- Personalized one-to-one support from our dedicated trainer/assessor.
- Assistance with any personal issues you may be facing.
- Access to supplementary learning resources to enhance your understanding.

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Australian College of Technical Studies
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- Reasonable adjustments made in assessments to accommodate individual needs.
- Engaging social events to foster a supportive community.
- Information about external sources of support that you can utilize.

We understand that you may have unique circumstances, such as a long break from studying, English as a second language, or a need for additional assistance with literacy or numeracy. During the application and enrolment process, we will identify any specific support requirements you may have. Based on those needs, we may develop a personalized Student Support Plan to ensure you receive the necessary assistance throughout your studies.

Resource requirements

Please ensure that you bring your personal laptop equipped with Office 365 or a comparable program to all of your classes. It is important to note that the expenses associated with acquiring and maintaining this technology are not covered by your course fees. To assist you in making an informed decision, we have provided the specifications for laptops and their associated costs below:

Laptop and Software Requirement

For your studies, a basic laptop with the following specifications is recommended:

- Operating System: Windows 10 or macOS (latest version)
- Processor: Intel Core i3 or AMD equivalent
- RAM: 8GB or higher
- Storage: 256GB SSD or higher
- Display: 13-inch or larger with a minimum resolution of 1366 x 768
- Wireless Connectivity: Wi-Fi 5 (802.11ac) or Wi-Fi 6 (802.11ax) compatible
- Battery Life: At least 6 hours of usage
- Ports: USB ports (preferably USB 3.0), HDMI, and headphone jack
- Software: Microsoft Office or equivalent productivity suite

Please note that these are basic requirements, and depending on your specific course or program, there may be additional recommendations or specific software requirements.

Name of software	Associated costs	
Office 365	$129 annually	https://products.office.com/en-au/buy/office
Laptop details	Associated costs	
Any laptop that meets the specifications above	$700 (approximate only)	Various

Course credit

If you have existing qualifications or possess skills, knowledge, and experience that are relevant to your desired course of study, you have the option to apply for recognition of these through credit transfer or recognition of prior learning. Detailed information regarding this process can be found in our International Student Handbook, which is accessible at **actstudies.edu.au.**

Please note that if your application for course credit is approved, it will have an impact on both your course fees and the duration of your studies. We will communicate any changes to fees or course

duration resulting from the granted credit to you in writing. Additionally, you will receive a new Confirmation of Enrolment reflecting the updated information.

For any inquiries or concerns regarding course credit, please don't hesitate to contact us through email and our landline number.

What are the entry requirements?

To gain admission to the Australian College of Technical Studies, you are required to meet the following entry requirements:

1. **Age and Education:**
   - You must be at least 18 years old.
   - Completion of the equivalent of Year 12 education is mandatory.
   -
2. **Course Entry Interview and LLN Assessment:**
   - Participation in a course entry interview is necessary to assess your suitability for the course and determine your specific student needs.
   - The interview will also include a Language, Literacy, and Numeracy (LLN) assessment.
   - To be eligible for entry, you must achieve an Australian Core Skills Framework (ACSF) level of 4 in reading, writing, numeracy, and oral communication.

3. **English Language Proficiency:**

   - An International English Language Testing System (IELTS) score of 5.5 or equivalent is required.
   - Test results must be no more than 2 years old.
   - Alternatively, English language competence can be demonstrated through documented evidence of any of the following:

     - Education for a minimum of 5 years in an English-speaking country.
     - Completion of at least 6 months of a Certificate IV level course at an Australian Registered Training Organization (RTO).
     - Successful completion of an English Placement Test.

   - Other English language tests such as PTE and TOEFL may be accepted, provided the results are equivalent to IELTS 5.5. You are required to provide your test results for verification.

Please ensure that you meet these entry requirements before applying to the Australian College of Technical Studies.

How much does it cost?

1. **Course Fees:**

   - Tuition fees: AUD $4,200 (onshore)
   - Tuition fees: AUD $5,500 (offshore)

2. **Non-tuition Fees:**

   - Material fee: $1,000

3. **Additional Costs (at your own expense):**

- Laptop and software, as described earlier.
- Please note that course fees do not cover the cost of laptops or software. Refer to the above information for specific requirements.

4. Payment Plan and Arrangements:

- A detailed payment plan and payment arrangements will be provided in the Offer Letter and Student Agreement.
- It is mandatory to pay all course fees in full and on time. Failure to do so may result in the cancellation of your enrolment.

5. Overseas Health Insurance Cover (OSHC):

- Before arriving in Australia, it is a requirement to obtain Overseas Health Insurance Cover.
- The Australian College of Technical Studies provides details of OSHC providers in the International Student Handbook. You can contact any of these providers to inquire about costs and arrange your health insurance coverage.

6. Living Costs and Additional Expenses:

- The International Student Handbook outlines additional costs associated with living in Australia.
- It is essential to review these costs carefully in relation to your budgeting.

For further information, you can visit https://www.studyinaustralia.gov.au/english/live-in- australia/living-costs.

CHC52025- Diploma of Community Services

This brochure provides all the information you need to know about enrolling in the CHC52025- Diploma of Community Services

Course details

Provider Name	Australian College of Technical Studies (ACTS)
RTO Code	46254
CRICOS Code	04273J
CRICOS Course Code	116607E
Location of course	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200 Various workplaces for work placement
Delivery mode	This program is delivered in the classroom and through structured self- study.
Duration	104 weeks, including 86 study weeks and 18 weeks of holidays. *See details regarding duration under course credit if you have already completed SIT30821 with us.*
Study load	20 hours a week in the classroom and 4 hours of structured self-study Completion of 60 service periods (4 hours per service period = 240 hours)

Overview of course

This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities.

At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

https://training.gov.au/training/details/CHC52025/

Target Audience:

The CHC52025 Diploma of Community Services is designed for international students who are seeking to develop advanced knowledge and skills for professional roles in the community services sector. This course is suitable for individuals who fall within the following target groups:

1. Aspiring Community Services Professionals

Students seeking to pursue a career in providing community services and support, including roles that involve case management, client advocacy, and delivering tailored support services.

2. Individuals Entering a New Industry Sector

Learners who are transitioning into the community services sector and require a nationally recognised qualification to develop industry-relevant skills and enhance employability.

3. Students Seeking Pathways to Higher-level Qualifications

Participants who intend to use this qualification as a pathway to further studies in community services, social work, or related higher-level qualifications.

Benefits:

The CHC52025 Diploma of Community Services provides participants with advanced knowledge, skills, and practical experience to work effectively in professional community services roles. Key benefits include:

• Development of advanced skills to assess client needs, plan and deliver individualised support, and coordinate services across diverse community settings.

• Enhanced understanding of case management, advocacy, and ethical practices, enabling participants to provide high-quality, client-centred services in line with industry standards.

• Practical, hands-on training delivered in a simulated workplace environment, allowing students to apply theoretical knowledge to realistic scenarios and build job-ready competencies.

• Improved employability outcomes through attainment of a nationally recognised qualification, opening opportunities in roles such as community services worker, case coordinator, or program support officer.

• Preparation for leadership, supervisory, or specialised roles within community services, supporting career advancement and professional growth.

• Clear pathways to higher-level qualifications in community services, social work, or related fields, facilitating further education and long-term career development.

Unit of Competencies

This course comprises the following units, and successful completion of all units is necessary to attain the qualification. Students who complete only certain units will receive a Statement of Attainment for the units successfully accomplished.

Unit code	Unit title	Core/elective
CHCCCS004	Assess co-existing needs	Core
CHCCCS007	Develop and implement service programs	Core
CHCCCS019	Recognise and respond to crisis situations	Core
CHCCSM017	Facilitate and review case management	Core
CHCDEV005	Analyse impacts of sociological factors on people in community work and services	Core
CHCDFV001	Recognise and respond appropriately to domestic and family violence	Core
CHCDIV001	Work with diverse people	Core
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	Core
CHCLEG003	Manage legal and ethical compliance	Core
CHCMGT005	Facilitate workplace debriefing and support processes	Core
CHCPRP003	Reflect on and improve own professional practice	Core
HLTWHS003	Maintain work health and safety	Core
CHCCCS038	Facilitate the empowerment of people receiving support	Elective
CHCDIS017	Facilitate community participation and social inclusion	Elective
CHCDIS019	Provide person-centred services to people with disability with complex needs	Elective
CHCMHS001	Work with people with mental health issues	Elective
CHCCOM003	Develop workplace communication strategies	Elective
CHCDIV003	Manage and promote diversity	Elective
CHCCCS044	Follow established person-centred behaviour supports	Elective
HLTAID011	Provide First Aid	Elective

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Training and assessment information

Delivery Modes

Face-to-Face Mode

Training is trainer-led and delivered in a classroom setting, combined with in-class experiential activities. Students are encouraged to engage in practical exercises that replicate real workplace scenarios. Assessments can be submitted in person or online via the Australian College of Technical Studies e-learning portal (aXcelerate). Trainers will mark assessments and provide constructive feedback in accordance with the college assessment policy.

Online-Only Mode

In cases where face-to-face delivery is not possible due to a national emergency, training and assessment are delivered online via Microsoft Teams. The college has integrated its e-learning portal with Teams to facilitate seamless online delivery, collaboration, and student management. Students submit assessments through the e-learning portal, and trainers provide feedback following the college assessment procedures.

Assessment Methods

Assessment for this qualification is competency-based and designed to ensure students can apply their knowledge and skills in realistic contexts. Assessment methods may include:

- **Knowledge Questions:** Written or online questions to test theoretical understanding

- **Simulations:** Practical exercises that replicate workplace scenarios

- **Case Studies:** Analysis of real or hypothetical client situations

- **Role-Plays:** Demonstration of interpersonal and communication skills

- **Presentations:** Communicating ideas, findings, or solutions to peers or assessors

- **Report Writing:** Preparing formal documentation, care plans, or service reports

- **Creating Templates and Tools:** Developing resources for use in community services

- **Analysing and Presenting Information:** Collating, evaluating, and presenting data to stakeholders

All assessments are designed to be authentic, valid, reliable, and aligned with the relevant units of competency, ensuring students are fully prepared for workplace expectations.

Facilities and Resources:

Your classes will be conducted in modern, well-equipped classrooms that offer Wi-Fi connectivity. Additionally, designated areas are available for relaxation and for conducting additional study, providing you with a comfortable and conducive learning environment.

To support your studies, you will receive a Student Guide tailored to each unit within your course. At campus, you will also have access to textbooks that can be utilized and borrowed as needed.

These provisions ensure that you have access to comprehensive learning materials and resources

to enhance your educational experience throughout the course.

Course progress and attendance

Meeting visa requirements is crucial and emphasizes the significance of maintaining satisfactory course progress and attendance in your courses. To obtain detailed information regarding this matter, we strongly urge you to carefully read through the International Student Handbook. Additional guidance on course progress and attendance expectations will be provided during your orientation. It is essential to note that the orientation will be conducted at our Bankstown campus. In case you require any student support services, they will also be available at our Bankstown campus. We kindly request you to thoroughly review the contents of the International Student Handbook for comprehensive information.

Student Support

At Australian College of Technical Studies, we are committed to providing a range of support and welfare services to help you succeed academically and maintain your well-being. Our student support services include:

Personalised One-to-One Support: Dedicated trainers and assessors are available to provide guidance and assistance tailored to your individual learning needs.

Assistance with Personal Challenges: Support is available if you are experiencing personal or non-academic issues that may affect your studies.

Supplementary Learning Resources: Access additional materials to strengthen your understanding and enhance your learning outcomes.

Reasonable Adjustments in Assessments: We make accommodations in assessments to address specific learning needs and ensure fairness.

Community Engagement: Participate in social and networking events to build connections and foster a supportive student community.

External Support Referrals: Receive information about external services and resources that may assist you during your studies.

We recognise that students may have unique circumstances, such as returning to study after a break, English as a second language, or needing extra support with literacy or numeracy. During the application and enrolment process, we identify any specific support requirements you may have. Where necessary, we develop a personalised Student Support Plan to ensure you receive the assistance you need throughout your course.

Resource requirements

Please ensure that you bring your personal laptop equipped with Office 365 or a comparable program to all of your classes. It is important to note that the expenses associated with acquiring and maintaining this technology are not covered by your course fees. To assist you in making an informed decision, we have provided the specifications for laptops and their associated costs below:

Laptop and Software Requirement

For your studies, a basic laptop with the following specifications is recommended:

- Operating System: Windows 10 or macOS (latest version)
- Processor: Intel Core i3 or AMD equivalent
- RAM: 8GB or higher
- Storage: 256GB SSD or higher
- Display: 13-inch or larger with a minimum resolution of 1366 x 768
- Wireless Connectivity: Wi-Fi 5 (802.11ac) or Wi-Fi 6 (802.11ax) compatible
- Battery Life: At least 6 hours of usage
- Ports: USB ports (preferably USB 3.0), HDMI, and headphone jack
- Software: Microsoft Office or equivalent productivity suite

Please note that these are basic requirements, and depending on your specific course or program, there may be additional recommendations or specific software requirements.

Name of software	Associated costs	
Office 365	$129 annually	https://products.office.com/en-au/buy/office
Laptop details	Associated costs	
Any laptop that meets the specifications above	$700 (approximate only)	Various

Course credit

If you have existing qualifications or possess skills, knowledge, and experience that are relevant to your desired course of study, you have the option to apply for recognition of these through credit transfer or recognition of prior learning. Detailed information regarding this process can be found in our International Student Handbook, which is accessible at **actstudies.edu.au.**

Please note that if your application for course credit is approved, it will have an impact on both your course fees and the duration of your studies. We will communicate any changes to fees or course duration resulting from the granted credit to you in writing. Additionally, you will receive a new Confirmation of Enrolment reflecting the updated information.

For any inquiries or concerns regarding course credit, please don't hesitate to contact us through email and our landline number.

What are the entry requirements?

To gain admission to the Australian College of Technical Studies, you are required to meet the following entry requirements:

4. Age and Education:
- You must be at least 18 years old.
- Completion of the equivalent of Year 12 education is mandatory.

5. Course Entry Interview and LLN Assessment:
- Participation in a course entry interview is necessary to assess your suitability for the course and determine your specific student needs.
- The interview will also include a Language, Literacy, and Numeracy (LLN) assessment.
- To be eligible for entry, you must achieve an Australian Core Skills Framework (ACSF) level of 4 in reading, writing, numeracy, and oral communication.

6. English Language Proficiency:
- An International English Language Testing System (IELTS) score of 5.5 or equivalent is required.
- Test results must be no more than 2 years old.
- Alternatively, English language competence can be demonstrated through documented evidence of any of the following:

  o Education for a minimum of 5 years in an English-speaking country.
  o Completion of at least 6 months of a Certificate IV level course at an Australian Registered Training Organization (RTO).
  o Successful completion of an English Placement Test.

- Other English language tests such as PTE and TOEFL may be accepted, provided the results are equivalent to IELTS 5.5. You are required to provide your test results for verification.

Please ensure that you meet these entry requirements before applying to the Australian College of Technical Studies.

How much does it cost?

7. Course Fees:

- Tuition fees: AUD $17,500 (onshore)
- Tuition fees: AUD $19,000 (offshore)

8. Non-tuition Fees:

- Material fee: $1,500

9. Additional Costs (at your own expense):

- Laptop and software, as described earlier.
- Please note that course fees do not cover the cost of laptops or software. Refer to the above information for specific requirements.

10. Payment Plan and Arrangements:

- A detailed payment plan and payment arrangements will be provided in the Offer Letter and Student Agreement.
- It is mandatory to pay all course fees in full and on time. Failure to do so may result in the cancellation of your enrolment.

11. Overseas Health Insurance Cover (OSHC):

- Before arriving in Australia, it is a requirement to obtain Overseas Health Insurance Cover.
- The Australian College of Technical Studies provides details of OSHC providers in the International Student Handbook. You can contact any of these providers to inquire about costs and arrange your health insurance coverage.

12. Living Costs and Additional Expenses:

- The International Student Handbook outlines additional costs associated with living in Australia.
- It is essential to review these costs carefully in relation to your budgeting.

For further information, you can visit https://www.studyinaustralia.gov.au/english/live-in- australia/living- costs.

SIT50422 – Diploma of Hospitality Management

This brochure provides all the information you need to know about enrolling in the SIT50422 – Diploma of Hospitality Management

Course details		
Provider Name	Australian College of Technical Studies (ACTS)	
RTO Code	46254	
CRICOS Code	04273J	
CRICOS Course Code	116612H	
Location of course	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200 Various workplaces for work placement	
Delivery mode	This program is delivered in the classroom and through structured self-study. Practical face to face training is provided in a commercial kitchen. A work placement is also required.	
Duration	104 weeks (80 weeks of study period and 24 weeks holiday) See details regarding duration under course credit if you have already completed SIT30821 and SIT40521 with us.	
Study load	20 hours a week in the classroom and 4 hours of structured self-study. Completion of 64 service periods (4 hours per service period = 256 hours)	

Course Overview:

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

The latest release of the qualification and packaging rules can be found at the following link: https://training.gov.au/Training/Details/SIT50422

Target Audience

The SIT50422 Diploma of Hospitality Management course is specifically designed to cater to the needs of aspiring professionals seeking a rewarding career in the hospitality industry. The target audience for this comprehensive program includes:

1. **Individuals with a passion for hospitality:** If you have a genuine interest in the hospitality sector and aspire to work in this dynamic and customer-oriented industry, this diploma equips you with the necessary knowledge and skills to excel.

2. **Entry-level hospitality employees:** For those currently working in entry-level positions within the hospitality domain, this course offers an opportunity to elevate your career prospects and take on more significant responsibilities in management roles.

3. **Aspiring hospitality managers:** If you aim to progress into management positions within the hospitality industry, this diploma provides the essential competencies and insights to pave the way for your career advancement.

4. **Industry professionals seeking upskilling:** Experienced hospitality professionals looking to enhance their expertise and stay abreast of industry trends and best practices can benefit from this diploma to elevate their leadership and management acumen.

5. **Career changers:** If you are considering a career change and wish to transition into the vibrant world of hospitality management, this diploma course offers a solid foundation to make a successful switch.

Benefits:

By enrolling in the SIT50422 Diploma of Hospitality Management, you can enjoy various benefits, including:

- **Enhanced leadership skills:** The course equips you with leadership and management competencies essential for effectively leading teams, managing operations, and driving success in the hospitality industry.

- **Expanded career opportunities:** Successful completion of this diploma opens up a diverse range of career opportunities in hospitality management, such as banquet or function manager, bar manager, cafe manager, and chef de cuisine.

- **Practical knowledge and industry insights:** You will gain practical, real-world knowledge and insights from experienced industry professionals, allowing you to apply your learning directly to the

workplace.

- **Pathway to further education:** This diploma serves as a solid foundation for those aspiring to pursue higher-level qualifications, such as the Advanced Diploma of Hospitality Management, unlocking even greater career prospects.

- **Networking opportunities:** Throughout the course, you will have the chance to connect and collaborate with like-minded individuals and industry professionals, expanding your professional network within the hospitality sector.

This course comprises the following units, and successful completion of all units is necessary to attain the qualification. Students who complete only certain units will receive a Statement of Attainment for the units successfully accomplished.

Unit code	Unit title	Core/elective
SITXCCS015	Enhance customer service experience	Core
SITXCCS016	Develop and manage quality customer service practices	Core
SITXCOM010	Manage conflict	Core
SITXFIN009	Manage finances within a budget	Core
SITXFIN010	Prepare and monitor budgets	Core
SITXGLC002	Identify and manage legal risks and comply with law	Core
SITXHRM008	Roster staff	Core
SITXHRM009	Lead and manage people	Core
SITXMGT004	Monitor work operations	Core
SITXMGT005	Establish and conduct business relationships	Core
SITXWHS007	Implement and monitor work health and safety practices	Core
SITXFSA005	Use hygienic practice for food safety	Elective A
SITHCCC043	Work effectively as a cook*	Elective B
SITHCCC023	Use food preparation equipment*	Elective C
SITHCCC027	Prepare dishes using basic methods of cookery*	Elective C
SITHCCC028	Prepare appetisers and salads*	Elective C
SITHCCC029	Prepare stocks, sauces and soups*	Elective C
SITHCCC030	Prepare vegetable, fruit, egg and farinaceous dishes*	Elective C
SITHCCC031	Prepare vegetarian & vegan dishes*	Elective C

SITHCCC035	Prepare poultry dishes*	Elective C
SITHCCC036	Prepare meat dishes*	Elective C
SITHCCC037	Prepare seafood dishes*	Elective C
SITHCCC040	Prepare and serve cheese*	Elective C
SITHCCC041	Produce cakes, pastries and breads*	Elective C
SITHCCC044	Prepare specialised food items*	Elective C
SITHKOP012	Develop recipes for special dietary requirements*	Elective C
SITHKOP015	Design and cost menus*	Elective C
SITXINV007	Purchase goods	Elective C

Training and assessment

This course offers a diverse learning experience, combining face-to-face classroom sessions, structured self-study, and workplace-based training. The course is structured into several terms, with varying modes of training and assessment.

During the initial four terms, students will primarily participate in classroom-based and structured self-study training and assessment, except for the unit SITXFSA005 Use hygienic practices for food safety, which will be taught in the first term and will be covered in both classroom and training kitchen settings. This particular unit serves as a prerequisite for many of the subsequent units in the course.

From term 5 onwards, training and assessment will extend to include practical sessions in the commercial kitchen. In the fifth term, students will undertake the unit SITHCCC027 Prepare dishes using basic methods of cookery, which is a prerequisite for most of the other units. Following this, approximately 50% of the contact hours will be spent engaging in face-to-face training within a commercial kitchen environment.

In Term 8, students will complete the unit SITXMGT004 Monitor work operations, which necessitates the completion of 5 service periods. This unit will be conducted in the commercial kitchen to enable students to effectively supervise food production processes through simulations, as demonstrating this skill in a work placement context may be challenging.

Similarly, the special function for the unit SITHCCC043 Work effectively as a cook will also be completed in the commercial kitchen, as it might not be encountered during work placements.

In addition, students will fulfill their seven service periods for the unit SITXCCS016 Develop and manage quality customer service practices in the training kitchen or simulated business environment.

To meet all service period requirements, students will complete the final 72 hours of their work placement during weeks 101 – 104. Each service period will consist of 4 hours.

Assessment in this course could involve various formats, including:
- Written questions

- Practical demonstration
- Projects
- Presentations
- Reports
- Role plays or observations.
- Portfolios or journals
- Logs tracking workplace hours

At the outset of each unit, your trainer and assessor will detail the assessment tasks to be completed.

Classroom sessions take place in contemporary classrooms and the training kitchen, with Wi-Fi access available. There are designated areas for relaxation and further study.

For every unit of the course, a relevant Student Guide will be provided. Additionally, textbooks are readily available on-site for your use and can be borrowed as needed.

Facilities and Resources:

Your classes will be conducted in modern, well-equipped classrooms and state of art Commercial Training Kitchen that offer Wi-Fi connectivity. Additionally, designated areas are available for relaxation and for conducting additional study, providing you with a comfortable and conducive learning environment.

To support your studies, you will receive a Student Guide tailored to each unit within your course. At campus, you will also have access to textbooks that can be utilized and borrowed as needed.

These provisions ensure that you have access to comprehensive learning materials and resources to enhance your educational experience throughout the course.

Course progress and attendance

Meeting visa requirements is crucial and emphasizes the significance of maintaining satisfactory course progress and attendance in your courses. To obtain detailed information regarding this matter, we strongly urge you to carefully read through the International Student Handbook. Additional guidance on course progress and attendance expectations will be provided during your orientation. It is essential to note that the orientation will be conducted at our Sydney campus. In case you require any student support services, they will also be available at our Sydney campus. We kindly request you to thoroughly review the contents of the International Student Handbook for comprehensive information.

Student support

We provide a range of support and welfare services to ensure your success and well-being. These services include:

- Personalized one-to-one support from our dedicated trainer/assessor.
- Assistance with any personal issues you may be facing.
- Access to supplementary learning resources to enhance your understanding.
- Reasonable adjustments made in assessments to accommodate individual needs.
- Engaging social events to foster a supportive community.
- Information about external sources of support that you can utilize.

We understand that you may have unique circumstances, such as a long break from studying, English as a second language, or a need for additional assistance with literacy or numeracy. During the application and enrolment process, we will identify any specific support requirements you may have. Based on those needs,

we may develop a personalized Student Support Plan to ensure you receive the necessary assistance throughout your studies.

Resource requirements

Please ensure that you bring your personal laptop equipped with Office 365 or a comparable program to all of your classes. It is important to note that the expenses associated with acquiring and maintaining this technology are not covered by your course fees. To assist you in making an informed decision, we have provided the specifications for laptops and their associated costs below:

Laptop and Software Requirement

For your studies, a basic laptop with the following specifications is recommended:

- Operating System: Windows 10 or macOS (latest version)
- Processor: Intel Core i3 or AMD equivalent
- RAM: 8GB or higher
- Storage: 256GB SSD or higher
- Display: 13-inch or larger with a minimum resolution of 1366 x 768
- Wireless Connectivity: Wi-Fi 5 (802.11ac) or Wi-Fi 6 (802.11ax) compatible
- Battery Life: At least 6 hours of usage
- Ports: USB ports (preferably USB 3.0), HDMI, and headphone jack
- Software: Microsoft Office or equivalent productivity suite

Please note that these are basic requirements, and depending on your specific course or program, there may be additional recommendations or specific software requirements.

Name of software	Associated costs	
Office 365	$129 annually	https://products.office.com/en-au/buy/office
Laptop details	Associated costs	
Any laptop that meets the specifications above	$700 (approximate only)	Various

Course credit

If you have existing qualifications or possess skills, knowledge, and experience that are relevant to your desired course of study, you have the option to apply for recognition of these through credit transfer or recognition of prior learning. Detailed information regarding this process can be found in our International Student Handbook, which is accessible at **www.actstudies.edu.au.**

Please note that if your application for course credit is approved, it will have an impact on both your course fees and the duration of your studies. We will communicate any changes to fees or course duration resulting from the granted credit to you in writing. Additionally, you will receive a new Confirmation of Enrolment reflecting the updated information.

For any inquiries or concerns regarding course credit, please don't hesitate to contact us through email and our landline number.

What are the entry requirements?

To gain admission to the Australian College of Technical Studies, you are required to meet the following entry requirements:

1. **Age and Education:**
   - You must be at least 18 years old.
   - Completion of the equivalent of Year 12 education is mandatory.
2. **Course Entry Interview and LLN Assessment:**
   - Participation in a course entry interview is necessary to assess your suitability for the course and determine your specific student needs.
   - The interview will also include a Language, Literacy, and Numeracy (LLN) assessment.
   - To be eligible for entry, you must achieve an Australian Core Skills Framework (ACSF) level of 4 in reading, writing, numeracy, and oral communication.
3. **English Language Proficiency:**
   - An International English Language Testing System (IELTS) score of 5.5 or equivalent is required.
   - Test results must be no more than 2 years old.
   - Alternatively, English language competence can be demonstrated through documented evidence of any of the following:

     o Education for a minimum of 5 years in an English-speaking country.
     o Completion of at least 6 months of a Certificate IV level course at an Australian Registered Training Organization (RTO).
     o Successful completion of an English Placement Test.

   - Other English language tests such as PTE and TOEFL may be accepted, provided the results are equivalent to IELTS 5.5. You are required to provide your test results for verification.

Please ensure that you meet these entry requirements before applying to the Australian College of Technical Studies.

How much does it cost?

1. **Course Fees:**

   - Tuition fees: AUD $17,000 (onshore)
   - Tuition fees: AUD $18,500 (offshore)

2. **Non-tuition Fees:**

   - Material fee: $1,500

3. **Additional Costs (at your own expense):**

   - Laptop and software, as described earlier.
   - Please note that course fees do not cover the cost of laptops or software. Refer to the above information for specific requirements.

4. **Payment Plan and Arrangements:**

- A detailed payment plan and payment arrangements will be provided in the Offer Letter and Student Agreement.
- It is mandatory to pay all course fees in full and on time. Failure to do so may result in the cancellation of your enrolment.

5. **Overseas Health Insurance Cover (OSHC):**

- Before arriving in Australia, it is a requirement to obtain Overseas Health Insurance Cover.
- The Australian College of Technical Studies provides details of OSHC providers in the International Student Handbook. You can contact any of these providers to inquire about costs and arrange your health insurance coverage.

6. **Living Costs and Additional Expenses:**

- The International Student Handbook outlines additional costs associated with living in Australia.
- It is essential to review these costs carefully in relation to your budgeting.

For further information, you can visit https://www.studyinaustralia.gov.au/english/live-in- australia/living-costs.

How can I apply?

In order to apply for this course, you must complete an enrolment form and provide all necessary supporting documents. These documents include copies of the following:

- **High School Certificate:** Please submit a copy of your high school certificate or its equivalent.
- **Proof of English Language Proficiency:** As specified in the entry requirements, you need to provide evidence of your English language proficiency. Please include the required documentation to demonstrate your proficiency level**.**

Next step

- If your application is approved, you will receive an Offer Letter and Student Agreement from us. It is important that you carefully review this document to ensure that you are satisfied with all the terms and conditions. If you agree, simply sign the document and return it to us.
- Once we receive the signed Offer Letter and Student Agreement, we will issue you a Confirmation of Enrolment (CoE) letter along with an invoice for the initial payment.
- On the first day of the course, you will participate in an orientation and induction program. The orientation will provide essential information about the campus, living in Australia, accessing our support services, and the requirements for successful progression throughout the course, including course progress expectations.

![Australian College of Technical Studies logo] **Australian College
of Technical Studies**

Australian College of Technical Studies
RTO Code: 46254 | CRICOS Code: 04273J
Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200
✉: info@actstudies.edu.au | ✆: 1800002287 | 🖥: www.actstudies.edu.au

Living in Bankstown

Studying in Bankstown offers a comfortable lifestyle with access to affordable food, shopping, and accommodation options. The suburb is culturally diverse, well-connected by public transport, and close to major employment areas across Sydney. Students can enjoy convenient amenities, community facilities, and a wide range of dining choices.

For more information about living in Sydney, visit https://www.sydney.com/

Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the northwest of the continent.

Bankstown

Bankstown is a major suburb in South-Western Sydney, located in New South Wales. It is known for its cultural diversity, lively atmosphere, and strong sense of community. The area features parks, recreational centres, and a variety of outdoor spaces, making it suitable for walking, cycling, and everyday leisure activities. Bankstown also has several notable local facilities, including the Bankstown Arts Centre, Bankstown Library and Knowledge Centre, and the well-known Bankstown Sports Club.

A Good Choice for Study

Sydney is an excellent choice for international students to study for several reasons. It is known for its world-class education system, with a range of high-quality universities, colleges, and vocational education providers that offer a diverse range of courses and qualifications. Many of these institutions are highly ranked internationally and provide excellent opportunities for students to gain the knowledge and skills needed for successful careers.

It is a safe and welcoming city that provides a supportive environment for international students. The city is home to a large international student population and has many services and resources in place to help students adjust to life in Australia, including language support, accommodation services, and cultural activities.

It is a vibrant and multicultural city that offers a range of cultural and recreational activities. The city has a thriving arts scene, with many museums, galleries, and theaters, and is home to a diverse range of restaurants, cafes, and bars. The city's natural surroundings also provide excellent opportunities for outdoor activities, including hiking, cycling, and water sports.

It has a strong and growing economy, with a range of employment opportunities across a variety of industries, including government, education, and technology. This makes Sydney an excellent place to gain practical experience and build a successful career.

Overall, Sydney is an excellent choice for international students who are seeking a high-quality education, a supportive environment, and a vibrant and diverse city to live and study in.

Climate

Sydney has a temperate climate, with four distinct seasons. Summers are warm to hot, with temperatures averaging around 28 degrees Celsius in January. Winters are cool to cold, with temperatures averaging around 6 degrees Celsius in July. The city receives a moderate amount of rainfall throughout the year, with most of the rainfall occurring in spring and early summer. Sydney is known for its clear blue skies and sunny

days, with an average of 7.6 hours of sunshine per day. The city's climate provides a pleasant environment for outdoor activities such as hiking, cycling, and picnicking, and is popular with tourists and locals alike. However, visitors should be prepared for occasional temperature extremes, with hot and dry conditions in summer and cold and frosty conditions in winter.

Art

Sydney has a thriving arts scene, with a range of galleries, museums, and cultural institutions that showcase both Australian and international art. The National Gallery of Australia is one of the city's most popular cultural destinations and houses a world-class collection of Australian and international art. The gallery also hosts regular exhibitions, lectures, and workshops that showcase a diverse range of artistic styles and genres. Other notable cultural institutions in Sydney include the National Portrait Gallery, the Australian War Memorial, and the Museum of Australian Democracy at Old Parliament House. The city is also home to a thriving arts community, with many local artists, designers, and creatives showcasing their work in galleries, markets, and festivals throughout the year. Overall, Sydney's vibrant arts scene makes it an excellent destination for anyone interested in exploring and experiencing Australian culture and creativity.

Multiculturism

Sydney is a multicultural city that celebrates diversity and inclusivity. The city is home to a vibrant and diverse population, with people from over 170 countries living and working in the city. This diversity is reflected in the city's vibrant cultural scene, with many festivals and events celebrating the different cultures and traditions that make up Sydney's rich tapestry of communities. The city's many restaurants, cafes, and markets also offer a range of international cuisines, from traditional Indian and Chinese food to modern fusion cuisine. The local government and community organizations are committed to promoting multiculturalism and inclusion, with programs and initiatives aimed at promoting intercultural understanding and respect. Overall, Sydney's multiculturalism is a source of pride for the city, contributing to its vibrancy and diversity, and making it a welcoming and inclusive place for people from all walks of life.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist stud y in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English- speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to Practice their choice of religion. Churches, Mosques, Temples and Synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets Access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.
You can sample almost every type of cuisine available throughout the world in our many restaurants.

There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast-food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at news agencies.

Tourist students may drive in Australia on a valid overseas driver's license but if the document is not in the English language the visitor must carry a translation with the permit. An international driving license in language other than English is not enough by itself in this case.

Metered taxicabs (normally referred to as Cab) operates in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centers or you can hail taxis in the street. A light

and sign on the roof on a cab indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometer travelled. Taxi drivers do not have to be tipped. Other services such as Uber, Didi, Ola etc. is also available, you will need to download an app and sign up with them (make sure that you have a valid credit card for payments) on your mobile phone to make use of these services.

Telephones

Australia has a modern telecommunications system with mobile and internet Access generally available at low cost. Public telephones are available at all Post Offices, shopping centers and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre- paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of $A5, $A10, $A20 and $A50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

Sports and recreation

Sports and recreation are an integral part of Australian culture, with many Australians participating in and following a wide range of sports. The most popular sports in Australia include cricket, Australian rules football, rugby league, and soccer, although there are many other sports that are also widely played and enjoyed.

Australia has a proud sporting heritage, with many world-class athletes and teams representing the country on the international stage. The country also hosts many major sporting events, including the Australian Open tennis tournament, the Melbourne Cup horse race, and the Commonwealth Games. In addition to traditional sports, Australians are also passionate about outdoor recreation, with many enjoying activities such as hiking, camping, fishing, and surfing. The country's beautiful natural environment provides a stunning backdrop for these activities, with many national parks, beaches, and waterways offering excellent opportunities for outdoor recreation.

Australia has more than 120 national sporting organisations and thousands of states, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants.

Entertainment

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Travel

During schedule term breaks (refer to your course Academic Timetable for term break details), you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Australia welcomes overseas students.

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.

- contribute to the Australia's research capability.

- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments (more commonly referred to as assessments), on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers/trainers in Australia including the ones working at Australian College of Technical Studies have a vast experience teaching overseas students, they understand the difficulties in getting use to different study methods and they will be patient in helping you in developing this new learning skills/methods.

Cost of living and money matters

Up-to-date and more detailed information money and banking in Australia is available at the following website http://www.studyinaustralia.gov.au . This website is established and maintained by the Australian government.

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveler's cheques are easier to use if already in Australian dollars, however, banks will cash travelers cheques in virtually any currency. Major hotels and some shops will cash travelers cheques, depending on individual store policy.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at Study in Australia website.

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday
9.30 am – 5.00 pm Friday
Some banks are open Saturday mornings

Credit cards

Credit cards are widely accepted around Australia. The most accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5, $10, $20, $50 and $100. Coins used are the silver colored 5 cent, 10 cent, 20 cent and 50 cent and the gold colored $1 and $2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading- edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about $360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs. School students in Australia typically spend a little less - about $265 a week - on accommodation and food, entertainment, transport, and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course, and lifestyle.

Accommodation

The following types of accommodation are available for international students: -
1. Full Board (Homestay) AU$200 - AU$270 per week
2. Student house AU$150 - AU$200 per week
3. Half - Board AU$150 - AU$200 per week (plus expenses).
4. Leasing a House/Flat AU$200 - AU$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the Student Administration Manager.

Overseas Student Health Cover (OSHC)

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

OSHC is also charged on a pro-rata basis for shorter courses.

Cost of Living

Sydney is a vibrant global city offering high-quality living, a wide range of services, and diverse accommodation options. While Sydney is generally more expensive than smaller Australian cities, students can still find suitable and affordable living arrangements depending on their location and lifestyle. International students typically need around A$21,000–A$25,000 per year (excluding tuition) to cover basic living expenses in Sydney.

According to the Australian Government's Study in Australia website, Australia is a sophisticated, friendly, and welcoming country with a high standard of living. The average international student in Australia spends about A$360 per week on accommodation, food, clothing, entertainment, transport, travel, communication, and other personal costs.

Living costs vary depending on the type of accommodation chosen. Students with dependents should budget an additional A$4,000 per year for each dependent.

Australia offers a safe and friendly lifestyle with excellent healthcare, reliable transport, and high-quality services. Sydney's climate is pleasant, and fresh food is widely available at reasonable prices. Clothing, groceries, and daily essentials can be found across many price ranges, depending on where you shop.

Below is a price table of typical daily items in Sydney (approximate and for guidance only):

Food	Personal Effects/Services
Milk 1 litre $2.70	Shoes 1 pair $70.00
Bread 1 loaf $2.50	Jeans 1 pair $80.00
Apples 1 kg $4.00	Toothpaste 140g $2.50
Potatoes 1 kg $2.00	Shampoo 500ml $3.00
Beefsteak 1 kg $15.00	T-shirt $20.00
Eggs 1 dozen $4.00	Hairdresser $20.00 to $40.00
Cereal 1kg $3.00	Newspaper $2.00
Fruit Juice 2 litres $6.00	Cinema ticket $15.00
Rice 1 kg $2.00	Public transport city an inner suburb $7.00 for a day pass

The ESOS Framework – Providing quality education and protecting your rights

Australia welcomes international students.

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must Act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at https://cricos.education.gov.au/default.aspx.

The ESOS framework also ensures that students have Access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

You can find out more about Australia's education system by visiting the Study in Australia website at http://www.studyinaustralia.gov.au/ and Australian Education International's website at https://aei.gov.au/Pages/default.aspx.

The ESOS National Code is available at https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-FAustralian College of Technical Studiessheets-.aspx#:~:text=The%20National%20Code%20is%20a,commenced%20on%201%20January%202018..

What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services thatmust be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well asAccess to support services that can help you study and adjust to life in Australia

- the education provider's contact officer or officers for overseas students

- what your provider's requirements are for satisfactory attendance

- what your provider's requirements are for satisfactory progress in the courses you study and whatsupport is available if you are not progressing well.

- if you can apply for course credit and the circumstances in which your enrolment can be deferred,suspended or cancelled.

- a complaints and appeals process.

Your responsibilities as an international student in Australia

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions

- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long asyou stay in Australia as a student

- telling your provider if you change your address or other contact details

- meeting the terms of the written agreement with your education provider

- meeting the restriction on transfer between registered providers

- maintaining satisfactory course progress

- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Home Affairswebsite at https://www.homeaffairs.gov.au/ .

Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Home Affairs website for more information at https://www.homeaffairs.gov.au/.http://www.immi.gov.au/Study/Pages/Study.aspx

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider Contacting your education provider directly to see if they can help you with putting in your student enrolment application.

Finding the right education provider for you

You can find out more about Australia's education system through Austrade and their website at https://www.austrade.gov.au/Australian/Education/Services.

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at https://cricos.education.gov.au/.

Written agreements or contracts between the student and provider

When you have been accepted to enroll with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Home Affairs website for more information at https://www.homeaffairs.gov.au/. http://www.immi.gov.au/Study/Pages/Study.aspx

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider Contacting your education provider directly to see if they can help you with putting in your student enrolment application.

Finding the right education provider for you

You can find out more about Australia's education system through Austrade and their website at https://www.austrade.gov.au/Australian/Education/Services.
CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at https://cricos.education.gov.au/.

Written agreements or contracts between the student and provider.

When you have been accepted to enroll with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Transferring between education providers

Under the ESOS National Code, a student must meet certain conditions before they can enroll with another education provider if they are not happy with the course they are doing.

The National Code says you must have a release from your education provider before you can enroll with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider's permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do before you make the decision to enroll with an education provider.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the Department of https://www.homeaffairs.gov.au/website at homeaffairs.gov.au.

For more details about transferring and the requirements under the ESOS National Code, you can visit https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%207.pdf

Support for international students
Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution

- legal services

- emergency and health services

- facilities and resources

- complaints and appeals processes

- course progress requirements

- student attendance requirements

- any student visa condition that relates to the course you are studying.

Tuition protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or

- receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at: https://tps.gov.au/Home/NotLoggedIn

Making complaints and getting help

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at https://www.ombudsman.gov.au/How-we-can-help/overseas-students.

Critical incidents

In the event that a student is involved in a critical incident, Australian College of Technical Studies will follow the listed procedures on behalf of the student.
A critical incident is:

- An incident or accident of emergency and highly serious nature

- An incident that could include serious injury or death

- A serious accident leading to a critically ill student

- A serious incident that has led to a student being hospitalised, possibly in a coma or in a high dependency ward care

- Students or staff lost or injured on an excursion

- A missing student

- Severe verbal or psychological aggression

- Physical assault

- Student or staff witnessing a serious accident or incident of violence

- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature

- Fire, bomb threat, explosion, gas or chemical hazard

- Social issues e.g. drug use, sexual assault

- Student infected with a serious illness like COVID-19

Procedures

If such an incident occurs for a student:

On site:

- If the incident happens while you are on campus, the Academic Manager is called, and then the appropriate emergency services are called (ambulance etc.)

- The Academic Manager will contact the stated emergency contact person as on your new student arrival form.

Off site:

- If the critical incident occurs whilst you are outdoors or at home and which affects your training program, the Academic Manager once informed of the incident will:

- ensure all relevant persons are informed of the incident and also;

- make appropriate arrangements for deferral or discontinuation of the training program.

First Point of Contact

If a critical incident whilst you are on the campus, the first point of contact for a student will be a Student Support Officer on the number below. Should the Student Support Officer not be available at the time, then you should immediately contact one of the other support team members located at Reception.

Student Support Team: Ph: Will be provided.

Mr Zakir Hossain (for urgent matters)   Ph: 1800 002 287

Email: {info@actstudies.edu.au}