



**Apex
Australia**
Vocational Education

STUDENT HANDBOOK

Apex Australia Vocational Education

RTO No: 91606 CRICOS Provider No: 03156M
Level 3, 22-26 Goulburn Street Sydney NSW Australia
2 Sorrell Street, Parramatta NSW 2150 Australia
Phone: +61 2 8007 6262 (Parramatta)
+61 2 8007 6261 (Sydney City)

Emergency contact 24hrs: +61 413 844 955

Email: info@apexaustralia.edu.au Web: <https://apexaustralia.edu.au/>

Disclaimer

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Welcome Message

Welcome to Apex Australia Vocational Education (APEX), a Registered Training Organisation (RTO No. 91606 and CRICOS Provider No. 03156M).

It gives me great pleasure to know that you have chosen to study with us and benefit from our quality training programs at APEX.

The qualifications offered by APEX are built around the needs of the students and with focus on true practical skills and job readiness but also in light of the needs of the community and the industry in the hope of producing job ready graduates.

I agree that your decision to study with APEX is a very important step, either to build a successful career as a professional to work in a professional area of your choosing, or as a step to further academic achievement. APEX is committed to providing you with high quality education and support services to ensure that you meet your expectations.

During your studies with us, all staff at APEX will endeavour to:

- take utmost care to support your learning needs to ensure that your studies with us will be productive, fulfilling and rewarding.
- strive to provide you with assistance and guidance so that you will gain the maximum benefit from your study with us.
- provide qualified, knowledgeable and devoted staff who are passionate about being mentors and who are excited to share their work experiences and stories with you.

Thank you once again for choosing Apex Australia Vocational Education for your learning journey and we look forward to a fun and rewarding time together.

Best wishes,



Livleen Sodhi
CEO

1.0 Introduction

The purpose of this handbook is to assist you to become a successful student at APEX. It provides you with some vital information that will guide you while you're studying with APEX. It is of prime importance that you fully read and understand the contents of this Student Handbook.

We require all new students to read this handbook and sign the acknowledgement form upon receiving this handbook.

As a Registered Training Organisation (RTO No: 91606) and a registered CRICOS Provider (Provider No: 03156M) in Australia, APEX operates in compliance with the VET Quality Framework (VQF) and the Education Services for Overseas Students (ESOS) Framework, in particular:

- the Standards for RTO's 2015
<https://www.legislation.gov.au/Details/F2019C00503>
- the Education Services for Overseas Students (ESOS) Act 2000
<https://www.legislation.gov.au/Details/C2022C00066>
- the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
<https://www.legislation.gov.au/Details/F2017L01182>

If you would like a printed copy of the above-mentioned legislations, please contact Student Support at support@apexaustralia.edu.au. Alternatively you can access them at the web links provided.

APEX assures the protection of overseas students' pre-paid fees through its membership of the Tuition Protection Service (TPS), operated by the Australian Government Department of Education.

2.0 Vision, Mission and Values

Vision

APEX's vision is to continuously improve to become a leading education provider in delivering quality education to its students and providing them with the skills and knowledge to excel in their chosen field.

Mission

APEX's mission is to be a leading private provider of vocational education by offering high quality training, excellent student support and real academic pathways for its students.

Values

Our values are to:

- Act at all times ethically, fairly, honestly and accurately

- Strive to provide a student centred environment
- Unleash the potential within each student by providing them with opportunities, skills and knowledge
- Maintain high standards of financial probity, marketing and advertising integrity

3.0 Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/students/individual-exemptions>

If you are providing us with permission to access or create your USI we will need a valid form of identification.

If you would like to create your own USI, please visit:

<https://www.usi.gov.au/students/get-a-usi>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

During orientation, APEX student support officers/admissions officer will assist you to apply for your USI and collect details of the USI from you. Administration staff sends email alerts to students who have not provided their USI.

4.0 Policies and Procedures

APEX is committed to high standards in the provision of vocational education and training and other services to all its students. APEX has implemented policies and procedures to ensure that your rights as a student are protected and you are aware of your obligations under relevant legislative and regulatory requirements.

4.1 Student Discipline and Code of Conduct

This code outlines your rights and responsibilities as a student in regard to participating in training programs at APEX.

Student's rights

As a student you have the right:

- to be treated fairly and respectfully by other students and staff
- not to be victimised, harassed and discriminated against on any basis
- to receive competency-based training and assessment that meets relevant quality assurance requirements
- to have the training delivered in a comfortable venue with appropriate resources and facilities
- to receive support services that enable you to adjust to life and studies and to complete your course
- to have the training and assessment conducted by appropriately qualified trainers and assessors
- to access APEX complaints and appeals process and have your complaints dealt fairly and confidentially
- to access the information that APEX holds on you
- to provide suggestions and feedback on training, assessment, services, facilities and resources
- to access the Australian Consumer Law Act 2011 - <http://consumerlaw.gov.au/>

Student's responsibilities

As a student you are expected:

- to follow APEX's policies, procedures, rules and health and safety signs
- to attend classes regularly
- to maintain satisfactory course progress and attendance
- to notify APEX within **7 days**, if personal or contact details change
- to be polite, courteous and honest in all dealings
- to treat all people fairly equally and with respect regardless of their race, colour, ethnic origin, religion, gender, age or disability
- not to discriminate, harass, victimise, bully or disturb others
- not to abuse (verbal or physical) others
- to respect opinions of people from other backgrounds and cultures
- to respect the need of others to work and learn in a safe environment
- to take appropriate steps to help those who need assistance
- not to bring anything onto APEX premises anything that may compromise the health and safety of others
- to provide true, accurate and relevant information to APEX in a timely manner
- to come to classes on time, prepared and ready to learn
- not to bring or consume alcohol on to the premises
- not to bring or take drugs on to the premises
- not to come to classes under the influence of alcohol or drugs
- not to smoke on the premises
- not to damage or remove any property or resource of APEX
- to ensure the safety of themselves and that of others
- to comply with the instructions given by APEX staff members
- to take responsibility for their actions and decisions

- to complete all required learning and assessment activities on time with honesty and without plagiarism
- to make any payments within the required timeframe.

Disciplinary Procedure

- If disciplinary action is required to be taken, the RTO Manager will notify you of the reason for the action.
- A verbal warning will be given to you and documented on your individual student file.
- Where the behaviour continues after the verbal warning, the RTO Manager will counsel you.
- If a written warning is to be issued to you, the RTO Manager shall notify the Student Administration Staff to send a Warning Letter for misbehaviour. A copy of this warning letter will be noted and kept on your individual student file; and in the event that the behaviour continues beyond the written warning, your enrolment will be either suspended or cancelled depending on the seriousness of the breach.
- You will be given the opportunity to access the internal complaints and appeals procedure within 10 days of the decision.

4.2 Legislative Requirements

The following legislation relates to APEX's operations as a Registered Training Organisation and CRICOS Provider. In addition, there are some links to explanatory information:

Equal Opportunity and Anti-Discrimination

- Anti-Discrimination Act (NSW) 1977
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Standards for Education 2005
- Age Discrimination Act 2004 (Commonwealth)
- Anti-Discrimination Board - <https://antidiscrimination.nsw.gov.au/>
- Australian Human Rights Commission - <https://www.humanrights.gov.au>
- Australian Consumer Law Act 2011 - <https://consumer.gov.au/>

Workplace Health and Safety

- Workplace Health and Safety Act 2011
- Safe Work NSW <https://www.safework.nsw.gov.au/>

Privacy and Protection of Personal Information

- Privacy Act 1988 (Commonwealth)
- Privacy Regulations 2013 (Commonwealth)

- Australian Privacy Principles (APPs) and Guidelines
- Office of Australian Information Commissioner - <http://www.oaic.gov.au>

Copyright

- Copyright Act 1968 (Commonwealth)
- The Copyright Regulations 1969
- The Copyright Tribunal (Procedure) Regulations 1969
- The Copyright (International Protection) Regulations 1969
- The Official Guide to Copyright Issues for Australian Schools and TAFE:
<http://www.smartcopying.edu.au>

Education Services for Overseas Students (ESOS)

- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- International Education Online - <https://internationaleducation.gov.au>
- Tuition Protection Service - <https://www.tps.gov.au>

Staff Obligations under the National Code and the ESOS Act

- All marketing and admissions staff must ensure:
 - marketing is conducted with integrity and accuracy
 - no false or misleading comparisons are drawn with other providers
 - not to make any false claims of association with other providers or organisations
 - provide sufficient and accurate course and enrolment information
 - to verify that all students meet entry requirements
 - use PRISMS database to issue CoE's and to record course variations
 - notify any course reductions as a result of RPLs or credit transfers
- Student support staff must ensure to provide orientation services to all enrolled students
- All trainers and assessors are responsible for submitting accurate records of the academic progress attendance of each student from their class.
- The CEO is responsible for reporting student visa breaches to DHA via PRISMS
- All staff members must understand the recordkeeping obligations under National Code standards.
- All staff members must understand the issues faced by the overseas students and assist students in any way possible to adjust to college life. Staff members are advised to speak slowly and clearly and provide clear and accurate information in a professional way when dealing with students.
- Academic staff must ensure the provision of support services for academic progress and attendance issues.

Industrial Relations

- Fairwork Act 2009 <http://www.fairwork.gov.au>

- National Employment Standards
- Education Services (Post-Secondary Education) Award 2010

Vocational Education and Training

- National Vocational Education and Training Regulator Act 2011
<https://www.legislation.gov.au/Details/C2021C00430>
- VET Quality Framework
<http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>
- Australian Skills Quality Authority (ASQA) <https://www.asqa.gov.au/>
- Unique Student Identifier Scheme <https://www.usi.gov.au>

Access and Equity and Anti-Discrimination Policy

APEX is committed to:

- Ensuring that our selection processes are non-discriminatory and staff and students know their responsibilities and obligations under the Commonwealth and State legislation
- Providing information about access and equity through staff induction and student orientation
- Providing fair access to its training for all persons eligible for enrolment subject to meeting the course entry requirements and having sufficient places in the class
- Ensuring that enrolment procedures are free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action
- Preventing unlawful discrimination, harassment, victimisation and vilification in the workplace
- Ensuring that no member of the college (staff or students) unlawfully discriminates, harasses or victimises other members of the college
- Ensuring that all members of the college comply with policies and respect others
- Taking all reasonable steps to prevent the discrimination, harassment and victimisation and will continue to improve policies in line with the staff and student feedback
- All staff and students, in their induction, are made aware of the policies, codes of practice and instructed in their responsibilities regarding access and equity principles.

For more information our 'Access and Equity Policy', please visit the policies page on our website: currently at: <https://apexaustralia.edu.au/policiesandprocedures>

Bullying and Harassment

APEX is committed to ensuring a non-threatening place for learning and working free of harassment, bullying and discrimination for all students and staff.

If you feel that you are being bullied, harassed or discriminated against you should approach a staff member as soon as possible and inform them of your concern or you can raise the matter by completing a 'Complaints and Appeals Form' available from the Student Services Officer. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers/assessors.

APEX has a formal process for dealing with allegations of bullying, harassment or discrimination. All reports are treated seriously, impartially and sensitively and are investigated immediately and appropriate actions identified to address them. In handling any allegation, both the person making the allegation, and the person against whom the allegation has been made, will receive information, support and assistance in resolving the issue.

APEX follows its Privacy Policy in the handling of personal information and concerns of students / employees in relation to harassment and discrimination preserving confidentiality.

For more information on how APEX handles cases of bullying and harassment, please refer to our Bullying and Harassment Policy” on our website, currently at:

<https://apexaustralia.edu.au/policiesandprocedures>

4.3 Provision for Language, Literacy and Numeracy (LLN) Assistance

Students undertaking a study program are required to have well developed language, literacy and numeracy (LLN) skills relevant to the requirements of their proposed work role. The Student Enrolment Form requests students to provide information advising if they may need support to meet LLN requirements or have any other special learning needs. A LLN online diagnostic assessment will be conducted for all students prior to the commencement of their course. This is to ensure that students enrolled in the program have adequate LLN skills to complete the requirements of the training and assessment of the course.

- The LLN test is required to identify if any student will require additional learning support and if the identified level of additional support is within APEX capabilities to deliver.
- APEX aims at all times to provide a positive and rewarding learning experience for all of its students.
- Applicants who are identified as having LLN needs, may be referred to an ELICOS provider prior to returning for enrolment in the program.
- Students must ensure that they have discussed with their Trainer/Assessor any concerns they may have about their capacity to participate in class because of any Language, Literacy or Numeracy difficulties.

APEX will make every effort to ensure that students are adequately selected, enrolled and supported to enable them to complete their training.

4.4 Flexible Learning and Assessment (Reasonable Adjustments)

APEX aims to provide its students with a positive and rewarding learning experience by providing a flexible approach to learning and assessment using a variety of learning and assessment methods and experiences.

Assessors are aware of the ways in which students might be disadvantaged in the assessment process and what steps can be taken to ensure that assessment policies and practices take account of the individual's needs. 'Reasonable adjustment' involves carrying the assessment process out in a manner which takes into account the special characteristics of the student while ensuring the validity, fairness and reliability of assessment decisions. For example, the Assessor can choose to change the evidence gathering techniques, such as by using an assignment

instead of an exam, or using oral rather than written questioning, or short written answers instead of multiple choice.

Adjusting the assessment process may involve varying the procedures for conducting the assessment, for example allowing additional time for the completion of tasks, extending deadlines for assignments, varying the venue, date or times for assessment.

Any reasonable adjustment that is made for a student is recorded in their student file.

4.5 Student Attendance and Participation

As APEX is a place for training and learning, certain rules apply during the conduct of courses for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to APEX.

Attending classes is a visa requirement and key component of your course and provides you with the opportunity to progress successfully in your studies. You are expected to attend all classes and actively participate in the learning experience.

For details on student attendance and course progress, you can find our 'Attendance and Course Progress Policy' on our website, currently at: <https://apexaustralia.edu.au/policiesandprocedures>

4.6 Privacy

APEX ensures that it operates consistently with the Australian Privacy Principles (APPs) and only collects the personal information that is necessary for the conduct of its business, and that it will use that information in the manner for which it was intended. APEX will ensure that it respects the privacy of past, current and prospective staff and students by implementing the Australian Privacy Principles.

The purposes for which APEX collects personal information of students includes:

- (i) meeting legislative requirements;
- (ii) maintaining enrolment and administration; and
- (iii) discharge of duty of care.

APEX collects personal information solely for the purpose of operating as a Registered Training Organisation and as a CRICOS provider. The type of information APEX collects and holds includes (but is not limited to) personal information, including sensitive information, about students during and after the course of their enrolment, job applicants, staff members and contractors; and other people that come into contact with APEX.

The information media may take the form of: interviews, feedback surveys, email correspondence, telephone calls, third party information, and application forms.

Certain data will be uploaded to our student management system

APEX may release your personal information for the purposes of an audit or as authorised by the legislation. It will not be provided to anyone unless APEX has your permission or is specifically

required to provide the information by law. For example, student information is only given to the following bodies where required:

- ASQA: Australian Skills Quality Authority
- Secretary of Department of Education
- Director of Tuition Protection Service (TPS)
- Department of Home Affairs
- Other law enforcement agencies, as required by the law

APEX is required to seek your permission in writing with reference to the release of your student information and will only release the information only with your consent.

Under the Australian Privacy Act 1988, you can access your personal information and may correct inaccurate or outdated information about you.

For more information on how APEX applies the requirements of the Privacy Act, please see our 'Privacy Policy', available on our website, currently at:
<https://apexaustralia.edu.au/policiesandprocedures>

4.7 VET Data Use Statement

Under the Data Provision Requirements 2020 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- a Students to access Authenticated VET Transcripts that show any Nationally Recognised Training undertaken since 2015 through links with the USI;
- b Consumers to access details about RTOs and courses in order to inform their training choices;
- c RTOs to help plan their future training delivery, and undertake continuous improvement;
- d Industry, businesses and governments to undertake workforce planning through an understanding of where and when skills are being developed;
- e Governments to better understand training pathways and trends, and to inform the development of policy and assess the impact of interventions; and
- f VET Regulators to inform risk-based regulation of RTOs and establish benchmarks for continuous improvement in the VET sector.

You may receive a student survey which may be administered by a government department or NCVER, agent or third party contractor or other authorised agencies which you may opt at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information on how APEX deals with data collection, please see our 'Privacy Policy', available on our website, currently at: <https://apexaustralia.edu.au/policiesandprocedures>

4.8 Critical Incidents

APEX is committed to responding to critical incidents directly involving staff and/or students which impact not only on the individual but also on other members of the community.

Definition

A Critical Incident is a traumatic event or the threat of such (within or outside Australia) which causes physical or psychological harm, extreme stress, fear or injury. Critical incidents could include, but are not limited to, events such as:

- rape, personal assault, an armed robbery, hostage situation, act of violence, accident, or suicide.
- issues such as domestic violence, sexual assault, drug or alcohol abuse.
- students going missing
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disasters

Management/ Procedure

If you are involved in or become aware of a critical incident, you should alert APEX as soon as possible.

APEX will then implement its Critical Incident procedure including:

1. The staff member receiving the news immediately alerting the most senior staff member available;
2. APEX taking over temporary control of incident (where there is no threat to that person's safety) and determining the immediate response required. Issues to be considered in determining the immediate response include:
 - a. Identification of those students and staff members most closely involved and therefore most at risk.
 - i. Those directly involved
 - ii. Personal friends/family of those involved
 - iii. Others who have experienced a similar past trauma
 - iv. Other students, staff, supervisors etc.
 - b. Making contact with next of kin/significant others using the most appropriate method
 - c. Contacting relevant emergency services ensuring that all details known about the incident are provided.

- d. Taking action such as evacuating premises if required and/ or providing first aid or medical assistance as needed.
 - e. Arrangements for informing staff and students.
 - f. Guidelines to staff about what information to give students.
 - g. A written bulletin to staff if the matter is complex.
 - h. Briefing Administration and Office staff and delegating a staff member to deal with telephone/counter inquiries.
 - i. Liaising with any other parties involved as required (e.g. police, doctors, hospital staff, embassies or consulates and other relevant professionals).
 - j. Managing media/publicity - providing an officially agreed response to the media and ensuring other staff involved are aware of the appropriate response to the media, if required.
3. Developing and implementing a *Critical Incident Action Plan* for responding appropriately in a timely manner.
 4. Keeping appropriate and adequate records. All critical incidents are recorded using the 'Accident or Incident Report Form' (completed for each incident) and sent to the CEO.
 5. Arranging a time and place for an initial group/individual debriefing session with a relevant external counsellor/s. In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.

For more information, please access our 'Critical Incidents Policy and Procedure' available on our website, currently at: <https://apexaustralia.edu.au/policiesandprocedures>

4.9 Work Health and Safety (WHS)

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 (NSW) prescribe the employers' duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of themselves and others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use;
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers; and
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

WH&S Procedures

APEX implements a range of procedures and standards to achieve a safe working and learning environment including:

- maintenance and cleaning of training facilities;
- checking of all equipment for maintenance requirements;
- storing equipment safely;

- carrying out facility inspections to identify hazards and risk and taking action on the results;
- implementing regular fire drills and providing first aid to all staff and students if needed;
- displaying first aid and safety procedures for all staff and students to see; and
- reporting any identified health and safety hazard to the appropriate staff member as required.

Our 'WHS Policy and Procedures' is available on our website, currently at:

<https://apexaustralia.edu.au/policiesandprocedures>

Alcohol

Alcohol is NOT permitted on APEX premises. Being an educational institution, the influence of alcohol spoils the learning environment of the institution.

Smoking

APEX is a NON SMOKING workplace and we ask for your assistance not to smoke on APEX premises or within the building.

Chewing Gum

Chewing of gum is NOT allowed on the premises.

Drugs

You must NOT bring illegal drugs or substances to APEX. Anybody found dealing with illegal drugs in any manner will be expelled from the Institution and will be reported to the police.

Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

Firearms and Knives

It is against the law in New South Wales to carry firearms or knives in the public places. You must NOT bring any firearms, knives or any kind of weapons to APEX. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

Dress Code

Clothing worn on APEX premises, in class should be clean and tidy, giving a professional look that is required by industry. Any clothing considered by management to be offensive will not be allowed. Thongs are not allowed on campus. Always wear enclosed shoes. Uniforms / safety shoes are required to be worn in during practical sessions in the kitchens or in the automotive workshop.

Mobile Phones

All mobile phones should be switched off during class, seminars or at work placement. You can use your mobile phones out of class sessions, during the breaks and in the common room.

Food and Drink

No food or drink is allowed in the classrooms, computer labs, hallways, stairways and lifts. You can use the common room for eating and drinking.

Rubbish

Please use the rubbish bins provided for any waste material or litter.

Other Important Tips

APEX does not take responsibility for any of your belongings if they get lost or damaged. Therefore, never leave your belongings unattended.

Keep APEX premises clean and do not write anything on the walls or on the desks. Student must leave APEX premises in neat and tidy condition.

4.10 Grievances, Complaints and Appeals

APEX is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body, if necessary.

What is a grievance?

A grievance is defined as a “cause for complaint, especially of unjust treatment”. Common sense should be used before expressing a grievance and it should be addressed directly with the person involved. If not resolved, the grievance can be escalated to a “complaint”.

What is complaint?

A complaint is unsolicited feedback about services, other students or staff which has not been resolved locally. Complaints may be made by any person but are generally made formally and in writing by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in the dispute. Appeals must be submitted to APEX within 28 days of the student being informed of the assessment decision or finding.

Complaints may be made in relation to any of APEX’s services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student
- APEX’s education agents

Appeals may be made about the following decisions:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by APEX.

Informal Resolution (Grievance)

You are encouraged to resolve any issue informally by discussing them with the appropriate staff member.

If you are dissatisfied with the outcome of the discussion or it does not provide you with an acceptable resolution you can proceed to the formal process.

Complaints Procedure

All formal complaints are to be made in writing completing a “Complaints and Appeals Form” and submitting it to the Academic Administration Officer/ Student Support Officer.

APEX will commence the assessment of the complaint within 10 working days and seek to finalise the outcome as soon as practicable. APEX will conduct the assessment of the complaint in a professional, fair and transparent manner.

When making a complaint, we encourage you to provide as much information as possible to enable APEX to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about
- Any evidence you have to support your complaint
- Details of any steps you have already taken to resolve the issue
- Suggestions about how the matter might be resolved.

The Training Coordinator or Student Support Officer will complete the date received on the “Complaints and Appeals Form” and provide a copy to you as a written acknowledgment of receipt. All related discussions and outcomes are recorded and filed in the Complaints and Appeals folder.

If the complaint is resolved at this stage then the Student Support Officer will record the action taken in the Complaints and Appeals Register, otherwise the complaint will be escalated to the RTO Manager.

You can make an appointment with the RTO Manager to formally present your case. You may choose to be accompanied and assisted by a support person during this meeting.

You will also be provided with regular updates on the progress of the matter.

Once the RTO Manager has made a decision and recommended appropriate action, you will be provided with a written outcome.

If you are not satisfied with the decision made by APEX on your complaint, you may appeal the decision.

Appeals Procedure

You may choose to appeal the decisions made by APEX. These decisions may relate to course acceptance, refunds, enrolment cancellations, visa breach reporting, academic results, deferrals and suspensions.

You should lodge your appeal in writing by completing a “Complaints and Appeals Form” and submitting it to the Training Coordinator or Student Support Officer.

APEX will commence the assessment of the appeal within 10 working days and seek to finalise the outcome as soon as practicable. APEX will conduct the assessment of the appeal in a professional, fair and transparent manner.

When lodging an appeal, you are encouraged to provide as much information as possible to enable APEX to investigate and determine an appropriate solution. This should include:

- The decision you are appealing
- Any evidence you have to support your appeal.
- Details of any steps you have already taken or suggestions to resolve the issue.

The Training Coordinator or Student Support Officer will complete the date received on the “Complaints and Appeals Form” and provide a copy to you as a written acknowledgment of receipt. All related discussions and outcomes are recorded and filed in the Complaints and Appeals folder.

If your appeal is upheld then the Training Coordinator or Student Support Officer records the action taken in Complaints and Appeals Register; otherwise it will be escalated to the CEO.

You can make an appointment with the CEO to formally present your case. You may choose to be accompanied and assisted by a support person during this meeting.

You will also be provided with regular updates on the progress of the matter.

Once the CEO makes a decision and recommends appropriate action you will be provided with a written outcome.

If you are not satisfied with the outcome and the process applied by APEX you may contact the following external agencies:

- In relation to consumer protection issues, contact the Office of Fair Trading. Phone number 13 32 20. There is no cost to the student.
- In relation to unresolved complaints and appeals by overseas students, these may be referred to the Overseas Students Ombudsman via the following phone number: 1300 362 072. There is no cost to the student

Assessment Appeals

You can also appeal matters relating to assessment including the type of assessment given, the way the assessment was conducted or the decision made by the assessor.

If you disagree with the assessment results you must lodge your appeal within 28 days of the declaration of the results.

You must ensure that you have reasonable grounds for the assessment appeal such as:

- a) The Assessor provided inaccurate instructions;
- b) The Assessor showed bias or treated you unfairly;
- c) You have compassionate or compelling circumstances;
- d) The assessment environment adversely affected your performance;
- e) The Assessor did not mark your assessments correctly.

The original assessment decision will be reviewed by having an assessor independent of the original decision, mark the assessment task again. The assessment decision made during the appeals process will then be considered the actual assessment outcome for the task.

External Appeals Procedure

If you are not satisfied with the result or conduct of the internal appeals process, you have the right to access the external appeals process at minimal or no cost to you.

If you wish to appeal APEX's decision, you must lodge the external appeal with the external appeals agency within 10 working days of the notification of the decision by APEX. You must notify APEX of the lodgement of an external appeal.

Overseas students can contact the Overseas Students Ombudsman to lodge external appeal. For details visit <http://www.oso.gov.au>. For other students, APEX will provide details of the suitable external appeals agency.

If the external appeals process results in a decision that supports you, APEX will immediately implement any decision and/or corrective and preventative action required and advises you of the outcome.

Please note that this policy/procedure does not limit your rights to take action under Australia's consumer protection laws.

Maintenance of Enrolment

APEX will maintain your enrolment until the internal complaints and appeals process is completed. This means, for overseas students, that APEX will not notify the Secretary of Department of Education of any changes to the overseas student's enrolment status via PRISMS. However, the continuance of enrolment during the external appeals process will depend up on the following cases:

- a) in case of unsatisfactory course progress and our decision to report the student, APEX will maintain the enrolment until the external appeals process is completed.
- b) in all other cases, APEX will maintain the enrolment until the internal appeals process is completed.

APEX's 'Grievances, Complaints and Appeals Policy' is published in full on our website and available currently at: <https://apexaustralia.edu.au/policiesandprocedures>

4.11 Recognition and Course Credit

In accordance with the requirements of the Standards for RTOs 2015, APEX provides the opportunity for students to apply to have their prior learning recognised towards the qualification or units of competence for which they are enrolled.

Recognition of Prior Learning (RPL) and Credit Transfer are available for students to access and for the partial or complete fulfilment of the relevant VET qualifications in compliance with the VET Quality Framework.

Credit Transfer

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for RTOs, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by APEX. These documents will provide the detail of what units of competence the applicant has been previously issued. As all qualifications and/or statement of attainment must be verified with the issuing RTO, you must complete the "Verification of Qualifications" form provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copies of the original.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for a qualification which is not included in APEX's scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

- The student does not incur any fees for credit transfer
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- Where APEX grants course credit, a written record will be provided to you which must be signed or otherwise accepted. This will then be placed on your student file.

Recognition of Prior Learning (RPL) is an assessment process that assesses non-formal and informal learning of a student to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

- RPL is offered on application for all VET Courses.
- If you wish to apply for RPL you should indicate so on your Application Form and provide evidence that addresses the competencies being assessed.
- All applications must be submitted prior to the course commencement date and assessments finalised within 14 days from commencement date.
- APEX assessor will examine the evidence focusing on the competencies held rather than on how, when or where the learning occurred.
- A variety of RPL assessment options will be available to identify whether you have achieved the necessary competencies/learning outcomes to the required standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner. These may include:
 - Participation in exactly the same or modified versions of the assessment you would be required to complete as part of the full course.
 - Assessment based on a portfolio of evidence.
 - Direct observation of demonstration of skill or competence.
 - Reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current course or qualification.
 - Provision of examples of your work drawn from the workplace, social, community or other setting in which you applied the learning, skill or competence.
 - Testimonials of learning, skill or competence.
 - Combinations of any of the above.

Students will be provided with feedback and support throughout the process.

APEX will inform the students in writing within 14 days as to the results of their application and if any further evidence is required.

Overseas Qualifications Recognition – In Australia there are many organisations who assess qualifications achieved overseas. For detailed information on how students can have their overseas qualification(s) assessed, please visit the Department of Education, Skills and Employment (DESE) website at: <https://internationaleducation.gov.au/services-and-resources/Pages/qualifications-recognition.aspx>

Shortening of Course Duration

If APEX grants you RPL or course credit which leads to a shortening of your course, then APEX will:

- if the course credit is granted before your student visa is granted, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for you for that course, or
- if the course credit is granted after your student visa is granted, report the change of course duration via PRISMS under section 19 of the ESOS Act.

Any adjustments to the course price due to RPL or Credit Transfer must be approved by the CEO.

4.12 Student Support

As a student of APEX, we provide you with support services to help you adjust to life and study in Australia and to give you the best opportunity to complete your course successfully and within the duration agreed to.

This includes:

- providing a diverse and culturally appropriate orientation program
- assisting you with course progress and providing access to services that enable you to complete your studies
- providing access to welfare-related support services and referrals to external agencies, where appropriate
- having critical incident policy and procedures and staff to respond to incidents in a timely manner to support students
- having designated staff members (currently the Student Services Officers) who will act as point of contact for students to enable them to access support services available at APEX
- having sufficient support staff available to meet the needs of students
- ensuring that the staff members you may interact with, are fully aware of their obligations under the ESOS framework.

Provision of the Orientation Program

Our Orientation Program is compulsory to be attended by all students. All students must attend this program, when they will also acknowledge and sign the Student Induction Declaration form.

The orientation program is usually conducted by student support staff and includes content on the following:

- Information about APEX
- Staff and campus details
- APEX surroundings (such as food outlets, cafes, parks etc.)
- Support services available at APEX
- Legal services, emergency and health services (list provided to students)
- Facilities and resources at APEX

- Complaints and appeals process
- Course progress requirements
- Assessment requirements
- Attendance requirements
- Health and safety at APEX
- Fair Work Ombudsman
- About Sydney
- Important things to know

APEX will ensure that appropriate staff members are available on Orientation Day to respond to students' queries. The APEX Student Handbook contains details of most matters discussed during the Orientation session.

Assisting students to meet course progress requirements

APEX has a documented 'Course Progress Policy' which is discussed in detail during the orientation program to ensure that you understand your obligations under the policy and the consequences if you breach the requirements.

The full policy to be found on our website, currently at:

<https://apexaustralia.edu.au/policiesandprocedures>

If you have problems maintaining course progress, APEX strongly encourages you to talk with student support staff or your trainers/assessors, who will work closely with you to ensure you are provided with appropriate support.

Student support services and external referrals

Our Student Orientation Program and Student Handbook contain information on student support services available at APEX. You may wish to discuss issues relating to topics such as:

- Adjusting to life and culture in Australia;
- Homesickness;
- Accommodation;
- Opening bank accounts and applying for Tax File Numbers;
- Work related issues, finding part time work;
- Assistance with language problems;
- Course progress and attendance requirements; or
- Personal matters such as, domestic violence, unplanned pregnancy, victim or witness of a crime etc.

The Student Services Officers are your first contact point for any support matters and you are encouraged to put your support request in writing using a Student Support Request / Identification Form. The Student Services Officers will forward any support requests to relevant staff.

Internal support services will be provided to you at no extra cost. You will be referred to external support agencies when appropriate. *Please note that students are liable to pay for the costs incurred from using external services.*

The Student Support Officers maintain a current list of:

- GPs and medical centres close to Parramatta and Sydney CBD
- Referral agencies and their contact details
- Embassy and consulate general contact details
- List of Accommodation options, details of real estate agents and website

Student Services Officers will advise students to seek legal advice when it is appropriate to do so. Student Services Officers will try to find a legal service that is best to assist students.

The Student Services Officer will not provide immigration advice but will refer students to the Migration Agents Registration Authority (MARA) website to find a suitable migration agent. Information available from the following websites will be used extensively by the Student Support Officer when dealing and providing support services to students.

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

<http://www.nsw.gov.au/information-international-students>

<http://www.cityofsydney.nsw.gov.au/community/community-support/international-students>

Critical Incident Policy and Procedure

APEX has a documented critical incident policy and procedure detailing the actions to be taken in the event of a critical incident. *Please refer to the earlier section in this Student Handbook.*

Designated Contact Officer

APEX has designated Student Services Officers who acts as point of contact for students seeking support services. This information will be provided to students during orientation and is also available on our notice board.

Other Student Support Staff

Other APEX staff are available to support you including:

- Student Administration Officers who will assist students with general enquiries
- RTO Manager in the provision of support services relating to academic and progress issues, including implementation and monitoring of intervention strategies and management of complaints, appeals, and critical incidents.
- Trainers and Assessors who are typically the first point of contact for students with respect to any academic-related issues.

ESOS Framework

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students. Further information on the ESOS Framework can be found at:

<https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

4.13 Monitoring Course Progress

APEX implements a Course Progress Policy and Procedures for all of its CRICOS registered Vocational Education and Training (VET) courses.

APEX monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled consistent with the Course Progress Policy. We take a proactive approach in notifying and counselling students who are at risk of failing to meet course progress requirements and providing support by implementing appropriate intervention strategies.

Identifying a student as being ‘at risk’ of not making satisfactory academic progress prior to the submission of their assessments is important. Indicators are typically that, the student:

- is not attending class regularly and/or not participating actively in class
- is not completing formative assessment tasks
- is not completing their self-study
- is experiencing some personal issues or difficulties

Where these situations arise the trainer advises the RTO Manager of their concerns. The RTO Manager will contact the student and individually tailor an academic skills program and/or a program to support a student with personal difficulties to improve their academic performance and/or attendance.

If a student is failing to make academic progress APEX has a strategy to address the issue, which is described below.

APEX reports students, on student visas, to the Secretary of the Department of Education & DHA via PRISMS who have breached the course progress requirements.

Definitions

Study Period is 1 term (9 weeks + 3 weeks holidays) for all courses.

Satisfactory course progress is defined as demonstrating competency in 50% or more of the units in a study period.

Compassionate and compelling circumstances may 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 (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies
- a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists’ reports)

- any other circumstances deemed compassionate or compelling by the APEX management

Course Progress Procedures

Course progress requirements are discussed during student orientation including details of:

- a) the requirements for achieving satisfactory course progress
- b) the process for assessing satisfactory course progress
- c) intervention strategies that will be implemented for students at risk of failing to achieve satisfactory course progress
- d) the process for determining the point at which the student has failed to meet satisfactory course progress
- e) the procedure for notifying students that they have failed to meet satisfactory course progress requirements.

Course timetables listing term durations and units are provided to students during orientation.

Recording of results

Administration Staff maintain records of your course progress in the Student Management System (SMS). As you complete each unit of competency Administration Staff will enter your results in the SMS and send you a results notification. You can also check your results at Reception or with the Administration Staff.

If you receive a 'NYC' result you should contact the Academic Administration Staff to discuss further options. You will be given opportunities to either:

- a) appeal the assessment decisions; or
- b) request a re-assessment

If you appeal the decision, the Training Coordinator will organise a different assessor to review the assessment in line with our Assessment Appeals process. *Please refer to earlier section in this Student Handbook.*

If you request reassessment, the Training Coordinator will arrange the reassessment and record the academic intervention in the Student Management System (SMS). If you are deemed "Not Yet Competent" in the re-assessment, you will be advised to re-enrol in the unit at your own cost.

Methods of intervention

APEX implements its intervention strategies:

- a) If at any time you are identified as 'at risk' due to factors such as receiving NYC results in units, trainer feedback etc.
- b) If at the end of each study period you are identified as at risk of not maintaining satisfactory course progress.

Intervention strategies may include, but are not limited to:

- a) Advising you to attend classes regularly;

- b) Where appropriate, advising you on the suitability of the course in which you are enrolled;
- c) Advising you of opportunities to be reassessed for tasks in units or subjects where they have previously been assessed Not Yet Competent (NYC), or demonstrate the necessary competency in areas in which you have not previously been able to demonstrate competency; and
- d) Advising you that unsatisfactory course progress in two consecutive study periods for a course could lead to you being reported to Department of Education and cancellation of your visa, depending on the outcome of any appeals process;
- e) Extra tuition and support;
- f) Providing assistance to deal with the personal issues which are influencing progress.

Implementing intervention for at risk students

If you are identified as being at risk of not achieving satisfactory academic progression the RTO Manager will meet with you and decide the intervention strategy most suited to your circumstances. The Training Coordinator will monitor the implementation of the strategy and your subsequent progress and will inform the RTO Manager of your progress.

If you continue not to progress satisfactorily you will be issued with a warning letter and a further interview arranged where necessary.

At the point where you fail to meet satisfactory course progress requirements in the consecutive study period even after the intervention strategy has been implemented, you will be advised of the breach in writing by the Academic Manager. You will be sent an "Intention to Report" letter (to your email address) informing you that APEX is intending to report your student visa breach to the Secretary of the Department of Education & DHA via PRISMS. The letter will outline APEX's decision, reasons for this decision and appeal mechanisms.

If you wish to appeal the decision you must lodge your appeal within 20 working days of the date of the notice of intent to report or intention to cancel.

- a) You may appeal on the following grounds:
 - i. APEX's failure to record or calculate the results accurately;
 - ii. Compassionate or compelling circumstances (evidence must be provided); or
 - iii. APEX has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to you.
- b) Where your appeal is successful, the outcomes may vary according to the findings of the appeals process.
 - i. If the appeal shows that there was an error in calculation and you actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), APEX will not report you and there is no requirement for further intervention.
 - ii. If the appeals process shows that you have not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to you through the APEX intervention strategy, and APEX will not report you.

- c) APEX will report unsatisfactory course progress to the Secretary of the Department of Education via PRISMS as soon as practicable if:
- i. you have chosen not to access the complaints and appeals processes within the 20 working days period, or
 - ii. you withdraw from the process, or
 - iii. your appeal outcome supports APEX's original decision or
 - iv. you access the external appeal process and the outcome supports APEX's original decision.

APEX implements the following consistent with the Course Progress Monitoring and Intervention Policy requirements:

- a) If you have been identified as not making satisfactory course progress for a second but not consecutive study period, APEX will not report you for unsatisfactory course progress.
- b) Overseas Students who have breached their student visa condition must report to the Department of Home Affairs (DHA) within 28 days of APEX's notification to explain their breach.
- c) Standard 8 of the National Code 2018 requires APEX to monitor overseas student's course progress so that they are able to complete their course within expected duration of their Confirmation of Enrolment (COE). APEX may only extend the CoE duration, in very specific circumstances. These circumstances are:
 - o compassionate or compelling circumstances
 - o due to course progress intervention strategies
 - o due to approved deferment or suspension.

Where a student does not complete their course, they may only be eligible to get a Statement of Attainment.

4.14 Enrolments and Transfers

APEX is committed to ensuring that all enrolling students are provided with necessary, timely and accurate information that relates to its training and assessment services available to overseas students.

APEX only enrol students who are 18 years old and above.

APEX courses have defined entry requirements outlined in our course flyers. Each student is subject to these entry requirements prior to taking enrolment.

APEX will enter into a written agreement with each student, signed or otherwise accepted by that student, concurrently with or prior to accepting course fees from the student. The agreement includes required information consistent with the requirements of the ESOS Act and the National Code 2018.

APEX admissions staff and authorised agents provide accurate and sufficient information to all prospective students to enable to make an informed choice. This information is provided in an ethical, professional and responsible manner.

Students transferring from other providers will not be actively enrolled unless the relevant requirements are met.

APEX may release a student prior to completing the first six months of their principal course in very limited circumstances.

Pre-Enrolment Information

Prior to accepting a student, or an intending student, for enrolment in a course, the Marketing Manager will provide, in print and or by a website, current and accurate information regarding the following:

- a. the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable.
- b. the course code, title and currency of the course, content and duration, qualification offered if applicable, modes of study and assessment methods.
- c. campus locations and a general description of facilities, equipment, learning and library resources available to students.
- d. details of any arrangements with another registered provider, person or business to provide the course or part of the course and work placement arrangements if applicable.
- e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.
- f. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled.
- g. a description of the ESOS framework made available electronically by the Department of Education and Employment (DESE), and relevant information on living in Australia, including:
 - o indicative costs of living
 - o accommodation options, and
 - o where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

The Admissions staff and authorised agents must ensure that all enrolling students use and appropriately complete the APEX 'Student Enrolment Application'.

Enrolment of New Students

When you submit your 'Student Enrolment Application', the Admissions Officers will check that you are 18 years old or above by verifying the date of birth from your passport or other relevant documents and ensure that all relevant paperwork has been submitted. They may seek clarification on any unclear evidence.

The Admissions Officers will assess whether your qualifications, experience (including work experience) and English language proficiency are appropriate for the course for which enrolment is sought. If you are unable to meet English language proficiency requirements at the time of enrolment, alternate arrangements such as enrolment into an ELICOS course can be explored.

Any requests for RPL or course credit or additional support service will be forwarded to the RTO Manager.

If you are transferring from another provider, the Admissions Officer will follow the student transfer procedure as outlined in the section below.

Formalisation of Enrolment

Once your application and evidence has been reviewed, the Admissions Officer will issue you with a Letter of Offer and Enrolment Agreement.

You will need to sign the Enrolment Agreement prior to your first course fee payment to APEX. Once your signed agreement and payment has been received BY apex, the Admissions Officer will send a copy of your Confirmation of Enrolment (CoE) to you or your agent. You will need the CoE to apply for your visa.

Change of course requests

Students wishing to change courses must complete a “Change of Course Application”. Normal enrolment and selection process apply to all change requests.

Students transferring to APEX

If you are transferring to APEX from another provider, you will need to provide evidence that you have completed a minimum of six (6) months of your principal course prior to your enrolment. If you have not completed the first six (6) months of the principal course, then relevant evidence as per the National Code 2018 Standard 7 must be provided to enable APEX to proceed with your enrolment.

Students transferring from APEX

If you wish to transfer from APEX to another provider prior to completing your first six (6) months of your principal course, you must read this policy and submit the ‘Student Request for Release Letter’ Form with appropriate supporting evidence.

The Admissions Officers will provide you with advice on APEX’s procedures for applying for transfer and advise you that the request may take a minimum of 10 working days.

APEX will not grant the release if:

- you provide inaccurate or false information
- you provide insufficient supporting evidence
- you cannot provide a valid letter of offer from another provider

- the transfer jeopardises your progress through the new course
- you provide irrelevant reasons such as work commitments, travel, friends, accommodation etc.
- you are trying to avoid being reported for breaching visa conditions
- you do not want to study the course you are enrolled in anymore
- it is considered detrimental to you
- you have outstanding fees
- you are transferring to the same course or a lower level course without proper reason
- you have breached the visa conditions and/or enrolment conditions
- you have not exhausted all the support services available at APEX

Where APEX does not grant a release, the CEO (or delegate) will provide you with written reasons for refusing the request and inform you of your right to appeal the decision.

The release, if granted, will be provided to you at no cost.

4.15 Fees and Refunds

Policy Statement

- APEX publishes its course-related fee information in the course outlines which are available through APEX website and in printed form.
- Students seeking enrolment in a course at APEX will be advised of the course related fees and charges, any non-refundable fees and refund provisions. This information is provided to students prior to them signing their written agreement.
- APEX implements measures to ensure that pre-paid fees are protected and students receive refunds where warranted.
- APEX through its enrolment agreement provides the following fee information to each student prior to enrolment:
 - a) The total amount of all fees including tuition fees, materials fees and any other fees relevant to the course being undertaken;
 - b) Payment terms, including the due dates and amount of fees to be paid
 - c) APEX's refund policy
 - d) Enrolment terms and conditions
- Fees will only be collected once a signed copy of the Written Agreement has been received by APEX.
- APEX will not accept fee payments from prospective students unless the signed Written Agreement has been received from the student.
- Pre-paid fees collected from overseas students will be kept in a separate bank account until they commence their studies at APEX.
- APEX will not accept prepaid fees in excess a total of \$1500 (being the threshold prepaid fee amount) from domestic fee-paying students.
- APEX, to meet its obligations under ESOS Act 2000, will **not** request more than 50% of the total tuition fees for courses of more than 25 weeks duration. Students are not

required to pay more than 50% of fees upfront if their course runs for more than 25 weeks. However, they may pay more than 50% and up to 100% of their fees prior to commencement, if they choose to do so. This will be documented in the Letter of Offer and Acceptance Agreement.

- APEX will charge for additional services it provides. For details on fees and charges, see the Additional Fees and Charges List on our website, at: <https://apexaustralia.edu.au/>

Inclusions in course fees

Unless otherwise specified, course fees include:

- all training and assessment materials required for students to achieve the qualification or course in which they are enrolling.
- the issuance of a testamur and record of results and/or statement of attainment.

Course fees do not include:

- required learning materials which are an additional cost, as outlined in the respective course outline.
- Overseas Student Health Cover (OSHC) or optional extras such as airport pickups. These fees are an additional cost as outlined in the Letter of Offer.
- additional copies or re-issuing of a testamur and record of results and/or statement of attainment, for which an additional fee is applicable, currently AUD\$150 per request.

Fee Payments

- All students will receive a 'fees due' reminder a month prior to the due date.
- Students must pay fees by the due date to avoid penalties and other sanctions such as being precluded from attending classes, submitting assessments and receiving documents. Penalties apply for fees received after due dates.
- All fees must be paid in Australian dollars only.
- Students are responsible for keeping receipts for any payments made to APEX.
- APEX reserves the right to review its fees regularly and may change its fees during students' enrolment.

Late payments and consequences of non-payment of fees

- Domestic Students who are experiencing difficulty in paying their fees are invited to contact the APEX office to make alternative arrangements for payment during their period of difficulty.
- Where fees are more than 40 days past the due date the debt will be referred to a debt collection agency.
- APEX reserves the right to suspend the provision of training and/or other services until fees are brought up to date.
- Students with long-term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students will be charged AUD\$100 per week 'late fee' for overdue tuition fees until the overdue amount is paid. Students who do not pay their fees will be reported to the Department of Education via PRISMS under student default.

Protection of fees paid in advance

- APEX protects the fees that are paid in advance by both domestic and international students.
- **For domestic students:** APEX will not accept payments of more than \$1500 in advance of commencement of their training. Fees are paid off during the course of their training program in instalments, according to a set payment plan.
- **For international students:** pre-paid fees are protected by the Tuition Protection Service (TPS) and are held separately from the day-to-day operating expense accounts. This ensures if a refund is payable before the student commences, the refund can be made in full and in a timely manner without impacting on the financial operations of the business or recourse to the Tuition Protection Service. Fees can only be drawn down when the student commences their training program. For more information, please visit <https://www.dese.gov.au/tps>
- To meet its obligations under the ESOS Act 2000, APEX will collect only 50% of the total tuition fees for courses of more than 25 weeks duration.

Refunds Policy – International students

To request a refund, the student must complete a Refund Application Form (available from APEX reception on request, or via email to info@apexaustralia.edu.au) and provide supporting documentation, as requested.

Students are eligible for a refund in the following situations:

- When the student withdraws from course prior to 28 days of the course start date, APEX will refund the total amount received prior to the default day less:
 - a) 25% of the tuition fees received
 - b) Enrolment fee
 - c) Accommodation booking fee
 - d) Airport pickup fee
 - e) Any other costs incurred by the APEX on behalf of student
- When a student is refused a student visa and as a consequence fails to start on the agreed starting date or withdraws from a course on or before the agreed starting start date. In this case APEX will, within 28 days, refund the tuition fees less 5% of the tuition fees received (up to a maximum amount of \$500).
- When a student is refused a student visa after they have already commenced the course. In this case APEX will, within 28 days, refund on a pro rata basis, the Tuition Fees for the weeks from when the student withdrew from the course until the end of the period that the Tuition Fees have been paid to (that is, on a pro rata basis) apply to - as per Section 8, 47B of the Education Services for Overseas Students (Calculation of Refund) Specification 2014. (<https://www.dese.gov.au/esos-framework/esos-legislative-framework#toc-education-services-for-overseas-students-calculation-of-refund-specification-2014>)
- In cases of APEX default which is defined as being when:

- (a) APEX fails to start to provide the course to the student on the agreed starting day;
or
- (b) the course ceases to be provided to the student at any time after it starts but before it is completed;
- (c) the student has not withdrawn from the course before APEX's default.
- (d) APEX is prevented from offering a course at a location because a sanction has been imposed on it under Part 6 of ESOS Act.

APEX may arrange for a suitable alternative placement within 14 days after the default day. If the student accepts this offer of a placement, the student needs to sign an acceptance document. Alternatively, if APEX is unable to offer a suitable alternative placement or student does not accept the alternative suitable placement chosen by the APEX, then APEX will pay the refund to the student, as determined by Education Services for Overseas Students (Calculation of Refund) Specification 2014 (<https://www.dese.gov.au/esos-framework/esos-legislative-framework#toc-education-services-for-overseas-students-calculation-of-refund-specification-2014>)

Students will be advised of a default situation in advance (where possible) and will be sent a letter explaining how any refunds will be calculated.

A full refund (minus processing and non-refundable enrolment fees) will be paid into the same account the fees were paid from or the authorised account notified by the student in the Letter of Offer and Acceptance Agreement, within 14 days of the default day.

In the event, APEX does not satisfy its obligation to an affected student, the TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refunds.

No refund will be provided in the following cases of Student default, defined as being when:

- a) the student does not start the course on the agreed course start date (and has not previously withdrawn); or
- b) the student withdraws from the course either before or after the agreed course start date; or
- c) the student withdraws from the course within 28 days of the course start date
- d) the student decides to change provider after commencing the course
- e) the student defers his/her course to a later date
- f) the student abandons his/her course after starting for whatever reason
- g) the student's enrolment is cancelled due to:
 - i. student's misbehaviour; or
 - ii. failure to pay required fees to undertake the course; or
 - iii. student breaching their visa conditions

No refunds will be provided in the following instances:

- (a) where changes occur in student work hours, student changes or leaves work
- (b) it becomes inconvenient for a student to travel to class
- (c) the student moves to a different geographic location

Refunds for students who enrolled for multiple courses on a packaged offer will be processed as per the above conditions.

Refunds Policy - Domestic Students

- Enrolment fees are non-refundable in all circumstances.
- If APEX cancels the course prior to commencement for whatever reason, the student will receive a full refund.
- If APEX cancels the course after commencement the student will receive a pro-rata refund for services already provided up to the day the course stops; alternatively, APEX may also offer the student a transfer to another course, this choice is for the student to make.
- If a refund is requested more than 28 days before course commences, a full refund, less 25% of the tuition fee paid will be provided.
- If a refund is requested within 28 days prior to the course commencement date, tuition fees will be refunded less a cancellation fee of 50% of the tuition fees paid.
- If APEX cancels a course or in case of APEX default, paid fees are refunded in full within 14 days of the official announcement of the decision to default.
- If the student wishes to change their enrolment into another course at APEX prior to course start, course fees paid will be transferred to new course
- No refund is given if:
 - a) a refund is requested after the course commencement;
 - b) a student applies for RPL and the application is unsuccessful;
 - c) a student fails to comply with terms and conditions of enrolment and/or APEX policies and procedures;
 - d) a student provides false or misleading information.
 - e) student is excluded for misbehaviour.
- Refunds for students who enrolled for multiple courses on a packaged offer will be processed as per the above conditions

Process for claiming refunds

- Students who are requesting a refund must complete the Refund Application Form (available from our Enrolment Officer) and send it, along with all supporting documents such as the visa refusal letter, to:

APEX
Attention to the Enrolments Officer,
2 Sorrell Street,
Parramatta NSW 2150

Bank charges will be deducted from the refunded amount. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- In all cases, APEX will notify students of the outcome of the application for refund within 28 working days of receipt of a completed and signed application for refund and applicable evidence.
- Approved refunds requests will be paid within 4 (four) weeks from the approval date.

- Refunds will be paid directly into the authorised account of the person who entered into the contract with APEX, unless APEX receives a written direction from the applicant to pay someone else.
- Refunds will be paid in Australian dollars only.
- All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.
- Students are not permitted to transfer course fees to another student unless APEX approves it.

Outcomes of refund decisions

APEX will provide the outcome of the refund assessment in writing to the student's registered email address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Students who are requesting a refund must complete the Refund Application Form (available from our Enrolment Officer) and send it along with all supporting documents such as the visa refusal letter to:

APEX
Attention to the Enrolments Officer,
2 Sorrell Street,
Parramatta NSW 2150

4.16 Work placement

Work placement is a mandatory requirement for students undertaking the SIT40516 Certificate IV in Commercial Cookery, SIT50416 Diploma of Hospitality Management and SIT60316 Advanced Diploma of Hospitality Management qualifications.

The purpose of work placement is to provide students with practical experience working in an actual hospitality industry environment. It gives students the opportunity to apply the knowledge and skills they have developed in the classroom and APEX's facilities. The practical experience broadens the students' range of skills and so improves their chances of gaining future employment in the industry.

Work Placement is conducted in accordance with APEX's Work Placement Policy and Procedures. The Policy provides information on the selection criteria for Host Employers and identifies the requirement for a workplace agreement to be in place for each student. Students may be placed by APEX into a workplace or the student may find work placement at an organisation of their choice. Either way the host employer and their premises will be inspected and approved by APEX prior to work placement commencement. The Host Employer will enter into a written agreement with APEX and the student prior to the commencement of work placement.

Students will be visited and assessed by a trainer/assessor from APEX during their work placement.

Students are issued with a Student Work Placement Guide that includes information on:

- Assessment
- Student responsibilities
- Assessor's responsibilities
- Work placement facility supervisor's responsibilities

Students are required to maintain a Log Book during their work placement that must be verified regularly by the workplace supervisor.

4.17 Assessments

APEX will ensure:

- a) Students have access to academic and non-academic support and appeals process
- b) that the assessments (including RPL) meet the requirements of the training package and are conducted in accordance with the principles of assessment and rules of evidence;
- c) that assessments are validated systematically;
- d) assessment outcomes are recorded and students are advised of their results in a timely manner;
- e) completed student assessments are retained according to ASQA's general direction requirements;

Definitions

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved and confirmation that an individual can perform to the standard expected within the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

Principles of Assessment

APEX implements the principles of assessment for all its assessment pathways and methods consistent with the guidance provided in the *Users' Guide to the Standards for Registered Training Organisations (RTOs) 2015*

Validity

Any assessment decision made by APEX is justified, when based on the evidence of performance of the individual learner.

Validity requires:

- assessment is conducted against the unit(s) of competency and the associated assessment requirements which cover the range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment evidence that demonstrates that a learner could demonstrate the skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

APEX implements this principle by ensuring:

- assessment methods and tasks match the assessment requirements of the unit
- learners demonstrate skills and knowledge to meet the assessment requirements of the unit

Reliability

Evidence presented for assessment is to be consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

APEX implements this principle by ensuring:

- evidence criteria (i.e. decision-making rules) are specified for each assessment task. This will assist assessors to make consistent judgements about competence. Evidence criteria could include:
 - model answers (where appropriate)
 - role-play observation sheets
 - marking guides
- benchmarks for practical activities are broad enough to allow for variations in the precise task being undertaken and any variations in the context, but must include ‘observable behaviours’—the behaviours which must be exhibited by the learner when carrying out the task.
- its assessor(s) make assessment decisions consistently across different learners in the same unit.

Fairness

The individual learner’s needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by APEX to take into account the individual learner’s needs.

APEX informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

APEX implements this principle by ensuring that:

- recognition of prior learning is made available to all learners at enrolment or prior to commencement of training.
- any individual needs of the student are identified through its enrolment process
- any required adjustments are made to the training and assessment program for each learner.
- reasonable adjustments are made to accommodate the learner (such as providing oral rather than written assessment) individual needs.
- the learner is fully informed of the assessment process and performance expectations before undertaking assessment.
- Students are provided with an avenue to challenge an assessment decision and to have a decision reviewed objectively.

Flexibility

Assessment is flexible for the individual learner, by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

APEX implements this principle by:

- making recognition of prior learning available to all learners at enrolment or prior to commencement of training.
- Ensuring that any required adjustments are made to the training and assessment program for that learner.
- using a range of assessment methods to help produce valid decisions and recognise that learners demonstrate competence in a variety of ways.
- not requiring students who have demonstrated current skills and knowledge, to be reassessed in those areas, unless the previous demonstration of skills or knowledge is in a significantly different context or environment.

Rules of Evidence

APEX implements the rules of evidence consistent with the guidance provided in the *Users' Guide to the Standards for Registered Training Organisations (RTOs) 2015*.

Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

APEX implements this rule by ensuring that evidence is directly related to the competency being assessed and that there is a direct relationship between the assessment tasks or activities learners undertake, the evidence presented and the assessment requirements.

Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

APEX assessments require collection of enough evidence to make a valid judgement of competence or otherwise. The quantity of evidence may vary between learners. Some may take longer or need to complete a greater number of tasks to demonstrate competence. Others may, despite repeated opportunities, not be able to achieve competence.

Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

APEX ensures that there is sufficient evidence of the person's competence at the time assessors make assessment decision.

Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work. APEX ensures that evidence gathered 'belongs' to the learner being assessed and provides evidence of that person's skills and knowledge. It requires students to submit their assessments directly to the assessor by online portal, hence reducing the risk of authenticity issues. If APEX intends to implement other methods of submission it will develop appropriate strategies for verification.

Reasonable Adjustment

Reasonable adjustment involves carrying the assessment process to take into account the special characteristics of the student while ensuring the validity, fairness and reliability of assessment decisions. Adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship upon APEX.

In determining whether an adjustment would impose an unjustifiable hardship, the RTO Manager in consultation with the Trainers and Assessor will take the following factors into account:

- a) The nature of the benefit or detriment likely to be experienced by the person concerned;
- b) The effect of the disability or disadvantage on the person concerned; and
- c) The financial circumstances and the estimated amount of expenditure required to be made by the organisation claiming unjustifiable hardship.

Adjusting the assessment process may involve varying the procedures for conducting the assessment, for example allowing additional time for the completion of tasks, extending deadlines for assignments, varying the venue, date or times for assessment. The Trainers and Assessors shall vary the evidence gathering techniques, for example, using an assignment instead of an exam, oral rather than written questioning, and short answers instead of multiple choice and varying question and response modalities.

Conduct of Assessments

On the first day of each unit, your Trainer/Assessor will provide you with information on assessments such as the number and types of assessments and submission due dates for written tasks and projects. You will be typically given the project type assessments on the first day with detailed information on requirements, expectations of assessment tasks and the standard of performance required. Most assessments are usually conducted in the last week of the unit. Practical and simulated assessment tasks such as role plays will be conducted progressively through the unit.

If you do not clearly understand the assessment requirements please ask your Assessor to clarify. Your assessors will provide appropriate support to ensure that you are able to complete your assessments. You must complete written assessments on time and submit the completed work to your relevant assessors on line. While submitting the completed assessments, you are asked to sign the assessment submission sheet by way of confirming the submission.

Assessors will mark each assessment task and inform you on line if you have satisfactorily completed it or not. Once marking of all assessment tasks is completed, the final unit outcome will be determined as either 'Competent' or 'Not Yet Competent'.

Absences

If you are absent for an assessment without providing evidence of a valid reason you will receive a 'Not Yet Competent' result.

Extensions and late submission

If you need an extension to complete or submit an assessment you must seek approval from the RTO Manager, at least 7 days prior to the assessment or assessment submission date. Extensions can only be granted on the basis of compassionate or compelling reasons. If you submit an assessment after the due date it may not be considered for marking unless a valid reason is provided. The RTO Manager, after considering the reasons, may approve the late submissions and may direct the assessor to mark it.

Student Submission of Group Work

In units where the development of teamwork, leadership and/ or communication skills are important, you may undertake and submit group assessments with the input of other team members. For these tasks it is important that the names and Student IDs of all team members are listed on the covering page and acknowledged by the Trainer/Assessor.

Notification of NYC Results

The Training Coordinator will send you a notification of a 'Not Yet Competent' requiring you to attend a meeting to discuss further options. During the meeting the Training Coordinator will discuss the following options with you:

- Feedback and resubmission – feedback provided by the assessor will be provided to you and the option to re-submit will be explored in consultation with the relevant assessor.
- Reassessment – If you do not qualify for the resubmission then you will be required to undertake reassessment. You will be reminded of the reassessment fees.
- Appeals – You will be provided with information on appeals process if you wish to proceed with appeals. *Refer to our Complaints and Appeals Policy*
- Repeat of the entire unit – If you are absent for all assessments or have exhausted all the above options, then you will be asked to repeat the entire unit. You will be advised of the applicable fees and extension to enrolment.

Recordkeeping and Retention Requirements

Retention of completed student assessments is carried out in line with the ASQA's General Direction. Records of attainments of units are stored electronically in the Student Management System & archived for a period of at least 30 years in accordance with Standards for RTOs 2015.

4.18 Issuance of Qualifications

The qualifications and statements of attainment (as appropriate) issued by APEX will meet the requirements of the AQF Certificate Issuance Policy and the Schedule 5 (Application of the AQF Qualifications Issuance Policy within the VET Sector) of the Standards for RTOs 2015.

A **Testamur** is the official document that confirms that a qualification has been awarded to an individual. This may also be referred to as a 'parchment', 'certificate' or 'award'.

A **Qualification** is the result of the completion of a nationally recognised/accredited program of learning that leads to formal certification. The achievement of the qualification verifies that a graduate has achieved the units of competency required for the qualification as set out in the Training Package.

A **Statement of Attainment** (SoA) is issued when one or more units of competency from nationally recognised qualification/s or accredited short course/s has been achieved.

A **Record of Results** is a record of the units of competency successfully completed for the qualification or unit(s) of competency in which a student is enrolled. This may also be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'.

A **Credit Transfer** is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. Once you complete all requirements of your qualification you will be issued with your Qualification and related record of results. If you do not complete the full qualification you will receive a Statement of Attainment listing the units completed.

Testamurs will be issued within 30 calendar days providing that you have:

- a) completed all course requirements;
- b) paid all agreed fees; and
- c) submitted a verified Unique Student Identifier (USI)

Records of certification documentation are held by APEI and are accessible to both current and past learners for a duration of 30 years from the time it was issued.

Student request for a replacement of certificates issued

If you request replacement of a certificate issued you must come to the college and complete an 'Application for Replacement Certificate' Form. APEX will issue a certified copy of the original testamur or statement of attainment, with a 'Replacement' label on the testamur.

Please note that there is a fee applicable for issuing a replacement copy of the original certificate and that it may take up to 30 days to be issued.

4.19 Deferral, suspension and cancellation of enrolment

Deferral relates to postponing an offer of a place before the program has commenced whereas suspension refers to temporary abandonment of the studies after the commencement of the course.

- APEX enables students to defer or temporarily suspend their studies due to compassionate or compelling circumstances, including:
 - a. serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - b. death of close family members such as parents or grandparents (Where possible a death certificate should be provided)
 - c. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
 - d. a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
 - e. where the registered provider was unable to offer a pre-requisite unit; or
 - f. inability to begin studying on the course commencement date due to delay in receiving a student visa.
- APEX may also suspend a student's enrolment due to misbehaviour.
- APEX may cancel a student's enrolment due to serious misconduct or for non-payment of fees.
- Deferring, suspending, or cancelling an enrolment may affect the student's visa, and APEX is obliged to notify the Secretary of Department of Education via PRISMS where the student's enrolment is deferred, temporarily suspended or cancelled.
- APEX will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that they have 20 working days to access APEX complaints and appeals process.
- If the student accesses the APEX complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Student request for deferral or suspension of an enrolment

- To apply for a deferral or suspension of studies you must complete a Deferral or Suspension of Studies Form and submit to the Student Services Officer with supporting evidence.
- Once a decision for Deferment Request has been made, the receiving officer will inform you of the resulting decision in a timely manner and advise you to contact the Immigration

office to seek advice on the effect on your student visa. A new or amended \ CoEs will be issued where required.

Student request to cancel an enrolment

- If you wish to cancel your enrolment or discontinue your studies you must first contact the Student Support Officer to discuss the reasons and to explore support options.
- If after the discussion you still decide to discontinue your studies, you will be given the Discontinuation of Studies Application form for completion and informed of the evidence that must be submitted along with the application.
- You will also be notified that the cancellation may affect your student visa.
- If APEX accepts the reasons for cancellation, then all current and future enrolments will be cancelled.
- If APEX rejects the cancellation request, you will be notified of the result and the process for appeals.
- You will be advised to refer to your signed enrolment agreement for refund-related enquiries.

APEX-initiated suspension or cancellation

- APEX may initiate a suspension or cancellation of your enrolment in cases of misconduct or non-payment of fees.
- In receiving a report of misconduct, the CEO will:
 - a. validate the actions of all staff involved, seeking further advice, verbal or written.
 - b. where necessary, seek further advice from you or other students involved maintaining an unbiased approach to the students involved.
 - c. decide whether an enrolment suspension or enrolment cancellation is warranted.
- Only the CEO makes the final determination of cancelling a student's enrolment due to misbehaviour or non-payment of fees.
- You will be informed of APEX's decision to cancel your enrolment in writing stating the reason for the decision and re-affirming your right to the appeals process within 20 working days.
- APEX will maintain your enrolment if you choose to access the complaints and appeals process, except in the case of extenuating circumstances relating to your welfare, including, but not limited to the following:
 - a. You are missing;
 - b. You have medical concerns, severe depression or psychological issues which lead the APEX to fear for your wellbeing;
 - c. You have engaged or threaten to engage in behaviour that is reasonably believed to endanger yourself or others; or
 - d. You are at risk of committing a criminal offence.
- The CEO shall
 - a. only suspend or cancel the enrolment to Department of Education via PRISMS if you do not appeal the decision or if you request an independent adjudicator,

- b. not suspend or cancel the enrolment to Department of Education via PRISMS before the outcome of any internal/external appeals process if extenuating circumstances exist.

4.20 Change to Conditions

APEX reserves the right to change its fees, conditions, course times or course commencement dates at any time with sufficient formal notice given to students.

4.21 Student Input and Feedback

All students at APEX are encouraged to provide continual input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. APEX will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Staff, trainers and students surveys will be collected online and unsolicited feedback form is available at reception. You are welcome to make appointments with staff members to discuss issues personally.

4.22 Access to Records by Students

You can have access to your personal records on request. In all cases APEX will protect the privacy of all student information.

4.23 Change of Student Contact Details

You must communicate to APEX any change in your current contact details within seven (7) days of it happening.

This is important to ensure that you receive any APEX or authority correspondence, which could in some cases affect your visa status.

4.24 Security Systems and Smoke Alarms

APEX has CCTV monitoring 24 hours a day and the video data is captured on hard drive. APEX premises are also protected by security alarms.

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In case of an emergency, students are requested to remain calm and follow staff instructions. You should familiarise yourself with the Emergency Procedures as posted on the student notice board and attached at the end of this Student Handbook.

4.25 Student ID Cards

You will be issued with a student ID card after course commencement. Student Administration Staff will take a photo of you to use for ID card purposes. APEX recommends that you carry your ID card with you when attending classes or your work placement. Staff and Trainers/Assessors may ask you to show your student ID card. If you lose your card, you can request a replacement card. There is a fee for a replacement card.

4.26 Your safety

APEX has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the Work Health and Safety Act 2011.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them:

Unsafe locations

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with the areas in which you need to be careful of, you can ask a local person or visit a tourist information centre, they may be able to recommend areas which are safe.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing. APEX has a strict rule of no drugs nor alcohol allowed on its premises.

On campus

Building Alarms OR other Emergencies

In the Event of Fire – dial “000”

Alert other occupants and evacuate.

Do not use the elevator, use the emergency evacuation stairs

A First Aid kit is located at reception

If an emergency, always follow instructions given by APEX staff.

In the Evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from APEX. Be careful of your personal belongings. Do not leave them unattended. Notify your flatmates or friends if you are not coming home or staying out late.
- Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver.
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade

Beach safety

Find the red and yellow flags and swim between them.

Rips are the number one hazard on Australian beaches. The best way to avoid a rip is to swim at a patrolled beach between the red and yellow flags.

The beach is one of Australia's most recognisable and enjoyable features. Here is how you can enjoy a day at the beach safely and help prevent accidents or injury.



To make sure you are safe when swimming at the beach:

- Find the red and yellow flags and swim between them.
- Look at, understand and obey the safety signs.
- Ask a lifeguard or lifesaver for advice before you enter the water.
- Get a friend to swim with you.
- Stick your hand up, stay calm, and call for help if you get into trouble.

You should also conserve your energy by floating on your back and staying calm if you are in trouble. This will ensure you have the energy to remain afloat until assistance arrives.

5.0 Training delivery

5.1 Competency Based Training

All training at APEX is based on the principles of Competency Based Training. Delivery and assessment will involve you accomplishing the tasks required to demonstrate competency in any unit and you will be provided with every opportunity to demonstrate that you can carry out required tasks.

5.2 Training Package Requirements

All APEX courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages. You may access APEX website for course outlines and familiarise yourself with all competency unit criteria.

5.3 Professional Staff Recruitment

All APEX staff are employed on the basis of having the requisite qualifications, skills, knowledge, experience and attitude for the position.

5.4 Guest Trainers

At APEX we recognise the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore lectures may incorporate guest trainers from industry or professional association whenever possible.

5.5 Flexible Delivery

APEX practices the principles of flexible delivery. Programs are designed to maximise the opportunity for access and participation by all students. It is APEX policy that trainers adopt a

modified lecture approach i.e., 50% of tuition time may be lecturer-led explanation and discussion, with the remaining 50% focusing on student-led activities. APEX is delivering up to one third of units online.

At all times learning at APEX is:

- Student focused
- Based on dialogue, using current business English
- Practical involving students in hands-on activities, where appropriate
- Current in terms of the information and case studies used
- Applied – not theory only
- Online for up to one third of the units being studied.

At the start of each unit, trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs. Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual

APEX provides an English learning environment and class discussions are conducted in English only.

5.6 Training Outcomes

All delivery and assessments are geared towards one final outcome only - that is the awarding of a nationally recognised qualification or statement of attainment. Hence delivery and assessment are conducted according to the competency unit criteria as stipulated in the training package.

5.7 Excursions

APEX encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at APEX may also be required to attend knowledge-based excursions as part of certain units.

5.8 Education Resources

APEX maintains suitable and up-to-date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. APEX maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drinking water facility
- Flexible layout options appropriate to room size, shape and furniture

- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Fully operational commercial kitchens for students studying commercial cookery
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities
- Computer and internet access

Students can also display personal advertisements and messages on the notice boards.

Computers and the Internet

APEX has computers with network connection with saving devices. You are given unlimited access to computer and Internet facilities for educational and study purposes only. You will have to supply your own saving device (USB drive). A student printing facility is available at the Reception area. Students must pay for the printing. Students are encouraged to bring their own laptops.

Equipment

Equipment is available for educational purposes for both staff and students. Please ensure that you use all equipment safely and follow WHS procedures at all times. Get help if there is a problem.

Texts and References

APEX will make available a list of texts and references that are required by students for study purposes. You will need to purchase these books. Further, students may also make use of APEX resources borrowing facilities for study purposes and trainers may take students to outside libraries and organise a library representative to explain membership and research techniques.

6.0 Location Map

Apex Australia Vocational Education (Parramatta Campus)
2 Sorrell Street, Parramatta NSW 2150

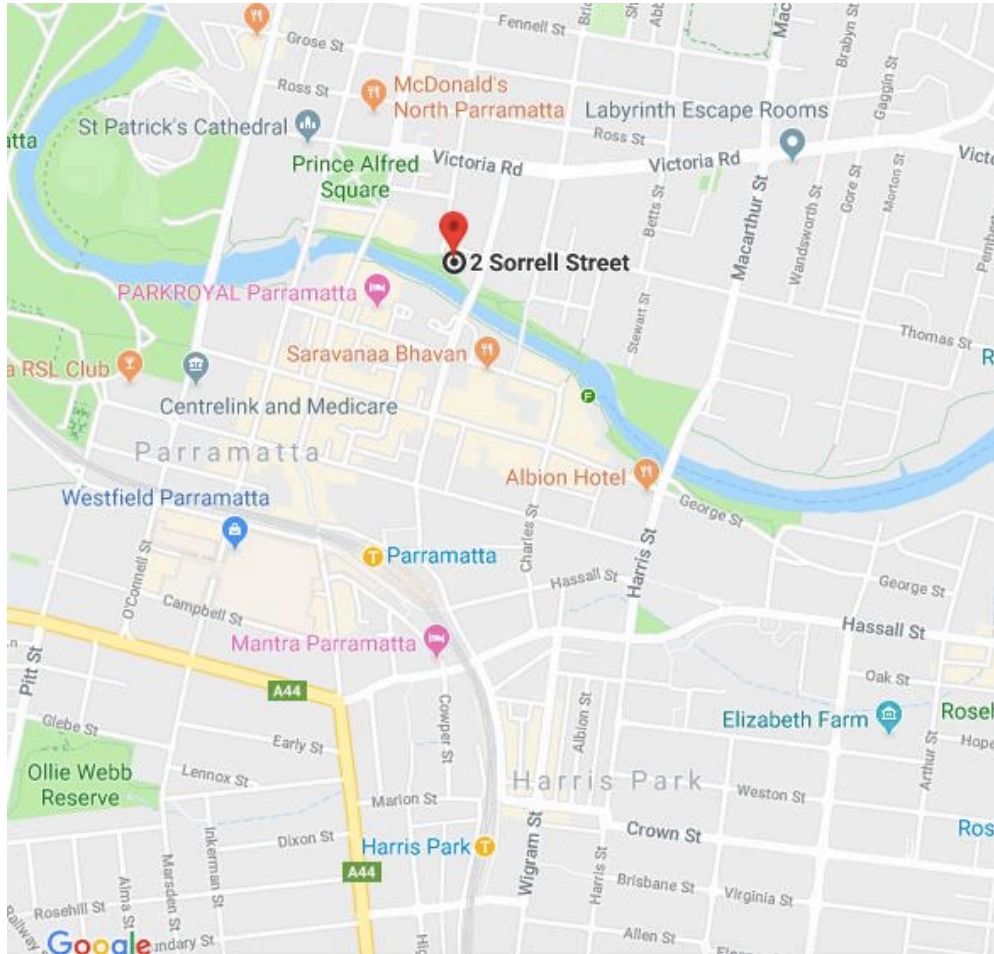


Image taken from Google maps.

6.0 Location Map (CBD City)

Level 2 & 3, 22-26 Goulburn Street Sydney



Image taken from Google maps online.

7.0 Emergency Evacuation Procedure Student Information

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow the primary safety principles during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and APEX staff:

DO NOT PANIC

DO NOT USE ELEVATORS

If an emergency condition arises here is what to do:

- **When you hear the fire bell**
- **Don't panic**
- **Listen for a warning that the alarm may only be a test**
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow APEX staff to the exit signs and use the **Fire Exit stairwells only**
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- **Do not return to fire/smoke floor until instructed to do so.**

8.0 Contact Information and Emergency Contacts

Apex Australia Vocational Education (*Parramatta and CBD campus*)

Main Contact Details; Student Support Officers:

Jesica Tamang – Student Support Officer

Nipa Patel – Training Coordinator

Ronando Capistrano – Academic Manager

Contact : 02 8007 6262

After hours contact: +61 413 844 955

Emergency Telephone Number

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHA)

Dial 131 881

9 Wentworth Street

Parramatta NSW 2150

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

Counter hours: 9 am to 4 pm Monday to Friday

Fair Work Commission <https://www.fwc.gov.au/>

Local Medical Centres:

Parramatta Medical Centre

Entrada Building, Shop 2, 20 Victoria Rd,
Parramatta NSW 2150
Phone: (02) 9762 1041

Isra Medical Services Parramatta

Suite 13/103 George St,
Parramatta NSW 2150
Phone: (02) 9098 4545

Transport:

Parramatta train station is located 7 min away by walk. There are many bus services available to and from train station to Church Street which is just couple of minutes walk from APEX.

Public Facilities:

Nearest Commonwealth Bank is located on 150 George Street , Parramatta

Nearest National Australia Bank is located on 28 George Street , Parramatta ***Local Medical Centres:***

World Square CBD Medical Centre

644 George Street, World Square Shopping Centre

Sydney Medical Centre

580 George Street, Sydney
Ph: (02) 9261 9200

Transport:

Central station is located 10 min away by walk. There are many bus services available to and from station to George street. Tram service will also be available soon connecting most places in city. Town Hall station is located 6 min away by walk from APEX.

Public Facilities:

Nearest Commonwealth Bank is located on 546 George Street, Sydney

Nearest National Australia Bank is located World Square Shopping Centre; Shop 10 – 33, 686 George Street, Sydney

There are many restaurants and other places of interest close to APEX. Darling Harbour is just 10 min away walk. Darling Harbour is a harbour adjacent to the city centre of Sydney. It is also a large recreational and pedestrian precinct that is situated on western outskirts of the Sydney central business district.