



APIC

ASIA PACIFIC
INTERNATIONAL COLLEGE

STUDENT HANDBOOK

Semester 1/2018



Welcome to Asia Pacific International College!

APIC develops and delivers challenge-based action learning that aims to transform individuals, business and society by enabling the collaborative development of solutions to real-world problems.

We aim to meet the needs and aspirations of individuals, as well as organisations that seek to employ the best available talent. We believe that education and professional development are the keys to developing and furthering personal growth and careers in what is the rapidly changing worlds of business and work. The next decade will see dramatic changes in work life, and APIC aims to help students to meet the challenges that this rapid evolution will pose. We encourage and nurture creativity, reflective challenge-based learning, professionalism, and the development of technical and managerial skills, and leadership competences. We seek to unlock your potential.

The civil rights activist, Malcolm X, once stated that “Education is the passport to the future, for tomorrow belongs to those who prepare for it today.” Given the changes we have seen in the world of work over the last decade, which will accelerate further over the next few years, never was there a greater need to invest in the crucial enabler that is education. It transforms not just individuals, but it has wider effects in the organisations and communities in which those individuals work and live. It is a hugely positive force for development, which is crucial to the future of all organisations, communities and countries at whatever stage of development or whatever their size. At APIC we aim to develop future entrepreneurs, managers and leaders to meet the unprecedented challenges of this time and which will continue to emerge in the short to medium term. Purposeful education and the acquisition and application of established or new knowledge and skills, along with experience of solving real-world problems is critical to so many endeavours. So too are knowledge and skills focused upon creativity, decision-making and communication.

Thank you for choosing APIC. We are committed to working with you in your educational journey and to ensuring that your investment adds value to your life and career.

Dr. Scott Dickson
President and Principal Executive Officer
Asia Pacific International College

Our Vision

At APIC, students, educators, researchers, professionals and other stakeholders will work together exploring collaborative solutions to real-world problems. APIC will use flipped learning with students studying course content online, where face-to-face time is reserved for collaborative, applied problem-solving, drawing inspiration from the arts, science and professional practice. Through challenging action learning and action research, its students and stakeholders will transform themselves, responding to and preparing for the changing world of work. APIC will operate beyond standards.

Our Mission

APIC develops and delivers action learning and action research that transforms individuals, business and society by enabling the collaborative development of solutions to real-world challenges.

Values

- Student-centred
- Real-world engaged
- Best-practice governance
- Academic primacy
- Academic freedom with responsibility
- Collegial professionalism
- Quality and excellence
- Rigour and integrity
- Responsible marketing
- Communicate clearly, early and often
- Listening
- Wellbeing, respect, compassion, forgiveness and gratitude

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Calendar

Semester 1/2018
(12th February to 25th May 2018)

JANUARY							Day	Event
M	T	W	T	F	S	S		
1	2	3	4	5	6	7	9	College re-opens
8	9	10	11	12	13	14		
15	16	17	18	19	20	21		
22	23	24	25	26	27	28		
29	30	31						

FEBRUARY							Day	Event
M	T	W	T	F	S	S		
			1	2	3	4	2	Enrolments open (Continuing Students)
							12	Orientation Day (New Students)
Enrolments								
Enrolments	5	6	7	8	9	10		
Week 0	12	13	14	15	16	17		
Week 1	19	20	21	22	23	24		
Week 2	26	27	28					

MARCH							Day	Event
M	T	W	T	F	S	S		
			1	2	3	4	2	(Last day for enrolments)
							16	CENSUS DATE
Week 2							16	Extended Orientation
Week 3	5	6	7	8	9	10	26-30	Mid-Term Exams
Week 4	12	13	14	15	16	17		
Week 5	19	20	21	22	23	24		
Week 6	26	27	28	29	30	31		

APRIL							Day	Event
M	T	W	T	F	S	S		
						1	06	Networking Event
							09	Second Payment Due Date
Week 6								
Week 7	2	3	4	5	6	7		
Week 8	9	10	11	12	13	14		
Week 9	16	17	18	19	20	21		
Week 10	23	24	25	26	27	28		
Week 11	30							

MAY							Day	Event
M	T	W	T	F	S	S		
		1	2	3	4	5		
Week 11								
Week 12	7	8	9	10	11	12		
Week 13	14	15	16	17	18	19	14-18	Study Week
Week 14	21	22	23	24	25	26	21-25	Final Exams Week
	28	29	30	31			28-1	Results Release

JUNE							Day	Event
M	T	W	T	F	S	S		
				1	2	3	8	Enrolments open (Continuing Students)
							18	Orientation Day (New Students) - Semester 2/2018
	4	5	6	7	8	9		
	11	12	13	14	15	16		
Week 0	18	19	20	21	22	23		
Week 1	25	26	27	28	29	30		

Enrolment

All students must be correctly enrolled in each unit of study for their course before the deadline (see Important Dates table). View the enrolment schedule: [Your course timetable](#)

It is your responsibility as a student to ensure that you are enrolled as a full-time student in the correct unit(s) of study and that all details are accurate.

International students: Enrolment is an essential step in maintaining your Australian student visa. If you fail to complete your enrolment by the enrolment deadline in the above table, you will be reported to the Department of Home Affairs (DHA) for non-commencement of studies

If you miss your enrolment session, contact the APIC Student Services immediately in person or email us on:

Sydney Campus:
studentservices.syd@apicollege.edu.au

Melbourne Campus:

studentservices.melb@apicollege.edu.au

It is advisable for students to maintain a personal file of all correspondence you receive from APIC relating to enrolment, payment of fees, academic progress and results.

Pathways and Recognition of Prior Learning

What is a Pathway?

Pathways link the qualifications that you have already obtained or are in the process of obtaining with approved courses at APIC. These links allow articulation and credit transfer between courses.

For more information on pathways, please speak with your course coordinator.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that applies to individuals who may have prior study, or other relevant experience, but who do not have access to credit transfer arrangements for the chosen course. You are encouraged to discuss possible applications with your enrolment officer at enrolment and may be required to provide the syllabus details of your qualification. More details can be found in the [Recognition of Prior Learning Policy](#)

International students: If your application for advanced standing is successful, and your course duration is reduced, your eCoE will be updated with a new course end date. You will need to contact the Department of Home Affairs (DHA) to check whether your visa status is affected.

Eligibility

All students enrolled in higher education courses at APIC are eligible to apply for RPL (credentialed or experiential). Please apply on-line on the [Recognition of Prior Learning Form](#)

Please attach certified copies of your qualifications when submitting your online application.

Please note: APIC may contact your former institution(s) for further information regarding your application for advanced standing. Applications must be completed prior to the commencement of study.

Applications received during semester study will not be considered until after the study period.

Course Duration

Details of the length of courses can be located at: <http://apicollege.edu.au/courses/>

International students are required by law to be enrolled in full-time study in order to complete their course within the expected duration outlined in their electronic Confirmation of Enrolment (CoE).

Changes to Your Enrolment

If you wish to vary any part of your enrolment, you will need to complete an online [Change of Course Preference Form](#)

International students: The College has a legal responsibility to report any changes to your enrolment to the Department of Home Affairs (DHA). This includes changes in your study load and when you are no longer a student with the college. If your enrolment at the college is reported to DHA, you will need to contact DHA directly to discuss your student visa options.

Accessing Your Timetable

Timetables are available on the APIC website, and on the notice boards on the campus. You are responsible for your timetable and confirming the location of lectures and tutorials. Check with student services regularly during the first few weeks of semester as timetables may change during this time.



When to Choose Your Elective Units

Course	When to choose
Master of Business Administration	In your third semester
Master of Business and Project Management	In your third semester
Master of Business Management	In your third semester
Graduate Certificate/Diploma (BM and PM)	In your third semester
Undergraduate courses	In your third semester

For more details on your course units and structure, please refer to the on-line course brochure at: <http://apicollege.edu.au/APICPDF/APIC%20Brochure.pdf>

Non-Commencement and Withdrawals

Your student enrolment details must be finalised for each semester by the census date. If you withdraw from your course after this date, you will have to pay fees and there will be academic penalties.

Failure to lodge a [Course Withdrawal Form](#) for a unit/s of study or the whole course before census date means you will be charged fees for all units you are enrolled in whether you have attended classes or not.

International students: Grounds for granting permission to transfer to another course outside the College are that:

- You must have completed at least **6 months** of your

principal course of study with the College; or

- The College should receive a letter from your home government sponsor outlining why it considers the transfer to another course to be in your best interest.
- The College has reasons to believe that you will materially benefit from the transfer to the designated or the College has decided to cease to offer the course due to low enrolment or other reasons
- The College is required by the Australian Government or NSW Government to cease to offer the course

Deferring Your Course

Deferring your course intake is available only to commencing students. If you wish to defer your course, you are required to complete the on-line [Change of Course Start Date Form](#)

Deferring the course can only be considered for:

- Compassionate /Compelling circumstances
- Visa Conditions
- Pathway courses – extension of course

International students: The College has a legal responsibility to report any changes to your enrolment.

If your course is not available for commencing students in subsequent intakes, you may need to negotiate an alternative study option.

Applicants do not enrol before deferring. A deferment is a guarantee that the place of offer will be available for the applicant to enrol subject to course availability.

Change to Personal Details

It is important that personal details are kept current as important information will be sent to the nominated address. APIC also sends emails and SMS messages when necessary so it is important that you also update this information.

Students can change contact details via the following:

RTO Manager

1. Login via <https://apic.rtomanager.com.au>
2. Click on profile to start updating the information online
3. Follow the instructions on the screen or place the mouse over the "i" buttons to view more detail about a particular field of information.

Any awards/certificates produced at the conclusion of your course will be issued under the name in which you have enrolled.

Fees and Charges

As a student of APIC you are required to pay fees for your program of study. Fees and charges vary depending on your course. When you enrol or re-enrol you will receive an invoice from APIC detailing all fees and charges and the due date for payment.

All fees are listed in Australian dollars (A\$), are indicative and may be subject to change. Payment options are listed on your invoice. After your first semester, the college will invoice you (or your sponsor) each semester according to your enrolment in that semester.

APIC reserves the right to annually adjust course fees to take into account increases in College and course delivery costs. Course tuition fees are invoiced per semester based on the enrolment for that particular semester.

If your fees are not paid by the due date, your enrolment will be cancelled. For international students, this will affect your student visa. APIC is required to report any student who is no longer enrolled to the Department of Home Affairs

(DHA). If your cancellation of enrolment is reported to DHA by the College, you will need to contact DHA directly to discuss your student visa options.

Paying Your Tuition Fees

A set of two instalments will be offered in each semester. The payment due dates will be due on the following:

- 1st instalment = Semester start date
- 2nd instalment = 8 weeks after the first instalment due date

Experiencing financial difficulties?

If you are having financial difficulties and cannot pay your tuition fees on time, you must see student services as soon as possible.

Refunds

Students who have paid their tuition fees up front for a given semester and withdraw before the census date may be entitled to a full or partial refund according to the [Refund Policy](#) Applications must be made on the [Refund Application Form](#)

Student Services and Affairs

There are a variety of programs and services available for all students:

- Orientation
- Computer labs
- Student email
- OLS
- RTO Student Portal
- Academic support and study skills
- Academic transcripts
- Graduation services
- Student Welfare Services
- Student Grievances and Appeals
- Social events and activities.

For more information, visit the website: <http://apiccollege.edu.au/>



Student Welfare Service

The Student Welfare Service is available to all enrolled students to assist when life manages to get in the way of your studies. Our dedicated Student Welfare Officer can assist you as an advocate, mediator or supporting person to help you deal with a range of issues you may encounter during your studies.

These issues may include:

- Applying for special consideration
- Leave of Absence
- Late tuition fee enquires
- Assistance with accessing academic support services
- Enquiries on Overseas Student Health Cover (OSHC)

The Student Welfare Service is also available to provide advice and available options if you are:

- At 'risk'
- On a conditional enrolment
- Suspended or excluded from studies
- Thinking of withdrawing from your studies
- Wishing to take leave from your studies
- Wishing to be involved in on-campus activities and social events.

The Student Welfare Service is also able to refer students to a range of internal and external services if needed. Email appointment requests and enquiries to studentwelfare@apiccollege.edu.au

Student Counselling Service

In partnership with the Education Centre of Australia (ECA), an on-campus counselling service is available to all APIC students. This service is free of charge with our appointed counsellor an expert in international student related issues. Appointments can be organized by emailing studentwelfare@apiccollege.edu.au

Student ID card

APIC students are issued an ID card during week 1-2 of the semester from NEW students only.

You must have an APIC Student ID card to sit your examinations. If you have any issues, please contact Student Services

Student Email (Microsoft Office 365)

Please note that all communications with the College will be via the assigned College Office 365 account; you should activate your College email as soon as possible and check your emails continually. We assume that any email sent by the College to this account will be read by the recipient immediately:

<https://portal.office.com>

Username: Your student number + @apiccollege.edu.au
Password: It will be provided by Student Services Department

APIC provides Microsoft Office to every student free of charge. This means the latest version of the full Office productivity suite, including Word, Excel, PowerPoint, OneNote, and more are available for offline and online use to best prepare you for your studies. As long as you're a student here and the program continues, you'll be able to use this software for free.

- Install on up to 5 compatible PCs and Macs, plus 5 tablets (including iPad!)
- Use with OneDrive for automatic device syncing
- Gain valuable skills on the world's most popular productivity software
- Use the same programs as your professors to ensure full file fidelity

To access your Office 365 account, follow these simple steps:

1. For PC and Mac:

- a. Visit [Office.com/GetOffice365](https://www.office.com/GetOffice365)
- b. Click through to sign in with school-provided credentials & download
- c. On the installation page select your language and click install

2. For iOS and Android:

- a. Download from your app store
 - iPad: Word, Excel, PowerPoint
 - iPhone
 - Android

- b. Sign in with your school credentials for full editing capability

Resource Centre

APIC Resource Centre keeps copies of every required APIC textbook for students to borrow.



E-Library

The College provides access to a comprehensive online library of journal and scholarly works. Students and staff can access and fully utilize the EBSCO e-books library that holds over 9,000 textbooks. In addition, we provide a comprehensive set of electronic learning materials available on the online learning system (OLS).

Online Learning System (OLS)

The College provides access to the Online Learning System to all students in each semester to support their studies. Each student is required to log into the OLS daily <https://ols.apiccollege.edu.au> to review the activities in progress and to access the resources (library, tools etc.). You need to follow the instructions that will be provided to you in relation to each activity in the OLS, for each unit of study. You need to read the OLS Help File and the FAQ thoroughly before you start using the OLS. Answers to many of your questions will be found in these files.

Access to the College OLS is provided on the condition that students use it purely for their own education and development purposes and for the course units enrolled in each semester. Students must not provide access to others nor copy the content of the OLS or use any part for any purpose without clearance in writing from the College. Please record your access information in a secure place: we may charge a fee for re-issuing a fresh password.

URL: <https://ols.apiccollege.edu.au>

Username: Your student ID number
Password: Your date of birth (ddmmyyyy)

Please note the user name and password are both case sensitive. If you have any questions on the contents of the individual unit of study websites, please see ask the relevant Course Convener for help.

If you have forgotten your OLS password, please click [here](#) to reset it.

If you have any questions about accessing the OLS or require technical support, please contact **1800 092 652**. This service is available 24 hours/day, 7 days per week, particularly if you:

- Are having issues logging in
- Experiencing system errors or technical errors
- Cannot find information related to your issues and continue to have problems.

The OLS student user guide can be accessed online, please click [here](#).

Contact us

For help on anything

- Contact your lecturer
- Email student services at:

Sydney Campus:

studentservices.syd@apicollege.edu.au

Melbourne Campus:

studentservices.melb@apicollege.edu.au

- Call (02) 9318 8111 (for Sydney students)
Or (03) 9603 5333 (for Melbourne students)
- Pop into student services in person during business hours

Student Unit Study Guides

In your first class, your lecturer will introduce and overview the Unit Study Guide. Unit Study Guides outline the content, student learning outcomes and assessment tasks and requirements. Examinations, test and assignments, and viva (postgraduate students only) due dates are published within each Unit of Study Guide. Your Unit of Study Guides are available to you on the OLS.

Academic Integrity

Copy or cheating (e.g. of other student's work or work of another person) in part of whole, constitutes misconduct under the College's rules, see APIC's Student Academic Misconduct Policy Any secret agreement or understanding for the purpose of trickery or fraud; underhand scheming or working with another; deceit, fraud also constitutes misconduct under the College's rules.

What is plagiarism?

Many people think of plagiarism as copying another's work, or borrowing someone else's original ideas. But terms like "copying" and "borrowing" can disguise the seriousness of the offense.

Plagiarism is an act of fraud. It involves both stealing someone else's work and lying about it afterwards.

All of the following are considered plagiarism:

- turning in someone else's work as your own
- copying words or ideas from someone else without giving credit
- failing to put a quotation in quotation marks
- giving incorrect information about the source of a quotation
- changing words but copying the sentence structure of a source without giving credit
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not.

Most cases of plagiarism can be avoided, however, by citing sources. Simply acknowledging that certain material has been borrowed, and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism. Please see APIC's [Academic Integrity Policy](#)

Submission of Assessment Task

All assessment tasks are uploaded via the OLS. Students are advised to refer to each Unit of Study Guide for deadlines and due dates.

Turnitin

The plagiarism prevention software used by APIC is Turnitin which calculates the percentage of 'similarity' between an essay and multiple sources. You may be asked to submit assignments via Turnitin. Turnitin allows lecturers to check for improper citation by comparing it against continuously updated databases using the industry's most advanced search technology.

The College encourages all students to use Turnitin to check and correct the similarity index before submitting the final submission to the OLS. As a guideline, your similarity index should be not above 10%. This may vary for group projects.

Turnitin Help for students, please click [here](#).

Referencing Style

Students are encouraged to adopt the American Psychological Association (APA) reference style. For further information on how to reference the Publication Manual of the American Psychological Association is available online at <http://www.apastyle.org/manual/>

Academic Progress

Academic course coordinators are assigned to advise students and

- Provide accurate information about course progression and degree requirements
- Assist in understanding academic policies and procedures
- Help access academic resources which will enhance their ability to be academically successful
- Assist in overcoming educational and personal problems via referral to counsellor or tutoring service.

Further details can be found in the [Academic Progress Policy](#)

Attendance

APIC will monitor your academic performance and attendance in accordance with the [Assessment Policy](#) and the [Attendance Policy](#)

In order for the college to deliver a high standard of academic learning, students are required to attend 80% of their classes.

- You must achieve satisfactory academic progress.
- For international students, you are expected to complete your course within the duration stated on your electronic Confirmation of Enrolment (CoE).

Student's At risk

A student designated as "At risk" is one whose academic performance is such that it appears he or she may require the provision of specific learning support and assistance as a consequence of:

- non-attendance at classes;
- not-submitting or achieving a Fail mark in the low-risk early assessment task in a unit(s) of study;
- having previously achieved a Fail final grade in a unit(s) of study;
- not responding to College emails; and
- not logging into or subsequently not engaging with OLS.

'At-risk' status identifies a student whose behaviour and/or academic performance places them at risk of not achieving or maintaining an academic status of 'Good Standing', i.e.

achieving a Pass grade or higher in all of the units in which they were enrolled during a teaching semester.

Unsatisfactory progress

A student is considered to have made unsatisfactory progress, whilst enrolled in a particular program of study, if that student:

- has failed the same unit(s) of study for a second time in succession;
- has failed 50% or more of the units of study in which they are enrolled for that teaching semester;
- has failed to meet Conditions previously specified by an Academic Review Committee; or
- will not complete the course within the maximum time to completion for domestic students, or the normal time to completion for onshore international students.

International students who are failing to make satisfactory academic progress can risk having their CoE cancelled and their student visa revoked. Under the ESOS Act 2000, the College is required to report international students to DHA if they breach the conditions of their student visa.

Tutoring service

If at any point you feel you need some assistance with your study, and want to improve your understanding of a unit, APIC provides a free tutoring service for all students.

Contacts for tutors can be obtained from the Course Coordinators

Leave of Absence

In some limited circumstances, you may need time away from your studies. This is known as a leave of absence. We advise you to speak to your student welfare officer before you apply.

You may be able to apply for leave of absence if you have been affected by:

- serious illness or injury
- death of a close family member such as parents or grandparents,
- husband/wife or child
- major political upheaval or natural disaster in your home country requiring
- emergency travel and which has affected your studies
- traumatic experiences such as being involved in an accident or being the
- victim of a serious crime.

Your application must be approved by the College. If you decide to apply, you must submit an online [Leave of Absence Application](#), including certified or original copies or any other relevant supporting documents such as death or medical certificates and your application must be received by census date, refer to the Important Dates table.

International students: APIC will notify the Department of Home Affairs (DHA) that you have been granted an Intermission (also known as a leave of absence). Intermission may affect your student visa. For advice, please phone DHA on 131 881.

Special Consideration

Students whose performance at an examination are seriously affected by illness or other special causes or are prevented from attending an examination by illness or other special causes should apply online for Special Consideration within three working days of their examination. Applications for special consideration must be lodged online [Special Consideration Form](#)

Applications for Special Consideration may be based on the fact that:

- the student's studies have been impeded by the adverse circumstances in question;
- the adverse circumstances in question have prevented the student from preparing for or completing all or part of an assessment task; or
- the student was negatively affected by the adverse circumstances in question to a substantial degree during the performance of the assessment task.

Adverse circumstances beyond the student's control can include:

- medical conditions (physical and/or psychological);
- severe financial hardship; or
- substantial disruption to employment and/or living arrangements.
- Routine demands and circumstances including:
 - regular academic workload;
 - regular employment;
 - recreational travel; or
 - planned personal, sporting and social events (e.g. weddings) will not normally be considered as grounds for Special Consideration.

Reasons for special consideration may include:

- death of an immediate family member
- medical reasons (either yourself or someone in your immediate family)
 - personal trauma or crisis (e.g. victim of crime, severe disruption to domestic arrangements)
 - serious illness or psychological condition (e.g. hospital admission, serious injury/illness, severe anxiety or depression)
 - loss or bereavement (e.g. death of close family member, family/relationship breakdown).

Applications for Special Consideration must be made to the relevant Director of Studies using the Special Consideration Application Form as soon as feasibly possible, although normally within two business days, of the occurrence of the adverse circumstance.

Applications for Special Consideration must be accompanied by the appropriate supporting documentary evidence, which in the case of illness shall include a medical certificate issued by a registered medical practitioner or medical authorities.

Please contact the APIC Student Welfare Officer directly if you have any eligibility questions on special consideration at studentwelfare@apiccollege.edu.au

Once the application for special consideration has been assessed; students will be notified of the outcome within five (5) working days of receipt of the application. The outcome notification will be sent to your APIC email address.

Please submit correctly completed applications - any incomplete or late forms will be rejected unless exceptional circumstances apply.

Reduced/Overload Study Load

Discuss your situation with Student Services first. The Course Coordinator must approve a reduced study load. All applications must be made on the [Reduced Study Load](#) form and will be assessed before your enrolment can be confirmed. Where an application is not approved, your enrolment and fees may be subject to change.

International students: Applications for a reduced study load can only be accepted in the following circumstances:

- Course structure - If you are unable to enrol in a full-time study load due to the structure of your course or if a unit of study becomes unavailable
- Academic progress - If you are at risk of making unsatisfactory progress, and academic staff recommend a reduced study load to help you meet course requirements
- Compassionate circumstances - If you are unable to study a full-time load due to illness, injury, bereavement of close family members or involvement in a traumatic experience.

International students: The College will notify the Department of Home Affairs (DHA) when you have been granted a reduced study load if it affects your course duration.

Study Skills Support and English Language Learning Support

We understand that individual students may experience difficulty in coping with their academic work in English, particularly in terms of academic and professional writing skills, presentation skills and reading and summarisation skills.

Our academic and industry-based teaching staff assist students to improve their English. In addition, students can participate in specially designed English classes held free of charge.

Grievances

Students should attempt, in the first instance, to resolve a concern by using a direct and informal approach to the individual concerned wherever possible.

If this does not resolve the issue, you may lodge a formal complaint through the on-line [Student Grievance Form](#). All complaints will be processed in accordance with the College's [Student Grievances and Appeals Policy](#).

Making false and unsubstantiated allegations may render the student liable to disciplinary action. It may also have legal ramifications. All complaints must be specific and supported by verifiable evidence.

Appeals

We hope that your time at the College will be a rewarding and enjoyable one; however, occasionally problems arise and you find that you have a grievance in relation to actions or decisions taken by College staff, including matters involving administration, learning and teaching, and breaches of College policy.

This may also include grievances in relation to unit results. The College has established a set of procedures for dealing with such matters. The steps involved in grievance resolution are set out in the [Student Grievance and Appeals Policy](#). Student should make complaints by completing the online [Student Appeal Form](#).

Health and Safety Information

Safety at APIC

APIC is committed to providing a safe working environment to protect the health and well-being of students. This obligation extends to its staff, students, contractors, and visitors to ensure:

- Health and safety within the workplace and
- To avoid adversely affecting the health and safety of others.

What you can do to keep safe

Be informed – APIC has Workplace Health and Safety policies and procedures to reduce the likelihood students and staff being put at risk, please see [WHS Policy](#).

We should all take reasonable and practicable precautions to manage hazards and risks for the health of each one of us. APIC is committed to constantly working towards maintaining a safe College. Achieving these key objectives requires:

- Acceptance of WHS responsibilities by everyone at APIC.
- Consultation with all stakeholders including staff, students, visitors and contractors.
- Continuous improvement based on sound safety management and planning.
- Provision of resources to further develop, monitor and maintain the effective management of health and safety.

Emergency contact

Fire, Police and Ambulance: 000

Evacuation procedures

There is a map in each area of the College showing the nearest assembly point.

Leave your classroom in an orderly fashion and pay attention to your lecturer and/or the fire warden coordinating the evacuation. Remember the following important points:

- Don't panic;
- Leave the upper levels of the building by using the stairs only;
- Do not use the lifts under any circumstances;
- Leave by the nearest safe exit to your room;
- Regroup with your class members and your emergency warden/teacher/lecturer at the designated assembly point or area designated by the emergency warden as soon as you are clear of the building;
- Do not wander off from your group until your emergency warden/teacher/lecturer marks you off the roll or gives you clearance to leave; and
- Do not re-enter the building under any circumstances until the "All Clear" signal has been given by the Fire Brigade or the Emergency Warden.

Life-threatening conditions

If a situation is life-threatening, follow these procedures:

- Call the Ambulance Service on 000 and remember to clearly state your location street address and the nature of the emergency. Be prepared to answer other questions. Do not hang up unless advised to do so by the Ambulance Service.
- A 24-hour emergency hotline is also available to you through your OSHC policy (if your policy is with our preferred provider Allianz Global Assistance). The contact phone number for this service is 1800 814 781.
- All incidents, near misses and any first aid given are to be reported to your Teacher/Lecturer and must be recorded, regardless of severity of outcome.
- An Incident Report Form is to be completed by your teacher or lecturer.
- In the cases of students under 18 years of age, a parent/guardian will be contacted.

Please note: Student Services should not be the first point of call in cases of severe injury and/or acute illness. Contact the Ambulance Service first on 000.

Preventing theft

Many thieves are opportunistic and there are many ways to reduce the chance of being a victim of theft by taking a few simple steps.

- Mark your property using a permanent dye and record any serial numbers, makes, models, colour, value etc. This will help in the identification of your property.
- Make property difficult to steal by using locks to secure computer notebooks and similar equipment.
- If working in a library or open area, do not leave bags, phones, wallets or computers unattended.
- Be alert to suspicious people in your work area. If you see anyone that looks suspicious, contact Student Services immediately.

Personal safety

All staff and students have the right to feel safe and secure, whether you are on campus, at home, on public transport or just in your local community. An important part of feeling safe is to develop a personal safety plan. This may be as simple as thinking about what you would do and where you would go if confronted by a potential attacker:

- Planning ahead will help you to think clearly
- Be aware of your surroundings and know where you are going;
- If walking at night, walk with a group or a friend and keep to well-lit paths and roads; and
- Be aware of who is behind you when using ATM's.

International Students

The ESOS ACT:

The Australian Government has laws in place to protect all international students and promote quality education. These laws are known as the ESOS legislative framework and they comprise:

1. Education Services for Overseas Students (ESOS) Act 2000
2. Education Services for Overseas Students (ESOS) Regulations 2001
3. The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code)
4. Education Services for Overseas Students (Registration Charges) Act 1997
5. ESOS Assurance Fund Act.

The ESOS laws protect overseas students coming to Australia on student visas and they set out clear roles and responsibilities for education institutions such as Asia Pacific International College.

Your rights and responsibilities under the National Code and the ESOS Act

All international students studying in Australia have rights under the ESOS framework, including to:

- Current and accurate information about the courses, fees, modes of study and other information from the education provider and the provider's agent prior to enrolling.
- A written agreement with the provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money.
- Receive the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Access to support services that provide students with assistance and guidance with such matters as: applying for course credit; deferral, suspension, or cancellation of courses; how to use your provider's complaints and appeals process; and changing providers.

Similarly, all international students on a student visa have responsibilities to:

- Satisfy student visa conditions; which include paying student fees in full, on time;
- Maintain overseas student health cover (OSHC) for the period of your visa;
- Meet the terms of the written agreement with your provider;
- Inform your provider if you change your address or other contact details; and
- Maintain satisfactory course progress, which includes completing your course by the CoE end date and meeting the requirements of the college [Academic Progress Policy](#).

A good overview of the ESOS framework and your rights can be found at:

<https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

Student visa requirements

You have a responsibility to satisfy your student visa conditions. The college is required to report students failing to comply with their visa requirements to the Department of Home Affairs (DHA). These conditions include:

1. You must complete your course by the course end date state on your CoE.

To meet this condition, students are normally expected to study a full-time study load (12 credit points) in semester 1 and semester 2 each year. As the College offers some units during the Summer Break is currently for NEW students only First Semester units are available during this time.

2. You are required to obtain overseas health cover (OSHC) for the duration of your student visa.

The Department of Home Affairs (DHA) requires all international students on student visas to maintain their OSHC for the duration of time they are in Australia.

Although the College has a preferred OSHC provider, students are free to choose their own OSHC policy. Information on the different OSHC providers in Australia can be found at www.oshcaustralia.com.au/en If APIC has organised your OSHC, see student services to obtain your card.

3. You are required to maintain satisfactory academic progress

It is mandatory for all international students to maintain satisfactory academic progress as defined by the College [Academic Progress Policy](#).

4. You are required to inform us of our current mailing and residential address and contact phone number with 7 days of arrival. Similarly, if you change residence or contact phone number you must inform us immediately.

You are required to notify the College through (the student portal) of your current Australian residential and mailing address as well as your current phone number – preferably a mobile number – and an emergency contact within seven days of arrival in Australia. You are also responsible for advising the College of any changes to your contact details during your studies.

5. You are required to remain with the education provider with which you originally enrolled for the first six months of the primary course.

Under the National Code, education providers cannot enrol students seeking to transfer from another provider before that student has completed six months of their principal course. If you need to transfer to another education provider prior to completing six months of your principal course, you need to request a release letter.

If you require a release letter from the College, you need to provide an offer letter from a Streamlined Visa Processing (SVP) institution
<https://www.comlaw.gov.au/Details/F2015L01820>

for a SVP course
<https://www.border.gov.au/Busi/Educ/Stre>.

Note: You do not need a letter of release if you have completed more than six months of your principal course; you are a government-sponsored student and your sponsor supports your transfer; or your current education provider or course has ceased to be registered

6. You are required to complete payment of your tuition fees by the due date.

Condition 8516 of your student visa clearly states:

'You must continue to satisfy the requirements for grant of your student visa. This means...that you must continue to have sufficient financial capacity to support your study and stay in Australia.'

Students who do not pay their fees by the due date can have their CoEs cancelled for non-payment of tuition fees. This can lead to their student visas being cancelled

CoE extensions

Some international students may require an extension of their CoE. Applications for CoE extensions should be lodged as early as possible, up to six weeks before your student visa expires by completing an [CoE Variation Request](#)

Work restrictions

Students on student visas are permitted to work no more than 40 hours per fortnight during the semester. During semester breaks, which officially start after the exam period ends, students can legally work full-time and do not need to apply for a work permit.

Note: You do not require a letter for your employer from the College stating your work rights during the semester, holidays, or otherwise. Your employer can check your work entitlements online using the Visa Entitlement Verification Online (VEVO) system. For information on how to access VEVO go to <https://www.border.gov.au/vevo>

Dependent family members of international students studying at undergraduate level can work up to 40 hours per fortnight also, however they have unlimited work rights if the primary visa holder has commenced a course towards a masters or doctorate degree.

If you would like further information on work entitlements for you and your dependent family members, please visit the DHA website at <https://www.border.gov.au>

Please be advised that your student visa will be cancelled if you are found to be working in excess of your permitted hours. Your part-time job must not stop you from finishing your course within the expected duration as stated on your CoE.

Tax File Number

Before you start working in Australia, you should obtain a Tax File Number (TFN) from the Australian Taxation Office. Whilst it is not compulsory to quote a TFN to your employer, without one you may:

- Pay more tax than necessary
- Not be able to get government benefits you are entitled to receive.

You may apply for a TFN online at:

<https://iar.ato.gov.au/IARWeb/default.aspx?pid=4&sid=1&outcome=1>

Studying and Living in Australia

For information on studying and living in Australia, visit <https://www.studyinaustralia.gov.au/> This comprehensive site includes everything you need to know about living in Sydney or Melbourne, including accommodation, working, health, and transport, as well as fantastic information about Australia's unique states and regions.

Accommodation

There are several accommodation options for students studying at Asia Pacific International College. 2 Stay accommodation are in partnership with APIC, which students are able to access at the first instance when applying to study at APIC.

To get more information on how to access these services visit the link below, these services include:

<http://www.2stay.com.au/> or contact the student services at Sydney Campus:

studentservices.syd@apicollege.edu.au Melbourne Campus: studentservices.melb@apicollege.edu.au

Share houses and apartments

Sharing with other international students and temporary visa holders of different nationalities is a great experience and a great way to practice your English and make friends. Our share accommodation has great common areas where you can socialise with others and embrace your new life in Australia.

Homestay

If you want to work on your English skills and experience the Australian culture from a closer perspective, staying with an Australian family may be the right option for you. Families offering a homestay experiences for international students often live outside the city in residential areas well linked to the CBD by public transportation

Studio apartments

If privacy is your priority, choose one of our studios. They are stylishly decorated and located in beautiful complexes with amazing facilities

Furnished apartments

For those people who want to enjoy their own space, our furnished apartments are fully equipped and provide the reservation option that you are looking for with great perks in a great apartment complex

Other accommodation providers include

<http://www.cozzystay.com.au/>

Workplace Rights

All people working in Australia have basic rights and protections in the workplace. The Workplace Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace relations laws. If you would like to learn more about your workplace rights or contact the Workplace Ombudsman please visit the following website www.fairwork.gov.au

Important Links and Contacts

If you are searching for a particular person within the College, contact student Services via email

Sydney Campus
 Email: studentservices.syd@apicollege.edu.au
 Telephone: 02 9318 8111

Melbourne Campus
 Email: studentservices.melb@apicollege.edu.au
 Telephone: 03 9603 5333

Emergency and Health Services

Emergencies:

Dial 000. This number should be used to contact Police, Fire or Ambulance services in life-threatening or emergency situations only.

Police:

In a non-emergency situation, you can contact the local police station directly on 02 6256 7777.

State Emergency Service:

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a flood or storm dial 132 500.

Emergency Translation:

The Translation and Interpreting Service can provide an interpreter for you. Phone: 131 450 or 1300 655 010 (emergency).

BeyondBlue

Beyondblue is an independent, not-for-profit organisation working to increase awareness of depression, anxiety and related disorders throughout Australia. Beyondblue works with health services, colleges schools, workplaces, universities, media and community organisations, as well as people living with these disorders, to bring together their expertise. For students dealing with depression, anxiety and related disorders the Beyondblue website has excellent resources. See www.beyondblue.org.au

LifeLine

Lifeline's 13 11 14 service is a 24/7 telephone counselling service. Lifeline telephone counsellors are ready to talk and listen, no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

HealthDirect

HealthDirect Australia is a free 24-hour telephone health triage, information and advice service for residents of the ACT, NSW, the NT, Tasmania, SA and WA. Telephone 1800 022 222 or visit www.healthdirect.org.au

Legal Matters (Free and Confidential Services)

Legal Aid provides free consultation to students at:

Sydney Central Legal Aid Office

323 Castlereagh Street
 Haymarket 2000
 Tel: 02 92195000
 Fax: 02 92195935
 DX: 5 Haymarket
 TTY: 02 92195126

Victoria Legal Aid Office

350 Queen St
 Melbourne VIC 3000
 GPO Box 4380
 Melbourne VIC 3001
 Tel: 1300 792 387

College Policies and Procedures

Please familiarise yourself with the APIC policies that relate to you as a student. These can be found on the APIC website at <http://apicollege.edu.au/policies-and-regulations/>

About this Guide

The information contained in this guide was current at June 2017. The College reserves the right to alter any course, dates, procedure, regulation or fee. Students should carefully read all official correspondence and consult student services as necessary.

For the latest information please visit our website at www.apicollege.edu.au