



Enrolment Information

Student Handbook

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ENROLMENT INFORMATION

Overview

This handbook is designed to provide students with key information related to enrolment at APIC and provides a framework for APIC's enrolment policies and procedures.

Policies and procedures

Enrolment at Asia Pacific International College (APIC) is guided by the **Enrolment Policy** and the **Enrolment Rules**. The timelines around enrolment, such as the final dates for enrolment or re-enrolment, are set out on APIC's academic calendar which is located on the website at: apicollege.edu.au/future-students/calendar/.

Student identification cards

Students are issued with an APIC student identification card when they commence their studies, usually during weeks 1 and 2 of the trimester. Students must always carry their identification card when on Campus and when sitting examinations.

Student Portal - RTO Manager account

RTO Manager is your Student Administration Portal. Students use RTO Manager to undertake online enrolment each trimester. Students can view their unit enrolment, results, fee invoices, payments made and make payment via credit and debit cards using this system. Students also manage their personal contact information via RTO Manager.

1. Login via: apic.rtomanager.com.au/
2. Username: your student id number
3. Password: your birthdate in the following format DDMMYYYY (no forward slashes, enter 0 for a single digit day and month)

Updating your contact details

Students will be prompted to update their contact information upon their initial login to RTO Manager. It is the responsibility of all students to ensure that current and correct personal contact information is recorded. Student visa holders must notify the College within 7 days of any change to their address or contact details as part of their visa conditions. Even if a student has relocated to another address for a short period of time, they must update their contact details with the College.

Information regarding Visa conditions can be located on the Department of Home Affairs website: homeaffairs.gov.au/


To update your contact information:

1. Login via: apic.rtomanager.com.au/
2. Click on Profile
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.

Student email accounts (Microsoft Office 365)

APIC provides Microsoft Office 365 to every student free of charge. This means the latest version of the full Office productivity suite, including Outlook, Word, Excel, PowerPoint, OneNote and OneDrive cloud storage. This software is available free of charge during your APIC studies and students can install it on up to 5 of their compatible devices.

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

1. Go to: **portal.office.com**
2. Username: Your student number + @student.apicollege.edu.au
3. Password: “AP!C” + “Your date of birth” in this format: AP!Cddmmyyyy (e.g. AP!C09021999)
4. Click on the Outlook icon  to open your student email account.

All College communications are sent to your Office 365 Outlook student email account; you should activate your College email as soon as possible and check your emails daily.

For technical support and IT requests to reset your Office 365 password, please email: **techsupport@apicollege.edu.au** or lodge a job request via the following url: **apic.zendesk.com/hc/en-us**

When sending an email to APIC’s technical support staff, provide your student identification number, your name and clearly state your request or describe the issue you are experiencing.

Academic calendar

APIC’s academic calendar is based on a trimester model. The trimester model provides three study periods of equal length during the academic year. Students are required to enrol in units for each study period unless they have applied for and been granted leave of absence or a deferral of their initial enrolment for that study period. The trimester model also provides students the opportunity to enrol into all trimesters within an academic year to fast track their studies. APIC’s academic calendar is published on **APIC’s website** under the “Current Students” tab.

International students

The enrolment of International students is more highly regulated than that of domestic students. International students must enrol in a full-time study load (one EFTSL per year), are not permitted to enrol entirely in online units in any one study period and cannot complete more than 33% of their course with online units.

All International students must complete their course within the terms of their Confirmation of Enrolment (CoE). CoEs can only be extended for compassionate or compelling circumstances or if the College intervenes to help students progress through their course. For more information please refer to the College’s **Compassionate and Compelling Circumstances Guidelines** and **Course Progression Policy**.

International students are also restricted in moving between registered providers. In the first six months of their course, International students may only transfer to another registered provider under certain conditions which must be approved by the College. The **Transfer between Registered Providers Policy** details the circumstances under which a transfer will be approved.

The Australian Government is committed to ensuring international students have an excellent education experience in Australia and have produced a **fact sheet** that contains important information about their rights and responsibilities while studying in Australia.

This fact sheet gives you information on:

- choosing and enrolling in a course of study
- support services available in Australia
- the rights and responsibilities of students on a student visa
- working in Australia
- making complaints and getting help.

Enrolment opening and closing dates

The enrolment opening and closing dates for each trimester are published via the **Academic Calendar**. All students are expected to enrol within the published dates. Re-enrolling/continuing students must enrol by the Friday of week 1 of the trimester and new commencing students must enrol by the Friday of week 2 of the trimester.

Census date

Every trimester has a census date. The census date is the date that a student's enrolment is considered finalised. It is the last date that a student can withdraw from a unit without financial or academic penalty. Census dates for each trimester are published on the **APIC's Academic Calendar**.

Enrolment

New students who have accepted their Letter of Offer must submit their required documents and enrol by the enrolment closing date for the study period stated on their Letter of Offer, unless they have successfully deferred their studies. New students are required to enrol through their Student Portal. Information explaining how to enrol will be sent to APIC student email accounts and discussed during Orientation. The enrolment closing date for each study period is published on **APIC's Academic Calendar**.

Each study period, all students (new and continuing) are provided with information on how to enrol into units. Students enrol in units online each study period by logging into their Student Portal. Students must follow APIC's Enrolment Rules when enrolling in units. The rules are located on APIC's website under Policies and Forms **apicollege.edu.au/policies-and-regulations/**.

Program structure - enrolling into the right units

Every course at APIC has a course structure. Courses are found under the "Courses" tab on **APIC's website**. Students must attempt only those units that are in their course structure.

Each course structure lists the units in the order they should be attempted. The course structure page on the website divides the sequence of units into study periods, however, students should consider the order in which the units are listed as the fundamental guide for the units in which to enrol. It is expected that all students follow APIC's Enrolment Rules when enrolling in units. The rules are located on the APIC website under Policies and Forms **apicollege.edu.au/policies-and-regulations/**.

Enrolment in core and elective units

Each course has core and elective units of study. Core units are compulsory and must be successfully completed to successfully complete the qualification and be conferred the award. Elective units count towards the completion of the course requirements but do not form part of the compulsory units defined in the course structure. The student has a choice as to which electives to complete from a larger range of units available at the College.

Award of Credit - Recognition of Prior Learning

Students are able to apply for credit for previous study or work/industry experience as specified in the **Award of Credit Policy**. More information on this can be found in the **Academic Information Student Handbook**. Students should submit any application for credit before enrolling in any units for which credit may be applied.

Variations to enrolment

Students can vary their enrolment by submitting a valid application to the College to withdraw from a unit of study; substitute a unit of study for another or add a unit of study in certain circumstances and within the designated time frames as outlined within the APIC's **Enrolment Policy** and **Enrolment Rules**.

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, course, campus 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.

Course duration

Each course has a course duration which is the amount of time a full-time student will complete the award. There is also a maximum course duration which for international students is equivalent to the course duration. For domestic students the maximum course duration will vary, and students should consult the "Duration" section of their course structure. Course structures are found under the "Courses" tab on the **APIC website**. The maximum course duration can only be extended for exceptional circumstances.

Course progression

To maintain their enrolment at the College students must maintain satisfactory course progression. Satisfactory course progression is defined in the **Course Progression Policy** which is available on the policies page of APIC's website.

When students fall below that standard their course progression status changes, first to "Academic caution", then, if they continue to fail, to "At risk" of unsatisfactory course progression and then finally, if the standards are still not met, the student is identified as making unsatisfactory course progression and their enrolment at the college will be discontinued. Students will have 20 days to appeal the discontinuation of enrolment. Domestic students can show cause as to why their enrolment should be re-instated, International students are able to appeal the decision.

Appealing cancellation or suspension of enrolment

Students can appeal a cancellation or suspension of enrolment under the **Grievances and Appeals Policy and Procedure** using the appropriate form.

A student has twenty (20) working days to appeal a provider-initiated suspension or cancellation of their enrolment from the date they are sent notification of the College's intention to suspend or cancel their enrolment. A student can appeal this decision by submitting an **Appeals Form** which can be found on **APIC's Policies and Forms webpage**.

To be awarded a certificate or diploma or to be admitted to a degree

To be awarded a certificate or diploma or to be admitted to a degree the student must have successfully completed the required number of units and corresponding credit points. That is, all the core and the correct number of elective units for the course in which they are enrolled, and which appear in their course structure.

Contacting APIC Student Services

APIC's Student Services Team are available Monday - Friday between the hours of 9:00am - 5:00pm, excluding Public Holidays.

For further queries, suggestions and feedback, please contact our Student Services Team:

Sydney Campus

Email: **StudentServices.Syd@apiccollege.edu.au**

Tel: 02 8319 2100

Melbourne Campus

Email: **StudentServices.Melb@apiccollege.edu.au**

Tel: 03 7035 5300