

INTERNATIONAL STUDENT HANDBOOK



***Welcome to Canberra's
Leading Culinary Arts
College of Excellence***



ACCESS
Recognised Training
AUSTRALIA

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Table of Contents

Welcome Message	1
College History	2
About Canberra	3
College Amenities	4
Vision and Mission	5
Our Team	6
Courses	7
Course Entry Requirements	9
Fees & Charges	10
Student Orientation Day	11

Table of Contents

Student Accommodation Options	12
Student Transport Options	14
Pre and Post Arrival Checklist	15
Policies & Procedures	18
Refund Policy	18
Deferring or Suspending Study Policy	20
Course Credit Policy	25
Monitoring Course Attendance	27
Monitoring Course Progress	29
Transfer Policy	30
Complaints & Appeals Policy	32
Legal Requirements	23
Assistance & Support Services	25
Contact Us	37

Welcome Message



I am delighted to welcome you to ACCESS and congratulate you on your decision to join our college. You are now part of a dynamic and supportive learning environment, and I look forward to seeing you grow both personally and professionally during your time with us.

Each year, Australia welcomes thousands of international students who choose not only to gain a world-class education but also to embrace the Australian way of life. I am proud that you have chosen ACCESS as the place to begin this exciting chapter.

As a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA), ACCESS delivers nationally recognised qualifications that meet the highest Australian standards. This ensures you receive quality training and greater flexibility should you choose to pursue further studies or professional opportunities.

One of the most valued aspects of our training is the strong connection we maintain with the local culinary and hospitality industry. Through our Industry Partner Program, you will gain practical experience, build industry networks, and develop skills that prepare you for real-world success.

This handbook has been created to provide you with key information about studying at ACCESS and to help make your transition to life and study in Australia as smooth as possible. If you have any questions or concerns, I encourage you to reach out to our team — your success is important to me.

Thank you again for choosing ACCESS. I am confident you have made the right decision, and I look forward to watching your journey unfold.

Regards

Mark



Mark Field
Principal

College History



ACCESS is Canberra's largest and most successful hospitality and culinary college, with a proud legacy of over 15 years of outstanding student achievement.

Currently, over 300 students are enrolled in full hospitality or culinary qualifications, and we deliver a wide range of short courses — both online and in person — to thousands of professionals each year, supporting industry standards and compliance in the Australian Capital Territory (ACT).

Our brand-new, purpose-built Belconnen campus offers state-of-the-art facilities, conveniently located near student accommodation, shopping centres, public transport, and entertainment precincts.

In addition, we are proud to offer training at our Gungahlin Lakes Kitchen Campus — just a short 10-minute drive from Belconnen. Located in the bustling Gungahlin district, this campus features a fully operational commercial kitchen and bar, providing students with invaluable hands-on experience in a real service setting. Overlooking the magnificent Gungahlin Lakes Golf Course, it's an inspiring place to learn, train, and grow.



Belconnen Mercure Campus



Gungahlin Lakes Kitchen Campus

College Amenities

At Access Recognised Training Australia, our goal is to provide a welcoming and supportive environment that promotes effective learning. For students attending classes on-site, we offer a range of well-maintained facilities and common areas designed to enhance your experience, including:

- Large, state-of-the-art classrooms equipped for interactive and engaging learning, with ample storage facilities for your personal belongings during class;
- A dedicated, fully operational training kitchen, complete with student changing facilities and a breakout area for practical learning and relaxation;
- A kitchenette with a refrigerator, microwaves, and complimentary tea and coffee-making facilities (students are encouraged to bring their own food);
- Comfortable student breakout areas;
- Student workstations for study and course-related tasks;
- Free high-speed (optic fibre) student Wi-Fi;
- An on-site cafeteria conveniently located at both campuses.



About Canberra



Great for students!

Canberra is consistently named as one of the world's safest and most liveable cities. Experience a vibrant community spirit and a culture that embraces students, making it an ideal place for academic pursuits.



Australia's Capital City

Experience the unique benefits of living and studying in Australia's Capital City, where significant investment in facilities and infrastructure sets it apart from other cities across the country.



Excellent employment prospects

The city's vibrant food scene, fueled by a diverse range of hotels, clubs, restaurants, cafes, and bars, provides numerous avenues for career growth and development.



Close to the beach and the snow!

Only a two-hour drive and you are on the beach in summer and the snow fields in winter.



So much to see and do

Explore the endless attractions Canberra has to offer! Cruise the serene waters of Lake Burley Griffin with a GoBoat or embark on a journey through Canberra's famous wine region. Rent a bike to navigate the adventure trails of Stromlo Forest, or visit the awe-inspiring National Zoo and Aquarium.

Vision and Mission



Vision

Relentlessly push the boundaries of culinary education by embracing innovative teaching methods, ensuring our students are fully equipped to thrive in an ever-evolving industry, with creativity and artistry at the core of every culinary masterpiece.

Mission

1

We are committed to delivering a holistic education that combines rigorous academics with real-world practical skills to ensure students are work-ready, preparing them for success in their professional careers and future endeavours.

2

We inspire creativity and critical thinking, encouraging students to become innovators ready to face future challenges and contribute positively to their workplaces.

3

We shape students into responsible, ethical, and environmentally-conscious leaders. We encourage efforts to reduce the corporate footprint and promote sustainability.

4

We harness the latest technology to enhance learning, prepare students for the digital world, and provide access to global resources.

5

We create a safe, inclusive learning environment that fosters individual growth, respecting each student's uniqueness.

Our Team



We're proud to have an exceptional team of professionals dedicated to making your education journey smooth, memorable, and beneficial. Our team brings together a unique blend of industry expertise, real-world experience, and a genuine passion for training and assessment.

With a shared focus on student success, open communication, and timely support, our team works together to ensure you have everything you need to thrive in your studies and beyond. When you choose to study with us, you're not just enrolling in a course — you're gaining a team that truly cares about your success.



Peter Hayes
Head of Studies



Andre Matuszyk
Senior Culinary
Educator



Pawan Padeliya
Senior Hospitality
Educator



Deanne Adams
Hospitality Educator



Paul Butler
Culinary Educator



Neha Suryavanshi
College Admissions
Officer

Courses



1

SIT30821 Certificate III in Commercial Cookery **(CRICOS Code: 117520D)**

From the sizzle of the grill to the finesse of plating, you'll develop a robust skill set that caters to the ever-evolving demands of the culinary world.

Embark on a journey where you'll gain insights into the intricacies of ingredients, the magic of flavours, and the precision of presentation.



2

SIT40521 Certificate IV in Kitchen Management **(CRICOS Code: 117521C)**

This esteemed qualification is designed for visionary cooks who aspire to lead the charge in the culinary realm as Chefs or Chef de Parties.

With a perfect blend of autonomy and seasoned guidance, you'll skillfully navigate the art of problem-solving, transforming every challenge into a chance to shine.



3

SIT50422 Diploma of Hospitality Management **(CRICOS Code: 117522B)**

Embark on a journey with this qualification that unlocks pathways into diverse realms of the hospitality sector, positioning you as a manager of departments or a shrewd proprietor of small enterprises.



4

**SIT50422 Advanced Diploma
of Hospitality Management
(CRICOS Code: 117523A)**

This prestigious qualification stands tall as the apex of achievement in the vocational education and training sector in Australia.

It's a gem that's in high demand, eagerly sought after by those who aspire to soar to the zenith of their careers.



**Dual-Qualification
Package Deal**

5

**SIT40521 Certificate IV in
Kitchen Management
(CRICOS Code: 117521C); and
SIT50422 Diploma of
Hospitality Management
(CRICOS Code: 117522B)**

This dual-qualification will help you develop into a highly-skilled operator in the hospitality sector for front and back-of-house operations.

Course Entry Requirements

ACCESS course entry requirements require students to meet set standards for age, secondary school level and English language proficiency.

Age Requirements

ACCESS does not accept any students under 18 years of age and therefore it is a mandatory requirement that all participants wishing to enrol must be at least 18 years of age.

Secondary Schooling Requirements

QUALIFICATION AQF LEVEL	ENTRY REQUIREMENT
Certificate III and IV	A qualification equivalent to an Australian Year 10 level.
Diploma and Advanced Diploma	A qualification equivalent to an Australian Year 12 level.

English Language Requirements

ENGLISH TEST	ENTRY REQUIREMENT
Pearson Test of English (Academic)	Minimum test score of 50
C1 Advanced	Minimum test score of 169
IELTS (Academic)	Overall band score of 6.0
Occupational English Test	Minimum B for each test component

Fees & Charges

Enrolment Fee



\$250 AUD (Non-refundable)

Tuition Fees



Course Tuition Fees and payment structure can be found at accessrt.edu.au/tuition-fees-int



Course Tuition Fees are paid at the commencement of each term in equal instalments.

Material Fees



In addition to tuition, the Materials Fee applies. This fee covers all training resources and materials including chef's jacket and pants, knife kit and cooking ingredients.

Additional Fees



Additional fees may apply for activities such as field trips, specialised courses, and optional services. These fees will be communicated in advance to students.

Cost of Living

Estimated cost of living in Canberra.

Rent	\$250 - \$300 (share) \$500 (non-share)
Groceries	\$100 - \$150
Transport	\$50
Phone & Internet	\$18
Electricity & Gas	\$50
Total	\$468 - \$768 per week

Student Orientation Day

Student Orientation Day is conducted for all new students at the beginning of each term. It is essential for all new students to attend this session to understand Access Recognised Training Australia academic systems, rules and regulations and familiarise themselves with the facilities.

Students must bring with them their passport, visa grant notice, CoE, current residential address and your USI. Typically, the orientation day includes:

- Introduction to our facilities and the study environment;
- Introduction to trainers and administration team;
- Highlighting of information contained in the International Student Handbook;
- Introduction to course structure, academic calendar and timetable issues; and
- Information about academic and attendance requirements governed by the department of immigration and student visa regulations.

At the end of the orientation day students will receive all student kits and resource manuals. Students will then be asked to sign a Student Orientation and Compliance Declaration form that acknowledges that they understand and agree to comply with student visa conditions and aware of their rights and obligations as a student of Access Recognised Training Australia.



Student Accommodation Options



Canberra offers a variety of accommodation options to suit different lifestyles, budgets, and preferences. Whether you prefer a homestay, shared housing, or private rental, there are many options across the city.

We recommend applying for student accommodation at least five months before you arrive (as soon as you receive your Letter of Offer). Applying early improves your chances of securing your preferred residence.

To avoid unnecessary costs, please wait until your Student Visa is granted before signing a lease or making non-refundable payments.

If you choose to accept an offer earlier, only proceed with flexible/refundable options and confirm in writing that fees are refundable or transferable if your visa is delayed or refused.

Short-Term On Arrival

Most students book 1–2 weeks of short-term accommodation (e.g., hotel/hostel/serviced apartment) so they can inspect long-term options in person after they land.

Longer-Term Options

Homestay in Canberra

Staying with a local family is a great way to adjust to life in Canberra, practise your English, and enjoy a supportive environment.

What to expect:

- Families vary: some may be single-parent or include extended relatives.
- Everyone typically helps with household chores like cooking and cleaning.
- It may take time to adjust, so be patient, respectful, and open-minded.

Useful Websites

- homestaynetwork.com.au/
- auzziefamilies.com/



Rental Accommodation

Rental options include studio apartments, townhouses, and shared houses. Many students choose to live with housemates to reduce costs and build friendships.

We recommend arriving in Canberra at least one week before classes start to give yourself time to find and settle into housing.

When looking for a rental, consider:

- Location – Belconnen and Gungahlin regions are close to campus and public transport.
- Budget – Consider rent plus utilities and internet.
- Furnishing – Furnished places are easier; unfurnished is usually cheaper.
- Transport – Ensure easy access to buses or light rail.

Useful Websites

- universityliving.com/australia/canberra/u/access-recognised-training-australia
- flatmates.com.au/student-accommodation/canberra
- en.uhomes.com/au/canberra
- unilodge.com.au/student-accommodation-canberra
- allhomes.com.au
- realestate.com.au/
- domain.com.au/

Student Transport Options



Getting Around Canberra

Canberra offers a reliable, accessible, and affordable public transport system, making it easy to travel between suburbs, the city centre, and Access Recognised Training Australia campuses.

Public Bus Services

Canberra's bus network is operated by Transport Canberra, offering extensive coverage across the city and surrounding suburbs. Buses are a convenient and cost-effective way to travel for study, work, and leisure.

You can find route maps, timetables, and fare information on the official website: www.transport.act.gov.au

Light Rail (Canberra Metro)

The Canberra Metro Light Rail connects the northern suburbs (Gungahlin) with the city centre (Civic), offering a clean, efficient, and frequent service.

Key features:

- Operates seven days a week;
- Ideal for students living in Gungahlin, Dickson, or Braddon travelling to the city; and
- Connects seamlessly with the bus network.

For route and timetable details, visit: <https://cmet.com.au/>

MyWay Smartcard

The MyWay card is Canberra's reusable smartcard for paying fares on buses and light rail.

Benefits include:

- Cheaper fares than cash payments
- Auto top-up options
- Easy tap-on/tap-off travel

To apply for a MyWay card, check fares, or learn how to use it, visit: <https://www.transport.act.gov.au/tickets-and-myway>

Whether you live in Belconnen, Gungahlin, or anywhere in between, Canberra's public transport makes getting to class simple and affordable. If you need help planning your journey, our staff are happy to assist.

Pre & Post Arrival Checklist

Once Your Student Visa Has Been Approved

Pre-Arrival Checklist

1) Confirm Your Visa Grant Notice Conditions

- Use [VEVO](#) to review visa status, work rights, period of stay etc.

2) Confirm Accommodation Arrangements

- If preferred, secure short-term accommodation for your first 1–2 weeks e.g. hotel/hostel/serviced apartment or flexible student residence. Many students like to inspect long-term options in person after they land; and
- If you've already found long-term accommodation, finalise your lease arrangements (start date, bond and rent payments), move-in date, access/keys and save your accommodation address.

3) Book Travel & Plan Your Arrival

- Aim to arrive one week before Orientation Day (Find in Letter of Offer);
- We recommended you book your ticket all the way to Canberra (CBR) with a connection in Sydney (or Melbourne/Brisbane). This is usually the simplest option because your bags are checked through and you're protected if your first flight is delayed;
- Sydney Airport transfer steps: Arrive T1 (International) → clear immigration & collect baggage → transfer to T2/T3 (Domestic) → re-check bags. Allow 2–3 hours;
- An alternative to flying from Sydney is coach transport (e.g. Murrays, Greyhound) to Canberra (3–3.5 hrs). Pre-book your seat; and
- Before arriving at Canberra Airport (CBR) plan how you'll get from the airport to your accommodation (rideshare/taxi, public transport or a friend).

Tips:

- Consider travel insurance for delays/missed connections;
- Flight schedules and routes change. Always confirm current options with your airline or agent. If your plans change, please let us know so we can support your arrival;
- Australia has strict biosecurity rules, do not bring fresh food, meat, seeds or plant products. Declare anything you're unsure about;
- Baggage allowances can change on the domestic leg, please check your booking to avoid excess fees; and
- Keep a printed + digital copy of your passport, visa grant notice, OSHC details, Confirmation of Enrolment (CoE) in your hand luggage.

4) What to Pack

Clothing - Canberra has hot summers and cold winters, pack layers:

- Summer (Dec–Feb): light breathable clothes, hat, sunglasses, swimwear;
- Autumn/Spring: light jumper/cardigan, long pants, rain jacket;
- Winter (Jun–Aug): warm coat, thermals, scarf, beanie, gloves, waterproof jacket;
- Footwear: everyday sneakers, sandals, formal/interview shoes, commercial-kitchen-appropriate shoes or clogs;
- Modest/professional outfit for presentations/interviews, closed-toe shoes for practical classes/work; and
- Basic toiletries.

Technology and Power - Australia uses a Type I plug, 230 V / 50 Hz:

- Laptop/MacBook/Chromebook (Windows 10/11 or macOS 12+) + chargers, USB stick/external drive (cloud backup recommended);
- Smart Phone (you can get an Australian SIM/eSIM on arrival); and
- Bring a Type I adapter; most phone/laptop chargers are dual-voltage (100–240 V). Avoid bringing single-voltage 110/120 V appliances unless you have a suitable transformer.

5) Money Matters

- Bring a small amount of AUD (about \$250–\$500) for incidentals;
- Travel with at least two debit/credit cards (Visa/Mastercard) enabled for international and online use. Turn on SMS/email fraud alerts and tell your bank you're travelling;
- Consider a multi-currency account/card (e.g. Wise/Revolut) for better FX rates. When paying by card, choose AUD to avoid dynamic currency conversion fees; and
- Budget for start-up costs e.g. short-stay accommodation, airport transport, groceries, SIM/eSIM, MyWay+ top-up, and if renting privately, bond (up to 4 weeks' rent) + first rent in advance.

Post-Arrival Checklist

1) Create your USI (Unique Student Identifier)

- Create your USI after you arrive in Australia using your passport and visa; and
- Send your USI to Access or provide it on Orientation Day.

2) Working in Australia

- If you plan to work whilst in Australia in addition to completing your studies you will need to apply for a Tax File Number (TFN). Apply for a TFN.
- Most Student (subclass 500) visas allow up to 48 hours/fortnight of paid work during study periods and unlimited during scheduled term breaks. Always check your visa conditions.

3) Open a Bank Account

- Most students choose one of Australia's Big 4 banks i.e Commonwealth Bank, ANZ, Westpac or NAB. These banks offer student accounts with no or low monthly fees, excellent mobile banking, large ATM networks, and international transfer options; and
- If you'll send money overseas often, a multi-currency account like Wise can be more cost-effective for currency conversion and transfers.

Tip: compare fees, transfer rates and ATM access before you decide.

4) Public Transport Access

- Set up a MyWay+ account and download the app. After you receive your student ID, add your student concession to your account to receive the student discount.

5) Attend Orientation Day

- Bring passport, visa grant notice, CoE and your USI; and
- We'll finalise enrolment, timetable and support information.

6) Attend Classes

- Ensure you meet all your ongoing visa obligations i.e maintain full-time enrolment, attend classes and make satisfactory progress.

Policies and Procedures



Refund Policy

Any student wishing to request a refund must do so in writing within 14 days of the incident or circumstance that gives rise to the request.

The application must be addressed to the Principal and must clearly state the reason for the cancellation and refund request.

Please note that the following fees are non-refundable:

- Administration Fee
- Fees paid to Education Agents

All refund requests will be assessed in accordance with Access Recognised Training Australia's refund policy and applicable legislative requirements.

Access Recognised Training Australia (ACCESS) has established the following refund policy in accordance with applicable legislation and regulatory requirements.

1. Full and Partial Refunds Prior to Course Commencement

- A full refund of course fees (excluding non-refundable fees) will be provided only if written notice of withdrawal is received at least twenty-eight (28) days prior to the scheduled course commencement date.
- If less than twenty-eight (28) days' notice is given, a 50% refund of course fees will be provided.
- If a student fails to commence the course, with or without notifying ACCESS, no refund will be provided except in special circumstances (as outlined below).

2. Special Circumstances

A refund may be considered under genuine special circumstances that are beyond the student's control. These include:

- Serious illness or injury, supported by a medical certificate;
- Family or personal tragedy;
- Acts of God, such as natural disasters;
- Acts of government authorities, for example, if the student is prevented from commencing studies due to regulatory restrictions;

Refund Policy (Cont.)

- Visa refusal, where evidence is provided that the student's visa was not granted.

Where a refund is approved under special circumstances, ACCESS will process the refund within four (4) weeks of receiving the written application.

The refund will include all course fees paid, excluding:

- Application Fee
- Fees paid to education agents

3. No Refund After Course Commencement

If a student withdraws after commencing their course, no refund will be given, except in the special circumstances outlined above. The student will also be liable for any outstanding fees resulting from their withdrawal.

4. Course Cancellation by ACCESS

If ACCESS cancels a course prior to the scheduled commencement date, all course fees paid will be refunded in full. This refund will be processed within two (2) weeks (14 days) of the cancellation notification.

5. Refund Payments and Conditions

- ACCESS will issue a written statement explaining how the refund amount was calculated.
- All refunds will be made to the student (the individual who entered into the contract), unless written authorisation is provided by the student to pay the refund to another party.
- Under no circumstances will refunds be paid to an education agent.
- All refunds will be issued in the currency in which the original payment was made.

Note: This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws. The dispute resolution procedures of Access Recognised Training Australia do not restrict your rights to pursue other legal remedies.

Tuition Protection and Course Default

In the unlikely event that Access Recognised Training Australia is unable to deliver your course in full, you will be entitled to a refund of all course fees you have paid to date. This refund will be processed within two (2) weeks from the date the course ceases to be delivered.

Refund Policy (Cont.)

Alternatively, you may be offered a place in a suitable alternative course at no additional cost to you. You have the right to choose between:

- A full refund of course fees already paid, or
- Placement in an alternative course.

If you choose to accept an alternative course, you will be required to sign a document confirming your acceptance of the new placement.

If Access Recognised Training Australia is unable to provide either a refund or a suitable alternative course, you may be eligible to access assistance through the Australian Government's Tuition Protection Service (TPS). The TPS is a government initiative that ensures international students are able to:

- Complete their studies in another course or with another education provider, or
- Receive a refund of any unspent tuition fees.

Contacting the TPS

If needed, you may contact the TPS Administrator:

- Within Australia: (02) 6271 3440
- Outside Australia: +61 2 6271 3440
- Email: administrator@a.tps.gov.au
- Website: www.tps.gov.au

The TPS team will work with you to identify a suitable solution, ensuring minimal disruption to your studies.

Deferring or Suspending Study Policy

Access Recognised Training Australia permits students to defer, temporarily suspend, or cancel their studies only in limited circumstances, in accordance with the National Code and student visa conditions.

Grounds for Deferral or Suspension

A student's enrolment may be deferred or temporarily suspended by Access Recognised Training Australia on the following grounds:

- Compassionate or compelling circumstances, such as:
 - Serious illness or injury, supported by a medical certificate;
 - Death of a close family member;
 - Major personal or family crisis;

- Other circumstances beyond the student's control (e.g., natural disasters, involvement in legal proceedings).
- Misbehaviour by the student, which may also be grounds for suspension or cancellation of enrolment.

Note: All applications for deferral or suspension must be supported by appropriate evidence (e.g., medical certificate, police report, or statutory declaration).

Student Right to Appeal

Students have the right to appeal any decision made by Access Recognised Training Australia to defer, suspend, or cancel their enrolment. ACCESS will not notify the Department of Education of a change to the student's enrolment status until the internal complaints and appeals process is completed.

Deferring a Semester

Students wishing to defer their studies must first speak with the Principal of Access Recognised Training Australia. They must complete a Deferral Application Form, which will be reviewed and must be approved by the Principal.

Before applying for deferral, students must ensure that all outstanding fees are paid.

International students may only defer their studies under compassionate or compelling circumstances, as defined above.

Failure to Commence Course

Students who are unable to arrive and commence their course by the agreed start date, or within seven (7) days of that date, must apply to Access Recognised Training Australia for a formal deferral of their studies. Failure to do so may result in the cancellation of their enrolment.

Suspension Due to Academic Misconduct

All students are expected to uphold high standards of academic integrity and honesty. Academic misconduct includes, but is not limited to:

- Cheating: Attempting to gain an unfair advantage in an assessment, such as copying another student's work or using unauthorised materials.
- Plagiarism: Presenting someone else's work, ideas, or words as your own without proper acknowledgment.
- Collusion: Assisting or attempting to assist another student to cheat or plagiarise.

Students found to have engaged in academic misconduct may face disciplinary action, including suspension or cancellation of their enrolment.

a) Student Responsibilities

1. During Examinations - Students must:

- Not help or receive assistance from other students;
- Not request or lend materials or devices to other students;
- Only bring materials authorised for that examination into the exam room;
- Only use computer software or electronic devices permitted for that specific examination.

A student may be excluded from an examination in a unit for any of the following reasons:

- Unauthorised absence from class;
- Failure to meet unit requirements (e.g. non-submission of assignments, failure to attend class or mid-semester tests);
- Academic misconduct;
- General misconduct (see Code of Conduct section).

2. Other Assessment Tasks - Students must:

- Not copy or paraphrase any document, audio-visual material, computer-based content, or artistic work from another source except in accordance with accepted academic referencing practices;
- Not use another person's concepts, data, or conclusions and submit them as their own;
- Not collaborate on an assignment intended to be completed individually and submit substantially the same work as another student;
- Not ask or pay another person to produce an assessable item on their behalf.
- Any student found to have breached academic integrity may be subject to disciplinary action, including suspension or cancellation of enrolment.
- Maintaining academic integrity is essential to ensuring fair and credible learning outcomes for all students at Access Recognised Training Australia.

b) Access Recognised Training Australia Responsibilities

The following principles apply to the handling of alleged student misconduct:

- Students will be treated fairly, with dignity, and with due regard to their privacy.
- A student is presumed innocent of any alleged misconduct unless they either admit to it or are found to have committed the misconduct through a proper inquiry conducted by the Student Conduct Committee.
- Previous misconduct is not considered evidence of future misconduct.
- Each case is assessed individually and on its own merits. First-time offences will typically attract more lenient penalties than repeated offences.

c) Penalties for Academic Misconduct

Penalties will reflect the nature and severity of the misconduct. As a guiding principle:

- A student's second offence will be penalised more severely than their first.
- A third offence will result in exclusion from Access Recognised Training Australia.

Possible penalties include:

- A formal warning
- A reduction in grades
- Receiving a zero for an assessment event
- Failing the unit
- Exclusion from the course or the institution

Notification and Appeal – Academic Misconduct

- Students will be notified in writing of any penalties imposed.
- Grounds for appeal include: a) Procedural irregularities
- b) Factual errors that significantly affected the decision
- Appeals must be submitted in writing to the Principal within 20 days of receiving the notification of consequence.

General Misconduct

All students are expected to respect other students, staff, and property to ensure a safe and disruption-free learning environment.

General misconduct includes, but is not limited to:

- Dishonest behaviour
- Harassment or disruption of others
- Failure to comply with legal or contractual requirements
- Misuse or damage of property
- Breaching privacy or confidentiality
- Any behaviour that prejudices the good name of Access Recognised Training Australia.

Criminal acts committed by students will be reported to the relevant authorities.

Examples of general misconduct may include:

- Contravening laws or institutional rules
- Defacing or altering provider documents
- Refusing to comply with directions from staff
- Misusing facilities, including IT systems
- Acts of discrimination, harassment, or intimidation
- Misrepresentation or falsification of information
- Theft, vandalism, or any form of abuse
- Failing to attend and participate in classes regularly

Penalties for General Misconduct

Penalties will reflect the seriousness of the misconduct:

- A second offence will incur a more severe penalty.
- A third offence will result in permanent exclusion from Access Recognised Training Australia.

If the student admits to the misconduct, the CEO or Principal may impose:

- A charge to recover the cost of damages
- Temporary exclusion from Access Recognised Training Australia

In cases of physical or verbal abuse, repeated offences, or criminal behaviour, the Principal may impose permanent exclusion.

Financial Misconduct

Students are expected to meet their financial obligations as agreed.

- A student who falls more than one month behind in payments will be issued a written warning.
- If payment is not made within 7 days of the warning, their enrolment may be cancelled on grounds of financial misconduct.

Notification and Appeal – General Misconduct

- Students will be notified in writing of penalties imposed.
- Appeals may be submitted on the grounds of:
 - Procedural irregularities, and/or
 - Factual errors that significantly impacted the outcome
- Appeals must be lodged in writing with the Principal within 20 days of receiving the outcome.
- The appeal process will commence within 10 working days of receipt.

Procedure for Deferments – Exceptional Circumstances

Students may request a deferment in writing, supported by relevant evidence (e.g., a medical certificate or formal letter).

Procedure:

- The written request is submitted and assessed by the Principal.
- If deemed to be based on exceptional circumstances, a 12-month deferment will be granted.
- If circumstances are not deemed exceptional, the deferment will be refused.
- If the student does not commence or return from deferment, the provider will notify the Department of Education via PRISMS.
- Staff and Student Awareness
- All staff are introduced to this policy during initial induction.
- All students are provided with this policy in the International Student Handbook.

Course Credit Policy

Definition

Course credit is defined under the National Code 2018 as:

“Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning (RPL).”

Policy Overview

Access Recognised Training Australia provides students with the opportunity to apply for course credit prior to enrolment or during the early stages of their course.

We recognise relevant prior study, work experience, and competencies that align with current training package requirements. Credit will be granted where appropriate evidence is provided and meets the required standards.

Applicants will be advised of the outcome of their application and invited to accept or decline the result of the assessment. A formal record of the granted course credit will be created, acknowledged by the student, and stored in their file.

Application Procedure

To apply for course credit, students must follow the steps below:

1. Obtain and complete Form 1 – Course Credit Application, available by request to admin@accessrt.edu.au
2. Submit Form 1 to Access Recognised Training Australia.
3. Access Recognised Training Australia will issue Form 2, which outlines the evidence requirements for each unit in which credit is being sought.
4. The applicant must complete Form 2 and return it along with the required supporting documents.

Required Evidence

Applicants must provide the following evidence:

- Certified copies (photocopies or scanned images) of original academic transcripts, verified by an authorised person as true copies.
- Subject outlines detailing content, learning outcomes, and duration for each subject or unit.

Incomplete applications may result in processing delays or rejection.

Assessment of Course Credit Applications

Course credit applications will be assessed in one or more of the following ways:

- Interview and document review conducted by the Principal or authorised staff to verify relevance and alignment with training package requirements.
- A challenge test, where appropriate, to assess the student's knowledge and practical skills relevant to the requested units.

Fee Adjustments for Granted Credit

If course credit is granted:

- Tuition fees equivalent to the value of the exempted unit(s), up to a maximum of 25% of the total course cost, will be deducted from the total tuition fees.
- Further exemptions may be granted at the discretion of the Principal, but the maximum allowable tuition fee reduction remains capped at 25%.

Recording of Credit

- All granted exemptions will be formally recorded on the student's academic transcript and result history.
- The student must sign (or otherwise formally accept) the record of course credit.

PRISMS Notification – Course Credit

Any course credit granted by Access Recognised Training Australia that results in a shortening of the student's course duration must be reported in the Provider Registration and International Student Management System (PRISMS) in accordance with the ESOS Act.

- If course credit is granted before the student visa is issued:
- The actual net course duration (as reduced by the credit) must be reflected in the Confirmation of Enrolment (CoE) issued for that student.
- If course credit is granted after the student visa is issued:
- The change to course duration must be reported via PRISMS within 14 days, in compliance with Section 19 of the ESOS Act.

Completion Within the Expected Duration of Study

Access Recognised Training Australia is committed to ensuring that all international students complete their course within the expected duration specified in their Confirmation of Enrolment (CoE). To support this:

- The progress of each student is regularly monitored to ensure they remain on track to complete their course on time.
- Students must not undertake more than 25% of their total course through distance and/or online learning.
- In each compulsory study period, students must be enrolled in at least one unit that is not delivered online or by distance.

Access Recognised Training Australia will only issue a new CoE to extend a student's course duration in limited and justifiable circumstances, such as:

- Compassionate or compelling circumstances (e.g. illness, bereavement)
- An approved intervention strategy for students at risk of not meeting course progress requirements
- Deferral or suspension of study granted in accordance with the provider's policies

Repeating Units of Study

If a student is required to repeat a unit due to not being assessed as competent:

- They are not required to maintain full-time enrolment during the repeat period.
- The student must pay an additional fee to repeat the unit. This fee will be determined upon written request by the student.
- Students are generally not permitted to repeat a unit more than once.

However, Access Recognised Training Australia may permit a student to repeat a unit more than once within a full-time course load if justified by:

- Medical reasons, supported by a certificate
- Exceptional circumstances beyond the student's control (e.g., personal tragedy, natural disaster)

These exceptions are assessed on a case-by-case basis, in line with the National Code and the principles of fairness and support.

Monitoring Course Attendance

Purpose

The purpose of this policy is to ensure Access Recognised Training Australia systematically monitors international students' compliance with student visa conditions relating to attendance, in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

Under Section 19 of the ESOS Act, Access Recognised Training Australia is required to report students who breach attendance requirements for CRICOS-registered courses.

Policy Statement

Access Recognised Training Australia is committed to:

- Monitoring, recording, and assessing the attendance of each overseas student enrolled in a CRICOS-registered course.
- Ensuring that students are informed of their attendance obligations under the student visa conditions.
- Identifying and supporting students at risk of breaching attendance requirements.
- Reporting students who fail to meet satisfactory attendance to the Department of Education via PRISMS where required.

Attendance Requirements

Students are required to maintain a minimum of 80% attendance in all scheduled course contact hours for each unit of study within their enrolment.

Students are made aware of this requirement during the orientation program, and through this policy provided in the International Student Handbook.

Monitoring Process

- Attendance is monitored weekly to identify students:
 - At risk of falling below the 80% threshold
 - Absent for more than five consecutive days without approval
- Attendance is recorded daily for all scheduled course contact hours in each CRICOS-registered course, including accredited vocational education and training (VET) programs.
- Students are counselled and contacted if they are at risk of breaching attendance requirements.
- Assessment of satisfactory attendance is conducted in accordance with internal attendance monitoring procedures.

Attendance Policy and Procedure Includes:

- Minimum attendance requirement: 80% of scheduled course contact hours
- How attendance and absences are recorded and calculated
- The process for assessing whether a student is meeting satisfactory attendance
- The point at which a student is deemed to have failed to meet attendance requirements
- The procedure for notifying students in writing if they are at risk of or have breached attendance requirements

Reporting and Appeals

If a student's attendance falls below 80%, Access Recognised Training Australia will:

1. Notify the student in writing of its intention to report them for unsatisfactory attendance.
2. Inform the student that they have the right to access the complaints and appeals process under Standard 8 of the National Code.
3. Provide the student with 20 working days to initiate an appeal.

If the student:

- Does not access the appeals process within 20 working days,
- Withdraws from the appeals process, or
- The appeal is unsuccessful,

Access Recognised Training Australia will proceed to report the student via PRISMS for not meeting attendance requirements, as soon as practicable.

Exceptions for VET Students

For students enrolled in vocational education and training (VET) courses, Access Recognised Training Australia may choose not to report the student for falling below 80% attendance only if:

- The decision is consistent with this documented attendance policy
- The student is maintaining satisfactory course progress
- The student's attendance is at least 70% of the scheduled course contact hours.

Monitoring Course Progress

Policy Overview

Access Recognised Training Australia systematically monitors, records, and assesses the course progress of each student enrolled in a CRICOS-registered course to ensure students meet visa conditions and course requirements. Student progress is assessed at the end of each compulsory study period.

Study Period Definition

A study period is defined as one semester, equating to approximately three months of study. The course requirements for each study period are outlined in the Access Recognised Training Australia timetable and must also be communicated to students at the beginning of the course, or if variable, at the start of each study period.

Definition of Unsatisfactory Progress

A student is considered to have made unsatisfactory progress if they:

- Fail to successfully complete or demonstrate competency in at least 50% of the course requirements in a study period.

Access Recognised Training Australia can identify this through its records and student assessment data.

Intervention Strategy

Access Recognised Training Australia has a documented Intervention Strategy to support students identified as at risk of not meeting course progress requirements.

This strategy must be made available to all staff and students and must include:

- Procedures for contacting and counselling students
- Support strategies, such as reassessment opportunities or additional academic support
- Guidelines for activating the intervention process

It may also include:

- Reviewing the suitability of the course for the student
- Providing opportunities for reassessment or competency demonstration
- Informing students that unsatisfactory progress in two consecutive study periods may lead to reporting to the Department of Home Affairs (DoHA), which may result in visa cancellation (subject to any appeals outcome)

Implementation and Timing

- Students are assessed for course progress at the end of each study period.
- If a student is identified for the first time as not making satisfactory progress, the intervention strategy will be activated within the first four weeks of the following study period.
- If a student is identified as at risk before the end of the study period, the intervention strategy will be implemented as early as practicable.

Second Consecutive Study Period of Unsatisfactory Progress

If a student does not make satisfactory course progress in a second consecutive compulsory study period, Access Recognised Training Australia will:

- Notify the student in writing of the intention to report them to DoHA.
- Advise the student of their right to access the complaints and appeals process (Standard 8).
- Provide the student with 20 working days to lodge an appeal.

Grounds for Appeal

Students may appeal on the following grounds:

- Incorrect calculation or recording of results by Access Recognised Training Australia
- Compassionate or compelling circumstances
- Failure by Access Recognised Training Australia to implement its intervention strategy or policies as documented

Appeal Outcomes

- If the appeal is successful due to administrative error, and the student is found to have made satisfactory progress, the student will not be reported and no further action is required.
- If the appeal confirms unsatisfactory progress, but there are compassionate or compelling reasons, the student will receive ongoing support through the intervention strategy and will not be reported.

Reporting to PRISMS

Access Recognised Training Australia will report the student through PRISMS if:

- The student does not access the appeals process within the 20 working days
- The student withdraws from the process
- The appeal is unsuccessful and the decision supports Access Recognised Training Australia

Reporting will be completed as soon as practicable after the outcome is finalised.

Transfer Policy

Policy Purpose

Access Recognised Training Australia supports the intent of the National Code 2018, which recognises international students as consumers with the right to exercise choice, while also acknowledging that they may require additional support when transitioning to study in Australia.

This policy outlines the procedures for managing requests to transfer to or from Access Recognised Training Australia in accordance with Standard 7.

Overseas Student Transfers

1. Enrolling a Transferring Student

Access Recognised Training Australia will not enrol an international student who is transferring from another CRICOS-registered provider before they have completed six months of their principal course, unless:

- The student provides a valid letter of release from their current provider; or
- The student supplies documentation that approximates a release, such as:
 - Evidence that the CoE was conditional on meeting entry requirements, and the student failed to meet those requirements.

In such cases, Access Recognised Training Australia will:

- Record a note in PRISMS outlining the circumstances; and
- Retain all supporting documentation in the student's file.

Note: A request for a Confirmation of Enrolment (CoE) for visa application purposes alone does not constitute a valid reason for transfer or an approximation of a letter of release.

2. Transferring Away from Access Recognised Training Australia

If a student wishes to transfer to another provider, Access Recognised Training Australia will issue a letter of release provided the student submits a:

- Written request; and
- Valid letter of offer from another registered provider confirming enrolment.

Where eligible, a letter of release will be issued within 10 working days of receiving the request.

3. Refusal to Provide a Letter of Release

Access Recognised Training Australia may refuse a request for release if the student:

- Fails to provide a valid offer of enrolment from another CRICOS-registered provider.

In such cases, the student will be:

- Provided with a written explanation outlining the reasons for refusal; and
- Advised of their right to appeal the decision in accordance with the Complaints and Appeals Policy (Standard 8).

4. Student Withdrawals

If a student withdraws from a course, Access Recognised Training Australia is obligated under the ESOS Act to notify the Department of Education via PRISMS within 14 days. This information is also shared with the Department of Home Affairs (DoHA) and may impact the student's visa status.

5. Refund of Fees

If a student transfers to another provider, any refund of course fees paid to Access Recognised Training Australia will be processed in accordance with the provider's Refund Policy, as outlined in the Letter of Offer & Acceptance and student handbook.

Complaints and Appeals Policy

Purpose

Access Recognised Training Australia is committed to resolving all student complaints in a fair, transparent, and timely manner. Wherever possible, complaints will be addressed informally to minimise disruption and reduce stress for all parties involved.

1. Informal Resolution

In the first instance, students are encouraged to attempt to resolve concerns informally by discussing the issue directly with the relevant staff member or their trainer. If the matter remains unresolved, a formal complaint may be lodged.

2. Lodging a Formal Complaint

If a complaint cannot be resolved informally, the student must submit a formal written complaint to Access Recognised Training Australia within five (5) business days of the incident.

- The complaint will be acknowledged in writing within five (5) business days, including an outline of the process and an estimated timeframe for resolution.
- Should there be any delays in the process, the student will be informed in writing and provided with a revised timeline.
- A review of the complaint will commence within ten (10) business days of receiving the formal complaint.

3. Outcome and Support

- A written statement of the outcome will be provided to the student, including details and reasons for the decision.
- If the outcome is in the student's favour, Access Recognised Training Australia will immediately implement the decision and any corrective actions required.
- Students have the right to be accompanied or assisted by a support person during any meetings related to the complaint or appeal.
- There are no fees for lodging a complaint or accessing internal and external appeals processes.

4. Maintaining Enrolment During a Complaint or Appeal

- Access Recognised Training Australia will maintain the student's enrolment throughout the internal and external complaints and appeals process if there is a risk of visa cancellation or deportation.
- If no such risk exists, enrolment will be maintained only during the internal process, with continuation during the external process at the discretion of Access Recognised Training Australia.

5. Appeals Process

Students may access the internal appeals process within 20 working days of receiving the outcome of their complaint.

If the student is not satisfied with the outcome of the internal appeal, they may escalate the matter to an external resolution body. In accordance with Standard 8.2, there is no cost for accessing the external appeals process.

The decision of the external appeals body will be considered final and binding for both parties.

6. External Complaint Options

International students may escalate complaints to the following external agencies:

Overseas Students Ombudsman

To lodge a complaint, visit:

www.ombudsman.gov.au/How-we-can-help/overseas-students

Australian Skills Quality Authority (ASQA)

To lodge a complaint, visit:

www.asqa.gov.au/complaints

Please note:

- ASQA uses a risk-based approach and focuses on serious, systemic complaints.
- ASQA is not a student advocacy or consumer protection agency.
- Due to confidentiality and regulatory considerations, ASQA may not provide detailed feedback to complainants.
- For more information, refer to ASQA's Privacy Policy.

Legal Requirements for International Students

International students studying in Australia are protected under a comprehensive legal framework that ensures the quality and integrity of education services provided to overseas students.

This framework is known as the ESOS Framework, which sets out the responsibilities of education providers and the rights of international students.

A full description of the ESOS Framework is available electronically via the Department of Education at: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Key Legislation and Standards

The following documents govern the obligations of CRICOS-registered education providers and the entitlements of international students throughout their studies in Australia:

- The National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018)
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2001

These laws are designed to:

- Ensure students receive accurate information before enrolling
- Protect tuition fees paid by international students
- Outline the responsibilities of education providers regarding course delivery, support services, student welfare, and compliance with visa conditions

It is important that all international students are familiar with their rights and obligations under these laws. For further information or support, please speak to the student services team at Access Recognised Training Australia.

Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an Australian Government initiative designed to protect international students in the rare event that their education provider is unable to deliver their course of study.

The TPS ensures that international students are able to either:

- Complete their studies in a comparable course with another education provider, or
- Receive a refund of their unspent prepaid tuition fees.

Provider Default Obligations

In the unlikely event that Access Recognised Training Australia is unable to deliver a course you have paid for, and we do not meet our legal obligations to:

- Offer you an acceptable alternative course, or
- Provide a refund of your unspent tuition fees,

the Tuition Protection Service will step in to help you:

- Find a suitable alternative course, or
- Receive a refund if an alternative is not available

For full details about how the Tuition Protection Service works, please visit:

<https://tps.gov.au/StaticContent/GetDocument/flc9d680-b0be-41ba-accc-4dda98ccbeaa>

Assistance & Support Services

Provision for Language, Literacy & Numeracy (LLN)

Access Recognised Training Australia (ARTA) is committed to supporting the language, literacy, and numeracy needs of all learners.

We assess students' LLN needs during the induction process, through application and enrolment forms, and via initial interviews. Where support needs are identified—either by the student or by staff—we offer appropriate assistance or make reasonable adjustments to support each learner's success.

Student Support and Intervention Measures

ARTA provides a range of support options for students who may be experiencing difficulties in their studies or personal life. Intervention strategies may include:

- Arranging extra learning support or tutorials
- Referrals to counselling services for personal issues
- Guidance on effective study habits (e.g., maintaining attendance)
- Opportunities to be reassessed or repeat units
- Support with adjusting enrolment load during the semester
- Advice on course suitability and progression
- Assistance with assignments, and access to interpreters, scribes, or additional time for assessments
- Reasonable adjustment to assessments where a student's individual needs require flexibility

Examples of reasonable adjustment may include:

- Alternative assessment formats for students with physical or mental health challenges, learning difficulties, or family emergencies
- Extended time or rescheduled assessments
- Negotiated assessment methods in consultation with the trainer or assessor

Not sure what support is available? Speak directly with your trainer or assessor—we're here to help.

Improving Your English Language Skills

If you wish to further develop your English while studying in Australia, the following resources offer valuable programs and information:

- www.nceltr.my.edu.au
- www.englishaustralia.com.au

Welfare & Guidance Services

ARTA is committed to the overall wellbeing of our students. Our staff are trained to identify signs of distress and provide appropriate support or referrals to professional services where needed.

If you feel overwhelmed or require extra support—academic or personal—you are encouraged to speak with a member of our team. We will assist you directly or connect you with a qualified service provider.

Counselling & Personal Support Contacts

- International Student Hotline 1300 363 079 - Monday to Friday 8 am to 6 pm
- <https://www.studiesinaustralia.com/studying-in-australia/why-study-in-australia/support-services>
- Lifeline (24/7 crisis support): 13 11 14 | www.lifeline.org.au
- Relationships Australia: 1300 364 277 | www.relationships.org.au

Mental Health Support Websites

- mindhealthconnect.org.au - A government-endorsed gateway to mental health support services and information.
- beyondblue.org.au - National initiative supporting Australians dealing with anxiety and depression.
- headspace.org.au - Youth mental health support for people aged 12–25 and their families.
- reachout.com - A leading youth-focused online mental health service with helpful articles, support forums, and practical tools.

We're here to ensure that your time at Access Recognised Training Australia is not only successful but also personally supported. If you need help—ask. You're never alone.

Emergency Numbers and Contact Details

Police, Ambulance or Fire - 000

We recommend you download the free Emergency+ app for location sharing in an emergency.

What happens when you call 000

1. You'll be asked: "Police, Fire or Ambulance?"
2. Say the service you need. The operator may also confirm your state and suburb/town, then connect you through.
3. First questions from the service call-taker (most important):
 - "What is the exact address/location?" (house number, street, suburb, nearest cross street/landmark).
 - "What's your phone number?" (in case you're disconnected).
 - "Tell me exactly what happened."
 - Location comes first because it lets them send help immediately.
4. They'll keep asking focused questions while help is dispatched.
5. This doesn't delay the response—it helps them send the right resources and give you instructions.

Poison Info Line 131 126; and

Non Emergency Health Advice 13 HE AL TH (13 43 25 84).

Contact Us



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