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## Student Handbook - International

| 347-351 Victoria Street, Brunswick

| Victoria 3056, Australia

| Telephone: +61 3 9380 1414

| Email: [info@ace.vic.edu.au](mailto:info@ace.vic.edu.au)

| Web : [www.ace.vic.edu.au](http://www.ace.vic.edu.au)

| Facsimile: +61 3 9380 1811

| RTO No.: 22424

| CRICOS: 03219A





## Australian Careers Education Pty Ltd

CRICOS No: 03219A RTO No: 22424

347-351 Victoria Street, Brunswick, VIC, 3056 Phone: +61 3 9380 1414 | Facsimile: +61 3 9380 1811

Email: [info@ace.vic.edu.au](mailto:info@ace.vic.edu.au) | Website: [www.ace.vic.edu.au](http://www.ace.vic.edu.au)

### Australian Careers Education Student Handbook

#### Disclaimer

Australian Careers Education Pty. Ltd. (“ACE”) strives to ensure the accuracy and reliability of the information contained in this student handbook distributed by ACE or information stored on the web pages of the ACE.

The handbook serves as a guide to students arriving and residing in Australia to undertake a prescribed and approved course. It is not intended to form part of a legal and binding contract between ACE and the approved student. ACE cannot be held responsible for any unintentionally false representation.

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## ABOUT US

Welcome to Australian Careers Education Pty Ltd. We are a Registered Training Organisation (RTO) committed to helping you achieve your study and career goals. Our aim at ACE is to provide you with relevant hands-on experience to equip you to enter the workforce at your full potential. A special welcome is extended to our international students. I trust that you will find studying in Australia to be challenging yet exciting. We look forward to assisting you on your student journey.

Learning is a life-long pursuit and we are proud to accompany you on part of that journey. We wish you much career success upon your graduation from ACE.

Regards,

*Garry Ghattas*

Chief Executive Officer  
Australian Careers Education

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Email: [info@ace.vic.edu.au](mailto:info@ace.vic.edu.au) | Website: [www.ace.vic.edu.au](http://www.ace.vic.edu.au)

### ACE Contact Details

The addresses of ACE are:

**Head Office:**

347-351 Victoria Street, Brunswick, VIC, 3056

**Campus #1:**

Victoria Street Campus

347-351 Victoria Street, Brunswick, VIC, 3056

**Campus #2:**

Donald Street Campus

149-151 Donald Street, Brunswick East, VIC, 3057

**Work-Based Training:**

Aurora Receptions: 149-151 Donald Street, Brunswick East, VIC, 3057

*(Commercial Cookery Courses only)*

The **phone number** of ACE is (03) 9380-1414

The **fax number** of ACE is (03) 9380-1811

ACE Opening & Closing Times:

ACE is open from 8:30am to 5:00pm Monday to Saturday

After Hours Emergency/Critical Incident:

24hrs/7days a week

Garry: 0498 146 492



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### Student Support Services Contact Information

ACE has designated staff to address Student Support Services. The Student Support Officers will endeavour to approach you generally from time to time to identify the areas of support that you may need in all aspects of your Academic progress.

Area of Support	Contact Information	Availability
For urgent matters needing CEO's attention*	Chief Executive Officer P:+ 61 3 9380 1414 E: <a href="mailto:garry@ace.vic.edu.au">garry@ace.vic.edu.au</a>	Availability: Monday to Friday 9:00am – 5:00pm Victoria St Campus *by appointment only
For support/queries regarding: fee payments and instalment plans.	Finance Officer P:+ 61 3 9380 1414 E: <a href="mailto:accounts@ace.vic.edu.au">accounts@ace.vic.edu.au</a>	Availability: Monday to Friday 9:00am – 5:00pm Victoria St Campus
For general enquiries regarding the process to do with deferrals, suspensions or cancellations of enrolment, transfer between providers, and requesting a Certificate or Statement of Attainment.	Office Administrator – Victoria St Campus P:+ 61 3 9380 1414 E: <a href="mailto:info@ace.vic.edu.au">info@ace.vic.edu.au</a>	Availability: Monday to Saturday 9:00am – 5:00pm
	Office Administrator – Donald St Campus P:+ 61 3 9380 1414 E: <a href="mailto:info@ace.vic.edu.au">info@ace.vic.edu.au</a>	Availability: Monday to Saturday 9:00am – 5:00pm
For support regarding: deferrals, suspension of enrolment, transfer between providers, RPL or credit transfers, attendance and course progress, assistance with course work, assignment writing, time management, Language/Literacy & Numeracy (LLN)	Student Support Officers – Victoria St Campus P:+ 61 3 9380 1414 E: <a href="mailto:studentsupport@ace.vic.edu.au">studentsupport@ace.vic.edu.au</a>	Availability: Monday to Friday 9:00am – 5:00pm
	Student Support Officers – Donald St Campus P:+ 61 3 9380 1414 E: <a href="mailto:studentsupport@ace.vic.edu.au">studentsupport@ace.vic.edu.au</a>	Availability: Monday, Wednesday, and Friday 9:00am – 5:00pm
For support/queries regarding: physical and mental health, coping with life as an international student or any other welfare needs.	Student Support Officers – Victoria St Campus P:+ 61 3 9380 1414 E: <a href="mailto:studentsupport@ace.vic.edu.au">studentsupport@ace.vic.edu.au</a>	Availability: Monday to Friday 9:00am – 5:00pm
	Student Support Officers – Donald St Campus P:+ 61 3 9380 1414 E: <a href="mailto:studentsupport@ace.vic.edu.au">studentsupport@ace.vic.edu.au</a>	Availability: Monday, Wednesday, and Friday 9:00am – 5:00pm

Please note the availability of the Student Support Team above. In addition, ACE's Reception Desk at the Victoria St campus is also open on Saturdays between 9:00am – 5:00pm for general student enquiries.

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NB: Your trainers at ACE are available for all academic and attendance support throughout your study duration!

## Maps and Transportations

Melbourne has an extensive public transport system of buses, trains and trams. As Melbourne is a well-planned city it is easy to travel in by car. Cars travel on the left side of the road. Drivers can use their home country licenses for three months from the date of entry to Australia. An international license can be used provided the license from the country of origin is also valid.

### Map of Australia, Map of Victoria



### Campus Locations and Facilities

ACE's Head Office and Campuses are located in Brunswick and Brunswick East. Brunswick is a suburb in Melbourne, Victoria, Australia, 5 km north from Melbourne's Central Business District.

The area is among the best-served by public transport in Melbourne, with the Jewell, Brunswick and Anstey stations on the Upfield suburban train line. In addition, there is the number 19 tram service to Melbourne University and the city on Sydney Road, and the number 1 and 8 (formerly 22) trams along Lygon Street, and the number 55 tram also heads through Royal Park and to the city from nearby West Brunswick.

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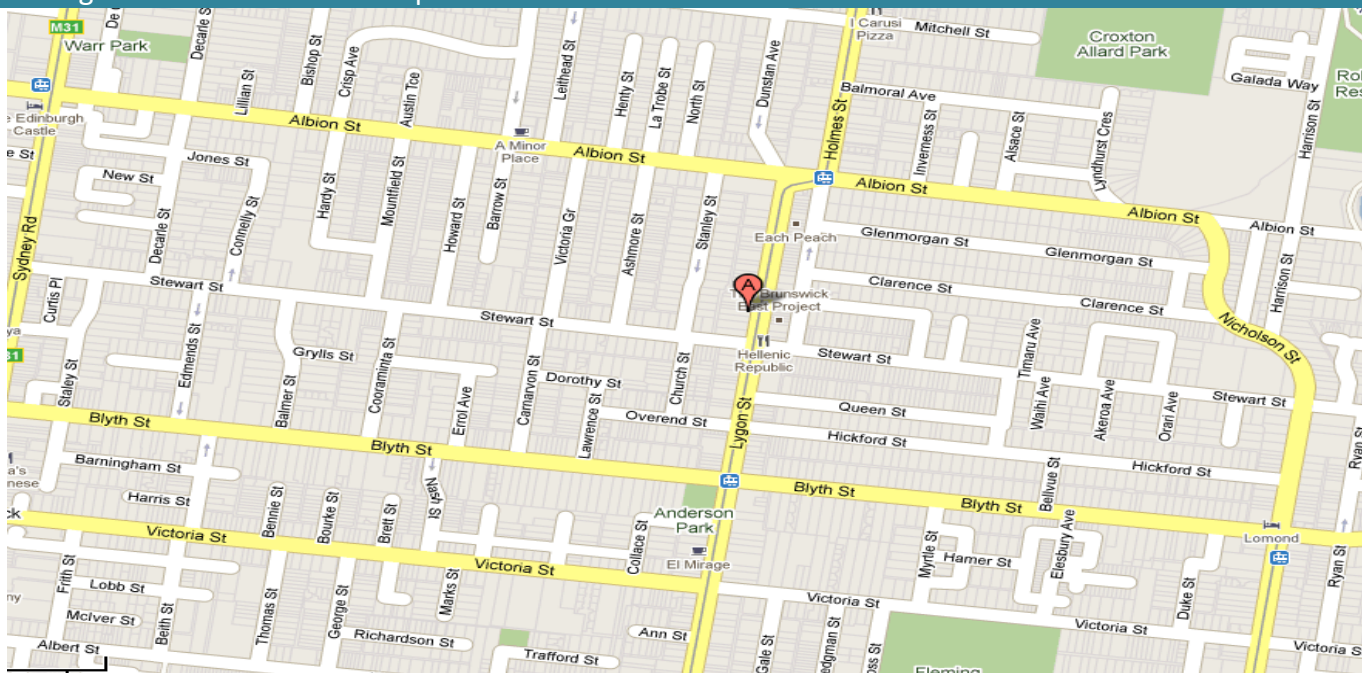
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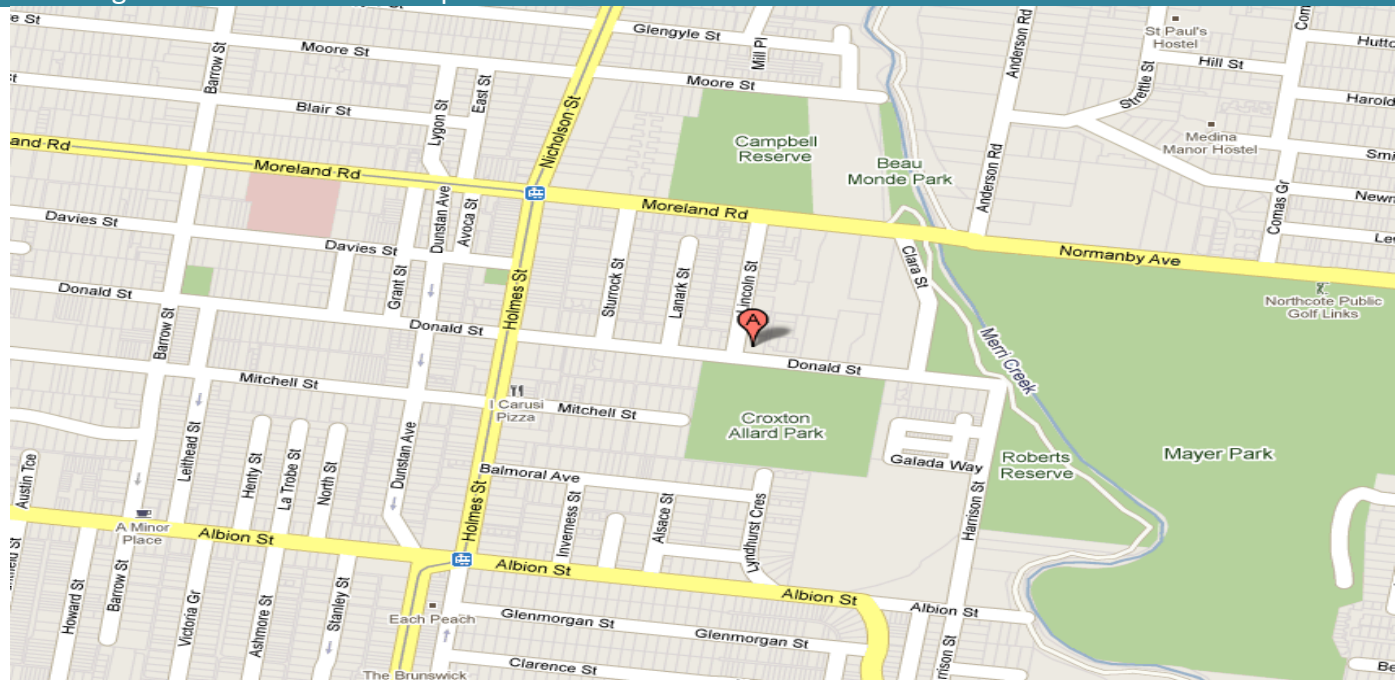
## How to get to ACE HEAD OFFICE / Victoria Street Campus

### How to get to Victoria Street Campus



## How to get to ACE Donald Street Campus

### How to get to Donald Street Campus



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**The Melbourne Travel Smart Map** provides a convenient and comprehensive guide to walking, cycling and public transport routes and facilities in the City of Melbourne. You can also download a copy of the map from the following URL:

[https://www.melbourne.vic.gov.au/ParksandActivities/ActiveMelbourne/WalkingCyclingandSkating/Documents/Travelsmart\\_Melbourne\\_map\\_16MB.PDF](https://www.melbourne.vic.gov.au/ParksandActivities/ActiveMelbourne/WalkingCyclingandSkating/Documents/Travelsmart_Melbourne_map_16MB.PDF)

Please note that this document changes yearly, most updated document and URL are available from the Travel Smart Victoria site at

(<http://www.transport.vic.gov.au/doi/internet/ict.nsf/headingpagesdisplay/travelsmart>).

Information about life in Melbourne, Australia

### About Melbourne

Melbourne is the capital city of the State of Victoria and built around the shores of Port Philip Bay. The city itself, laid out in a large rectangle and boasting a lively and cosmopolitan pulse, sits on the northern banks of the Yarra River, about five kilometres from the bay. Melbourne is a relatively modern city which is less than 200 years old and never sits still. New futuristic designs add to the fascinating mix of architecture and ensure the skyline is constantly changing. Melbourne is very much about lifestyle. It is no huge surprise to residents that their city has been ranked as one of the world's most liveable cities. Melbournians embrace three things in particular:

Sport (Australian Rules football is almost a religion);  
Fashion (the look is chic with a dash of quirky); and  
Festivals (the calendar is packed year round).

They even embrace their notoriously changeable weather. A standing joke in Australia is that Melbourne can experience four seasons in a day. But, really, it's just another example of how they have it all!

Sometimes, the best part of visiting a new city is when you unexpectedly depart from the tourist trail and glimpse the city's "real" side. While the big attractions can be great fun, often it's the more subtle "insider" experiences that leave you feeling really satisfied.

Further information on Melbourne is available from [www.visitvictoria.com](http://www.visitvictoria.com)

### Australian Culture & Values

Australia's multicultural society is made up of people from over 210 different nationalities, so it is difficult to define what is 'typical' in Australian culture or social customs.

However, there are some values most Australians consider important:

That people will be given a 'fair go'. This means, that you will be treated equitably.

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Respect for the rights of the individual. In Australia there is an emphasis on individual achievement. Other students may not be greatly concerned about the opinions of friends and family, and may be more likely to make decisions based upon what they want for themselves.

Australia strives to be a democratic society. The aim is that people will be treated the same. Young people in Australia do not necessarily show others more respect because they're older. Academic staff may ask you to address them by their first name.

Australians believe in equality. People who work in "blue-collar" (non-professional) occupations are entitled to the same respect as those who work in the "white-collar" (professional) occupations. Questions of wealth and position are not used as a measure of an individual's merit or worth.

### Social customs

Your own customs can be maintained within the Australian community and most Australians will understand your reasons. For example, if your religion prohibits you from eating certain foods or drinking alcohol, you will be able to maintain these customs. Please do not hesitate to point out politely that you cannot partake of what is being offered.

### Physical contact

Australian men generally do not openly display strong affection for male friends. It is not common to see Australian men showing affection towards each other in public even if they are very close friends. The exception is while playing sport, and at family gatherings.

Women will more often display affection openly and this may take the form of hugging or greeting another woman with a kiss on the cheek.

Signs of affection between males and females are more common and it is quite normal to see men and women holding hands, walking arm-in-arm or kissing in public.

### Appointments

In Australia it is considered rude not to keep an appointment once you have accepted an invitation. If you do not wish to accept an invitation, the custom is to say so immediately. It is also acceptable to express doubt as to your availability, and contact your 'host' later.

If you have a professional appointment that you are unable to attend you should call and reschedule or cancel before the appointment time, as it can appear very rude to just not attend.

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### Social events

Some behaviour is socially unacceptable and there are laws against it. For example, it is against the law to be drunk in public, to swear in public, to use indecent language, to behave in a sexually indecent way or to urinate in public. There are often Council rules against spitting (if you need to clear your throat or nose use a handkerchief or tissue). Noise must be kept at reasonable level even in your own home.

Parties can get noisy and boisterous particularly when a lot of alcohol is consumed. It can be upsetting for many people. If you are in this situation and feel you would like to leave, politely excuse yourself. No one will mind if you do so.

### Invitations

The most common invitations are to dinner (often called tea) at someone's house (in which case it is polite but not compulsory to bring a small contribution, e.g. a bottle of wine or box of chocolates), to a party at someone's house, or going out for dinner or drinks at a pub, restaurant or café.

### Punctuality

Punctuality is important, whether you have an appointment or have been invited to a social event. If you are running late, or need to cancel the appointment, it is considered polite to let the person know.

### Queuing

When forming a queue to buy tickets, waiting for a bank teller or getting on a bus, it is considered impolite to push ahead of someone who was in the queue before you.

### Environmentally friendly practices

Keep the environment tidy by placing food wrappers, drink cans, take-away food containers, plastic bags, newspapers etc. in rubbish bins. If these cannot be found, carry the rubbish with you until it can be deposited in a rubbish bin.

### Smoking

In Victoria, smoking is not permitted in restaurants, bars and pubs or in public buildings, which includes all buildings on campus. Many Australians do not smoke and ask visitors to smoke outside when visiting their home.

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### Integrating Into Life in Melbourne



Melbourne is the capital of Victoria and is located in the southern part of Australia. It has a population of three million people. Melbourne has been classified as the world's most liveable city.

Melbourne has four seasons per year: summer, autumn, spring and winter. During summer the usual maximum daily temperature ranges from 28 to 35 degrees Celsius. The evenings are usually cooler. Summer heat is dry, rather than humid. Light clothing is sufficient for summer. However, a jumper (Sweater) or light jacket may be necessary for the evenings.

Winter can be wet and windy. Daylight temperatures range from 10 to 15 degrees Celsius. Night time temperatures range from 2 to 9 degrees Celsius. Warm cloths including an overcoat will be necessary during Melbourne's winter months.

Melbourne is a culturally diverse city. It has many art galleries, cafes and restaurants.

### Shopping

Melbourne has numerous large shopping centres, department stores, discount stores and supermarkets. Students would find there most of the goods and services they need.

Normal Shopping hours are:	
9.00 a.m. – 5:30 p.m.	Monday to Thursday
9:00 a.m. – 9:00 p.m.	Thursdays and Fridays
9:00 a.m. – 5:00 p.m.	Saturday

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International Food Stores are located in the following places:

ACE is located strategically close by the bustling Sydney Rd. The Street is laden with international groceries, bakeries, food markets, and meat and poultry outlets. A number of Chinese, Middle-Eastern and European restaurants are also located on that street. Other important services are located at:

**Queen Victoria Market** – Corner Elizabeth and Victoria Streets, Melbourne

Tram Route: Tram no. 19 from Sydney Road.

\* Good cheap fresh fruit, vegetables, meat, poultry and seafood. Clothes and home ware items are also available.

**Chinatown** – Little Bourke Street between Swanston and Exhibition Streets, Melbourne.

Tram Route 19 from Sydney Road.

\* Small Asian grocery shops, bakeries and restaurants.

For information on events, dining, shopping and much more in Melbourne, go to

<https://whatson.melbourne.vic.gov.au/>

### Using Public Transport in Melbourne

Metropolitan Transport System – Public Transport Victoria [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

It is easy to travel around Melbourne using public transport. The three types of public transport are bus, train and tram which all use the myki ticketing system. Two fare zones apply. The ticket you buy will depend upon the length of time you need and how far (within these zones) you need to travel. You can purchase the tickets from various retail outlets or train stations.

**PLEASE NOTE THAT INTERNATIONAL STUDENTS ARE NOT ENTITLED TO STUDENT TRAVEL CONCESSIONS.**

ACE AREA IS SERVICED BY A LARGE NUMBER OF TRAM, BUS AND RAILWAY ROUTES. Normal hours of operation are from 5:00 a.m. to midnight, Monday to Saturday and from 8:00 a.m. to 11:00 p.m. on Sunday. Tickets, time-tables, maps and other information relating to services are available from train stations, on board buses and trams and on the Public Transport Victoria website.

Please ensure that you always carry a valid ticket. Inspectors often patrol trains, trams and buses. They have the power to fine you if you do not carry a valid ticket. Remember penalties are very expensive and failure to carry a valid ticket may involve an appearance in Court.

V/Line is a network of trains and luxury road coaches operating throughout country Victoria and to several interstate destinations. For V/Line travel information contact 132 232 (7:00 a.m. – 9:00 p.m. daily).

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### Obtaining a Driver's Licence in Melbourne

If you have a licence from your home country, you may use it for only three months, after which you must obtain a Victorian drivers licence.

If you have an International Permit, check with your embassy/Consulate as to its duration. For example, 12 month, two years, etc. Once it expires you must obtain a Victorian drivers licence.

In both instances you will be required to undertake the complete testing procedure in order to obtain a Victorian licence. As regulations change, it is suggested that you should contact Vic Roads to confirm that this information is current.

### Car / Property Insurance

Under Victorian law all drivers are required to undertake compulsory third party insurance which is paid annually with your car registration. Under third party insurance you are only covered for personal injury and not for damage to cars or property. It is strongly advisable to take out car insurance which will cover you for damage to cars and property. Check the yellow pages telephone Directory for phone numbers of Insurance Companies. Compare prices and policies between companies before you take out a policy.

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## Students' Local Resources

### Libraries in Brunswick



Brunswick Library  
233 Sydney Road, Brunswick  
Ph: 9389 8600 (open 7 days)



Campbell Turnbull Library  
220 Melville Road  
Brunswick West  
Ph: (03) 9384 9200 (closed Sundays)

For locations of Libraries in the surrounding suburbs' of Coburg, Fawkner, Glenroy see [www.moreland.vic.gov.au/moreland-libraries.html](http://www.moreland.vic.gov.au/moreland-libraries.html). Please note, in addition to the regular internet bookings on desktop computers, all five Moreland libraries now offer Free Wi-Fi. A wide selection of daily newspapers, magazines, CDs and DVD's are also available.

### Brunswick Neighbourhood Houses



BNH #1:  
18 Garden Street, Brunswick  
Ph: (03) 9387 9901

BNH #2:  
43A De Carle Street Brunswick  
Ph: (03) 9386 9418  
Email: [info@bnhc.vic.edu.au](mailto:info@bnhc.vic.edu.au)  
Website: [www.bnhc.vic.edu.au](http://www.bnhc.vic.edu.au)

Neighbourhood Houses are known by many different names. For example: Community Houses, Living and Learning Centres, Neighbourhood Centres. Whatever the name these places are local organisations that provide social, educational and recreational activities for their communities in a welcoming supportive environment. Neighbourhood Houses are managed by volunteer committees and paid staff.

Activities are generally run at low or no cost to participants. Activities offered could include:

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- English as a second language
- Handling credit for people with disabilities
- Good quality affordable childcare and playgroups are offered at most houses. Children's art classes
- Opportunities to volunteer
- Gentle exercise for over 50's
- Yoga
- Men's health and well-being
- Singing
- Gardening
- Introduction to computers
- Internet and email access
- Car mechanics for women & much more!

### Legal services

At Australian Careers Educations Pty Ltd we provide referral service to students of the college. Students requiring Legal assistance can contact our Student Support Officer who can refer them to qualified Law practitioners. All information provided by the student to Australian Careers Education will be kept confidential. All legal costs will be paid by student. Please note that referral service is free of charge for the students of Australian Careers Educations Pty Ltd.

Students may search for a Community Legal Centre from the Federation of Community Legal Centres website [https://www.fclc.org.au/find\\_a\\_community\\_legal\\_centre](https://www.fclc.org.au/find_a_community_legal_centre), such as:

<p>MONASH LAW CLINICS T: 1800 860 333 F: (03) 9905 1113 E: <a href="mailto:law-clinics@monash.edu">law-clinics@monash.edu</a> W: <a href="https://www.monashlawclinics.com.au/">https://www.monashlawclinics.com.au/</a></p> <p>Address: Melbourne Branch - Level 11, 555 Lonsdale Street, Melbourne VIC 3000</p> <p>Address: 60 Beddoe Ave Clayton North, Victoria 3168 Australia</p>	<p>NORTHERN COMMUNITY LEGAL CENTRE T: (03) 9310 4376 W: <a href="http://www.northernclc.org.au/">www.northernclc.org.au/</a> E: <a href="mailto:admin@northernclc.org.au">admin@northernclc.org.au</a></p> <p>Address: 1100 Pascoe Vale Rd Broadmeadows, Victoria 3047 Australia</p>
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The Federation of Community Legal Centres leads and supports excellence in the community legal sector, promotes the purpose and value of Community Legal Centres, and advances social justice and a fair legal system. For other legal services in Victoria contact the Federation on: 9652 1500.

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### Banking services

Banking in Australia may be different from banking in your home country. However, the main functions may be the same: depositing and lending.

There are 4 major banks: Westpac, The Commonwealth, National Bank of Australia (NAB) and ANZ banks. There are also smaller banks. Branches of a number of overseas banks are located in Melbourne. Banks are the safest places to keep your money. Their funds are guaranteed by the Reserve Bank of Australia.

Other financial institutions include credit unions, finance companies, life insurance companies and merchant banks. Although these institutions may offer a higher rates of interest, these funds are not Government guaranteed.

### How to Open Bank Account

Information needed to open an account includes your personal details, address, employment etc. You will be required by law to complete a form that asks:

- The name you wish the account to be in,
- Whether or not the account is held in trust,
- The name and residential address of all signatories,
- Any other name or any other signatory on the account.

Some banks may waive charges for students' accounts. It is worth investigating.

### Proof of Identity

The law requires banks to verify the identity of each signatory to an account. As an International Student, the identification you will require to produce includes:

Residence of less than six weeks – Passport only.

Residence of more than six weeks – 100 points identification. This includes a passport and either a birth certificate, reference or credit cards

### Tax File Number and Bank Accounts

The government requires that tax file number be given to the bank. To do so, obtain a form from the bank. If you do not give the bank your tax file number, almost 50% of interest gained will be taken out of your earnings as tax. If this happens, you may have to wait until you have submitted a tax return before you receive a refund for excess tax paid.

### Credit Cards

Some students like to have credit cards but forget to repay the money owed. Debit cards may be a better idea. Lay-by may even be a better way to secure goods. Lay-by involves paying a small weekly amount of money on

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the goods purchased. Interest is not charged but goods must be repaid within a certain period. Many chain stores would hand you over the goods after paying a small deposit and then you are given time (about 12 months) to repay the balance, without charging you interest.

### Automatic Teller Machines

One of the most convenient services provided by banks and other institutions is the ATM. There are some things to remember about ATM's. These are relatively easy and safe to use. Things can go wrong with ATMs. They can malfunction, eat your card or give the wrong balance. It is your responsibility to take care of your card, your PIN and your transactions with the bank. When you get your card, you get a list of 'conditions of use'. Read it.

### Money from Overseas

Check with your bank for details. Students should be aware of any currency export restrictions in their home country.

### Banking Ombudsman

If you get into a difficulty with your bank try to negotiate with its officials. If you do not get a satisfactory closing, you may refer the matter to the Banking Ombudsman. The Ombudsman will investigate your complaint on your behalf. The Ombudsman has the power to demand restitutions. It is a free service.

### Postal services

Post offices are generally open 9am-5pm Monday to Friday. Mail is delivered once a day on weekdays only. Mail within Australia has a flat rate of postage for a standard letter. Non-standard letters and parcels are charged by weight and size.

International mail charges are calculated by weight, size, destination and mode of transport. You can also pay many utility bills at the post office (e.g. phone, gas, electricity).

More information is available from the Australia Post website. ([auspost.com.au](http://auspost.com.au))

### International Phone Call Services

International calls can be made direct from all phones in Australia, including payphones.



Simply dial the following:

International access code (0011);

Your country code (if you are unsure of the country code, dial 132 200 for information);

Area code for your city (remember not to dial the first zero);

Your friends or families phone number (for example).

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International calls are timed and charged according to the destination, time of day and day of the week. Weekend rates are often much cheaper than rates during the week.

Please note that it can be very easy to make several hundred dollars' worth of international calls within a short period of time. You may wish to consider buying pre-paid international phone cards which usually offer cheaper rates and are available from most newsagencies and post offices.

### Mobile Phone Services

It is suggested that you talk to students who have been in Australia for some time for tips on the best phone company and network to use. Some phone companies will not supply services to people who are temporary residents in Australia, but you can always use a pre-paid phone plan.

Pre-paid mobile phones also ensure that you will never be faced with an unexpectedly high mobile phone bill. Pre-paid mobile phones may be purchased at a number of retail outlets, including Australia Post.

### Services for Children & School Aged Dependents

#### Baby Capsules

The Victorian Road traffic Authority requires that all children be properly restrained when travelling in cars. Baby goods stores and department stores sell these.

#### Immunisation

Immunisation is important for protecting your child against diseases such as Poliomyelitis and Measles. Information about clinics providing these services can be obtained from your local council website.

#### Playgroups

Playgroups are formed by small groups of parents to provide opportunities for their children to play together. It also provides an opportunity for parents to get to know one another. These meetings are usually held in the morning or afternoon in the local hall. Toys, playground and other facilities are provided by the local council. For further information, contact your local council.

#### Child Care

There are child care centres and family day care centres available in all suburbs. Your local council will help you locate these services. You can leave your children with trained personnel for a full day up to five days per week. Charges for child minding vary.

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### Kindergartens

Children over 4 years by April 30 of that year are accepted into kindergartens. Children attend three or four-hourly sessions per week. Fees are charged. To find the location of the nearest facility, contact the local council.

NB:

- Children of private full-fee paying students must be enrolled at a school approved by the Education Department.
- Children begin school the year in which they turn five.

### School Aged Dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed Year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

For information related to schools in your suburb, contact your local council, or refer to the Yellow Pages telephone directory under 'Schools'.

## Finding Part-Time Work in Australia

People find part-time jobs through a number of different sources. The following are examples of the most common ways:

### Newspapers

The Age newspaper on Wednesday and Saturday has an employment section. You can also look in the Herald Sun and local newspapers.

### The Yellow Pages Telephone Book

The Yellow Pages is Melbourne's business directory. It can be a good way to find out the names of businesses of a particular type. For instance, for cleaning jobs you could look up the cleaning firms in your area and call them up asking for work.

### Electronic Job-Searching Facilities

'SEEK' [www.seek.com.au](http://www.seek.com.au), 'Job Network' [www.jobnetwork.gov.au](http://www.jobnetwork.gov.au), 'Australian Job Search' [www.jobsearch.gov.au](http://www.jobsearch.gov.au) and other services are available online. Apply direct through the service.

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### Regulations You Need To Know Relating To Seeking a Job

#### Visas

If you hold a Student Visa, You are allowed to work only up to 20 hours per week during the term and full-time during the holidays. This rule also applies to any form of self-employment as well as all forms of voluntary work: up to 20 hours per week.

#### Taxation

International students are classified as residents. They are taxed as such if they are studying in Australia for six months or more.

#### Tax File Number

To apply for a Tax File Number, go to your taxation office for an application form (take your passport along with you). You will be taxed at the rate of 50% without a T.F.N. and 25% with one.

#### Income Tax and the Financial Year

Tax is usually deducted from your pay by your employer and paid to the Australian Taxation Office. If you pay tax, you must lodge an Income Tax Return with the Taxation Office at the end of the financial year. The financial year in Australia is from 1st July to 30th June.

Fines can be imposed if you do not lodge a tax return on time. By not lodging a tax return you may be missing out on money the Taxation Office owes you if you have earned less than the tax-free amount.

#### Minimum Rates of Pay and Working Conditions

There are minimum rates of pay for all kinds of work. Some jobs may require that you sign a contract or an Employment Agreement. DO NOT SIGN ANYTHING unless you fully understand. Speak to a Career Advisor or to ACE's Student Support Officer.

#### What is Fair Work Ombudsman (FWO)?

The Fair Work Ombudsman is an independent statutory office created by the Fair Work Act 2009.

FWO offers people a single point of contact for them to get accurate and timely advice and information about Australia's workplace relations system educates people working in Australia about their workplace rights and obligations investigates complaints or suspected contraventions of workplace laws, awards and agreements; and litigates to enforce workplace laws and deter people from doing wrong in the community.

You may visit their website for more information on how they can help <https://www.fairwork.gov.au/contact-us>

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### What is Consumers Affairs?


Consumer Affairs Victoria provides advice and assistance on matters of renting and accommodation, estate agents, building, shopping, and trading. They also license or register (in conjunction with the Business Licensing Authority) and regulate conveyancers, estate agents, introduction agents, motor car traders, owners corporation managers, prostitution service providers, travel agents, second-hand dealers, and pawnbrokers.

You may visit their website for more information on how they can help  
<https://www.consumer.vic.gov.au/contact-us> or contact them at 1300 558 181.

### Your Security

#### Living Safely In Victoria and Australia

'Think Before' is a new safety Initiative. It has information available in 14 languages with animations.  
<http://www.thinkbefore.com/>

	Brunswick Police Station (24 hours) 8378 6000
	Coburg Police Station (24 hours) 9302 8222
	Carlton Police Station (24 hours) 93471377
	Melbourne Police Station (24 hours) 96371100
	Northcote Police Station (24 hours) 94030200
	Fawkner Police Station (24 hours) 9355 6000
<b>URL:</b> <a href="http://www.police.vic.gov.au/">http://www.police.vic.gov.au/</a>	

Triple Zero – 000 Call 000 immediately if the incident is life-threatening, needs immediate police attendance, a crime is happening now, or an offender is (or may be) still in the area.	
Police Assistance Line - 131 444 To report non-urgent crimes and events.	
Crime Stoppers - 1800 333 000 To report crime information confidentially.	

Other Emergency Contact Numbers:		
Secondary Emergency Call Service Number (Police, Fire or Ambulance)		112
Victoria State Emergency Service (SES)		132 500
Car Accident Towing		131 176
Dental Emergency Service		(03) 9341 1040

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### Medical Services

#### Overseas Student Health Cover (OSHC)

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your stay in Australia. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date whilst you are in Australia and holding a student visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

For further information on OSHC, please refer to:

[https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.htm](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm)

<https://www.health.gov.au/resources/publications/overseas-student-health-cover-oshc-fact-sheet>

To compare Australian Government-approved OSHC providers, you may go to:

<https://oshcaustralia.com.au/en>

You can call and speak with a trained nurse or doctor for medical advice if you are unsure about whether to go to a doctor or the hospital.

#### Medical Contact List

Medical Contact List		
Nurse-on-call	Health advice hotline	1300 606 024
Maternal & Child Health Hotline	This Victorian Government service is staffed by qualified maternal and child health nurses who provide callers with information, support and advice regarding child health, maternal and family health and parenting issues.	13 22 29
Poisons Information Centre	This centre provides the people of Victoria with a timely, safe information service in poisonings and suspected poisonings. For members of the public this includes telephone assessment, advice on first aid, with or without referral to a doctor or hospital.	13 11 26 (24 hours a day, 7 days a week)
Breast Screen Australia	Breast Screen Victoria is a government funded mammographic screening program in Australia for women without breast symptoms or breast problems.	13 20 50
Australian Hearing	Providing treatment for hearing related problems including ear infection and deafness.	13 17 97

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Medical Contact List		
Caroline Chisholm Society for Pregnancy & Family Support Services	The Caroline Chisholm Society provides free and confidential help to: <ul style="list-style-type: none"><li>• expectant mothers,</li><li>• sole parents with at least one child under primary school age, and</li><li>• two parent families with at least one child under primary school age.</li></ul> The Caroline Chisholm Society is a professional agency of social and community workers, service support staff and volunteers, who offer pregnancy counselling and support, material aid and family support. The Society provides services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment.	(03) 9361 7000
Hospitals & Medical Centres		
Royal Melbourne Hospital	Grattan Street, Parkville VIC 3050	(03) 9342 7000
Northern Hospital	185 Cooper St, Epping VIC 3076	(03) 8405 8000
Austin Hospital	145 Studley Rd, Heidelberg VIC 3084	(03) 9496 5000
Mercy Hospital for Women	163 Studley Rd Heidelberg VIC 3084	(03) 8458 4444
Royal Children's Hospital	50 Flemington Rd, Parkville VIC 3052	(03) 9345 5522
Mill Park Super Clinic (24 hour)	250 Childs Road, Mill Park, VIC	(03) 9436 4155
Merri Health Service Coburg / Moreland Community Health Service	93 Bell Street, Coburg VIC 3058	(03) 9350 4000

### Community Support Services

At times, Student Support Officers may be limited in their ability to assist you with your query or there may be more appropriate services available externally. In such cases, the Student Support Officer can provide you with information regarding the external services available and the costs of accessing these services. The Student Support Officer may also be able to assist you in connecting with the appropriate support and arranging a referral. Referrals can be initiated at no cost to the student.

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ACE does not charge any fees for in-house student support services. However, in the event that students require specialist external services such as medical specialists, psychologists or legal services please note that the student is responsible for all costs associated with these external services should they choose to use them.

Some of the Community Services available include (but not limited to):

Problem	Website	Contact Details
Emergency Services (Police, Fire or Ambulance)	<a href="https://www.triplezero.gov.au/">https://www.triplezero.gov.au/</a>	000
Alcoholism – Alcoholics Anonymous Australia	<a href="http://www.aa.org.au">www.aa.org.au</a>	1300 222 222
Alcohol & Drugs Information – National Alcohol and Other Drugs Hotline		1800 250 015 (24 hours/7 days a week)
Anxiety (including phobias & Obsessive-Compulsive Disorder)	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636 (24 hours/7 days a week)
Accommodation (Private)	<a href="http://www.realestate.com.au">www.realestate.com.au</a> <a href="http://www.domain.com.au">www.domain.com.au</a> <a href="http://www.trivago.com.au">www.trivago.com.au</a> <a href="http://www.agoda.com">www.agoda.com</a> <a href="http://www.tripadvisor.com.au">www.tripadvisor.com.au</a> <a href="http://www.booking.com">www.booking.com</a> <a href="http://www.expedia.com.au">www.expedia.com.au</a> <a href="http://www.hostelworld.com">www.hostelworld.com</a> <a href="https://flatmates.com.au/">https://flatmates.com.au/</a>	
Accommodation (Temporary)	<a href="http://www.hostelworld.com">www.hostelworld.com</a>	
Accommodation (Immediate Temporary Accommodation)	<a href="https://www.quickbeds.com/accommodation/melbourne">https://www.quickbeds.com/accommodation/melbourne</a>	Phone: 1300 023 172 Email: <a href="mailto:customercare@quickbeds.com">customercare@quickbeds.com</a>
Asthma	<a href="https://asthma.org.au/">https://asthma.org.au/</a>	1800 278 462
Abortion Grief Counselling	<a href="https://www.abortiongrief.asn.au/">https://www.abortiongrief.asn.au/</a>	1300 139 313
National Debt Helpline	<a href="https://ndh.org.au/">https://ndh.org.au/</a>	1800 007 007
Consular Services	<a href="http://dfat.gov.au">http://dfat.gov.au</a>	
Australian Search and Rescue (Australian Maritime Safety Authority)	<a href="https://www.amsa.gov.au/safety-navigation/search-and-rescue">https://www.amsa.gov.au/safety-navigation/search-and-rescue</a>	1800 627 484
Crime Stoppers Victoria (Report Crime Anonymously)	<a href="http://www.crimestoppersvic.com.au/">www.crimestoppersvic.com.au/</a>	1800 333 000
Depression	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636 (24 hours/7 days a week)
Services Australia (including Centrelink and Medicare)	<a href="https://my.gov.au/">https://my.gov.au/</a>	Various Phone Numbers. Visit: <a href="https://www.servicesaustralia.gov.au/phone-us?context=26266">https://www.servicesaustralia.gov.au/phone-us?context=26266</a>

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Department of Home Affairs	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>	<a href="https://www.homeaffairs.gov.au/help-and-support/contact-us">https://www.homeaffairs.gov.au/help-and-support/contact-us</a>
Disability Support Guide	<a href="https://www.disabilitysupportguide.com.au/search/in-home-and-community-support/vic">https://www.disabilitysupportguide.com.au/search/in-home-and-community-support/vic</a>	
Domestic Violence Support (1800 RESPECT)	<a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a>	1800 737 732
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drug Support for Families – Family Drug Support (FDS)	<a href="https://www.fds.org.au/">https://www.fds.org.au/</a>	1300 368 186 (24 hours/7 days a week)
Drug addiction (Christian help)	<a href="http://www.naranon.com.au">www.naranon.com.au</a>	9418 8728
Drugs and mental health	<a href="http://www.thewaysidechapel.com">www.thewaysidechapel.com</a>	9358 6577
Families & friends with mental illness	<a href="http://www.arafmi.org">www.arafmi.org</a>	9805 1883
Eating disorders	<a href="http://www.edf.org.au">www.edf.org.au</a>	9412 4499
Eczema	<a href="http://www.eczema.org.au">www.eczema.org.au</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au">www.epilepsy.org.au</a>	9856 7090
Family planning information	<a href="http://www.fpahealth.org.au">www.fpahealth.org.au</a>	1300 658 886
Gambling Counselling (Wesley)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	<a href="http://www.glccs.org.au">www.glccs.org.au</a>	8564 9596
Grief support		9489 6644
Grief support	<a href="http://www.solace.org.au">www.solace.org.au</a>	9519 2820
Hepatitis C	<a href="http://www.hepatitisc.org.au">www.hepatitisc.org.au</a>	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	<a href="http://www.qhvsg.or.au">www.qhvsg.or.au</a>	1800774744
HIV/AIDS	<a href="http://www.sesiahs.health.nsw.gov.au">www.sesiahs.health.nsw.gov.au</a>	9332 9700
Lifeline	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a> or <a href="http://www.crosscultural.net.au">www.crosscultural.net.au</a>	9391 2244
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au">www.lawaccess.nsw.gov.au</a>	1300 888 529
Mental Health Support for Men – Mens Helpline	<a href="http://www.mensline.org.au">www.mensline.org.au</a>	1300 789 978 (24 hours/7 days a week)
Mental Health Support for Children – Kids Helpline	<a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>	1800 551 800 (24 hours/7 days a week)
Maternal and Child Health Line	<a href="https://www.betterhealth.vic.gov.au/health/serviceprofiles/maternal-and-child-health-line-service">https://www.betterhealth.vic.gov.au/health/serviceprofiles/maternal-and-child-health-line-service</a>	13 22 29 (24 hours/7 days a week)
Melbourne Water	<a href="http://www.melbournewater.com.au">www.melbournewater.com.au</a>	131 722
National Disability Insurance Scheme (NDIS)	<a href="https://www.ndis.gov.au/">https://www.ndis.gov.au/</a>	1800 800 110

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The Office of the Commonwealth Ombudsman (Overseas Student Complaints)	<a href="http://ombudsman.gov.au/">http://ombudsman.gov.au/</a>	Use the online form available on their website; or call 1300 362 072 Monday to Friday, 10:30am-3:00pm (AEST)
Poison Information Centre		13 11 26
Police (Local, Brunswick)		03 8378 6000
Pregnancy Counselling Australia	<a href="http://www.pregnancycounselling.com.au">www.pregnancycounselling.com.au</a>	1300 737 732 (8am-10pm, 7 days)
Psychology Melbourne	<a href="http://www.psychologymelbourne.com.au/contact-us">http://www.psychologymelbourne.com.au/contact-us</a>	9269 1001
Relationship counselling	<a href="http://www.relationshipsvictoria.org.au">www.relationshipsvictoria.org.au</a>	<a href="https://www.relationshipsvictoria.org.au/contact-us/">https://www.relationshipsvictoria.org.au/contact-us/</a> for your local office number NOTE: This is NOT a crisis service
Salvation Army (Accommodation and Meal Support)	<a href="https://www.salvationarmy.org.au/melbourne614/">https://www.salvationarmy.org.au/melbourne614/</a>	<a href="https://www.salvationarmy.org.au/melbourne614/contact-us/">https://www.salvationarmy.org.au/melbourne614/contact-us/</a> for various contact numbers
Sexual Assault Crisis Line	<a href="https://www.sacl.com.au/">https://www.sacl.com.au/</a>	1800 806 292 (open 7 days, 5pm-9am)
Sexual Offences and Child Abuse	<a href="https://www.police.vic.gov.au/sexual-offences">https://www.police.vic.gov.au/sexual-offences</a>	
Smoking – Quit Victoria	<a href="http://www.quit.org.au">www.quit.org.au</a>	13 78 48
Study Melbourne - Support and Advice for International Students	<a href="https://www.studymelbourne.vic.gov.au/home-overseas">https://www.studymelbourne.vic.gov.au/home-overseas</a>	
Suicide Helpline (Lifeline Australia)	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14 (24/7 crisis support)
Storm and Flood Assistance	SES – Flood Storm Emergency	132 500
Telephone Interpreter Service	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>	131 450 (within Australia) +613 9268 8332 (outside Australia)
Victims of Crime Support	<a href="http://www.victimsofcrime.com.au">www.victimsofcrime.com.au</a>	1800 000 055

### External Student Support Services – Psychology Melbourne

While all students will have free and unlimited access to our internal student support services, it is acknowledged that in some instances, the support required by the student is beyond the capability of the SSSO (e.g. in the case of mental health issues) and more specialized external services are required.

**Find the right Psychologist for you!**

**CALL 03 9629 1001**

**[clientservices@psychologymelbourne.com.au](mailto:clientservices@psychologymelbourne.com.au)**



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In this instance, the SSSO will discuss with the student the appropriateness of a referral to ACE's external welfare provider - Psychology Melbourne. Referrals to psychological counselling and coordination of such services will be done at no cost to the student. The student, however, will be reminded of their responsibility to fund such external services, which is to be paid by the student directly to Psychology Melbourne. Should the student wish to proceed with this service, the SSSO will assist the student in arranging an appointment with one of the external welfare officers/psychologist.

Psychology Melbourne are equipped in providing guidance and support with general welfare issues, career counselling, coping with life changing events (e.g. moving overseas, change of cultural environment etc.) and managing mental health conditions (if applicable).

### Finding Accommodation

Deciding where to live is one of the most important decisions you will make. You should consider what type of accommodation you would like prior to arriving in Melbourne. ACE officers will endeavour to advise students on this matter.

Please note that ACE does not offer any accommodation services and students are required to organise their own accommodation for their stay in Australia. Where a relative or friend is able to provide accommodation that is close to transport and within proximity to ACE's campus, students are being encouraged to take up this option. It is recommended that a student's accommodation is organized prior to the student's arrival in Australia.

Finding accommodation after you arrive in Melbourne may take some time. If you elect to find your accommodation after arrival in Melbourne you should arrive at least 2 weeks prior to the commencement of classes and you will need to have temporary accommodation in place while you secure your permanent accommodation.

### Accommodation Options

The Student Support Officer (SSO) can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival to Australia. The SSO can offer advice if a change in accommodation is required.

The types of accommodation available in Australia are many and varied. They include the following:

#### Private rental

(\$200 – \$700 per week)

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This is true independent living; renting an apartment or a house, either alone or with housemates. Living with others is ideal for meeting new people and reducing your costs. However, if you decide to live alone, you will have to pay for everything and may get lonely (depending on your personality, of course). Rentals come either furnished or unfurnished.

Note: Listed price is per room.

### Shared rental

(on average, approximately \$250 per week)

Sharing a rental property involves living in a rental property with housemates. Living with others is ideal for meeting new people and reducing your costs. Rentals come either furnished or unfurnished.

Note: Listed price is per room

### Homestay

(\$220 - \$375 per week)

Homestay involves staying with a family in their home with meals, internet and utilities covered by your host. It is a popular choice for a true Australian experience, and it also allows you to settle into your new life in Australia with the support of a family. Homestay can be both close to and some distance from your educational institution – make sure to check access and public transport options.

### Purpose-built student accommodation

(\$200 - \$500 per week)

These large centres are full of apartments of varying sizes, generally one to five bedrooms. You will get a fully furnished bedroom with 24-hour support and internet included. Generally, student accommodation is conveniently located for students, is secure and safe, and boasts a real sense of community. The downside to this is the internet can slow down at peak times and the rooms can be on the smaller side.

### Residential college

(\$450 - \$700 per week)

While they appear more expensive than other options, residential colleges do include a lot of extras. They're usually located close to campus, your fully furnished bedroom will be cleaned weekly, study facilities and gyms are supplied, and meals are included. The downside is that you often have to pay for the full academic year and may not need all the extras.

Source: <https://insiderguides.com.au/>

### Tenancy Law

In Victoria there is a law to protect the rights of tenants (people who rent houses, flats, etc.) and landlords. It is important that you know your rights and obligations as a tenant.

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### Rent Accommodation

Before looking for a place to rent make sure that:

- The group you have decided to set up house with are reasonable and committed,
- You all agree on the maximum rent you are prepared to pay,
- The size of the house /flat and the suburb in which it is located.

### Resources Available in House Hunting

ACE Student Services may have lists of available accommodation. Check with the office.

Newspapers: The classified section of the 'Age' newspaper on Wednesday and Saturday and the classified section of the Herald/Sun newspaper.

Estate Agents: Estate Agents have lists of houses and flats available for rent.

### How to Rent Through an Agent

Check the Yellow Pages (under 'Real Estate Agents- Locality Guide', to find addresses of agents in the suburbs in which you desire to live in. You should visit Agents in the area you are interested in. Keep in constant touch with the Agent by phone until a property becomes available. Remember: Agents will NOT contact you if a suitable place comes up.

If you find a property you like, you may inspect it. The Agent will either show you the property or give you a key in exchange for a deposit. Make sure you get a receipt for the deposit. This money must be returned to you when you return the key.

If you find the place suitable, make an 'Application for Tenancy'. On this application the Agent will ask for the name and phone number of referees (previous Agents/Landlords, employer, parents or someone who can give you a character reference). The Agent/Landlord will decide on the basis of your application whether or not they want you as a tenant.

### Application Forms and Deposits

Agents will usually give you an application form to fill in. These can often ask detailed personal questions (like bank account numbers). If you think a question is too personal, do not answer it. Agents and owners will also often ask for an 'Application Deposit', when you apply for a place. If you do not get the place, or if they rent it to you, you receive the money back. BUT if you get the place and do not take it or withdraw your application, they can keep the deposit you paid. Be careful to pay an application deposit only when you are sure that you want the place.

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### Tenancy Agreement or Lease

When you get the place you want, you usually sign a 'Tenancy Agreement' or 'Lease'. You can have a fixed term tenancy (usually 6 or 12 months). If you sign a lease, make sure that you want to stay for the whole duration of the lease. It is possible to break a lease but this can be very expensive. Make sure all members of the household understand the 'Tenancy Agreement' and if possible, all members sign it. This will make all members legally responsible.

### Bonds

Agents or Landlords keep a sum of money) called a 'Bond') they collect from you in an approved Trust Fund. The amount of the bond is usually equal to one month rent. The bond is held in trust against any damage) outside of normal wear and tear) caused by you during the term of tenancy. If you leave the property clean and in good condition, then your bond should be returned to you in full.

### Condition Report

A condition report is a list of all the rooms in your place: What is in them, and what condition they are in (good, fair or poor repair). You MUST get two copies of the report when you move in. You should sign them after carefully checking the property (you are allowed three days). Send one copy to the Agent/Landlord and keep the other copy in a safe place. The condition report is important when getting your bond back. It is proof of the condition of the place. Remember if an Agent or Landlord wishes to keep part or your entire bond, they must make an application to the Consumer Affairs Victoria to get approval. You will then notify CAV as whether or not you agree with this. (1300 558 181)

### Sharing a Rental House or Flat

Sharing a place can be an enjoyable experience. Yet not surprisingly people sharing places can have troubles with the co-occupiers. Whether you know a person well or not, one of the most important factors to consider is how well you would get on as roommates. There is no way you can be sure of a perfectly happy co-existence, no matter how honest and careful you were. However, by talking about some simple practical lifestyle matters before making a commitment to live together, you can save yourself considerable headache.

### What to Consider When Sharing a Rental House or Flat

Some Ideas You Should Consider When Sharing are:

- Lifestyle
  - Does everyone like having parties?
  - Smoking/Drinking? Maybe you do not, but you do mind if others around you do?
  - Overnight visitors?
  - Do you want an all-student household?
- Housekeeping
  - How neat and clean do you like the place to be?
  - How will you organise the cleaning? Who will do it? And how will this be decided?
- Food/Eating

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- What foods do you like e.g.: meat/vegetables?
- Do you plan to share cooking and share food costs?
- Do you want to buy your own food?

### Sharing Lease/Bills/Rent

If your name is on the lease, you can be held responsible for the actions of all the tenants. If a co-tenant leaves without paying the rent, you can be held responsible for all the rent owing. It is probably a good idea to have all the names of people living in the household on the lease and the bills. In such case, it is less likely that one person gets stuck with the entire responsibility.

### Buying Second-Hand Furniture and Goods in Melbourne

Here is a list of some shops which sell relatively cheap furniture and household goods. These are close to ACE.

Brotherhood of St. Lawrence	132 Barkly St., Brunswick. Ph. 9388 1093 [Furniture] 109 Brunswick Rd., Brunswick. Ph. 9387 9519 [Clothing]
Salvos Stores	740 Sydney Rd., Brunswick Ph. 9386 4080 [Clothing, furniture]
Coburg Auctions	241 Sydney Rd., Coburg Ph. 9386 6292 [Furniture]
Vinnies Centre	260 Sydney Rd. Ph. 9386 6666 [Furniture, clothing, household goods]

The Trading Post is a weekly newspaper available at most news agents. It lists second-hand furniture and goods. It is also online [www.tradingpost.com.au](http://www.tradingpost.com.au).

Students buying second-hand furniture need to be aware that transportation of large furniture and goods may incur extra cost. Ensure that goods bought are in good and safe condition.

### Living Costs

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.)

The costs below are an approximate guide only and don't take into account your budget and spending habits.

### Other Living Expenses

Accommodation	Depends on the type of accommodation
Groceries and eating out	\$140 to \$280 per week
Gas, electricity	\$10 to \$20 per week
Phone and Internet	\$15 to \$30 per week
Public transport	\$30 to \$60 per week
Car (after purchase)	\$150 to \$260 per week
Entertainment	\$80 to \$150 per week

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The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

As of October 2019 the 12-month living costs are:

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

Source: <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

The Australian Government provides information and guidance on managing your finances. You can read more at <https://moneysmart.gov.au/>

Please Note:

- These estimates are subject to change. To convert to your own currency, visit <https://www.xe.com/>
- For further information on living in Melbourne please refer to <https://liveinmelbourne.vic.gov.au/#>
- Tuition Fees are not included in these living cost estimates.

## Immigration Assistance

To apply for your student visa go to <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder> and follow the online visa application process instructions. Please note you are able to attach supporting documentation when lodging your application online. If you have a complex issue or can't find the information on the website, you can call our Global Service Centre (GSC):

- In Australia Phone: 131 881
- Outside Australia Phone: +61 2 6196 0196.

You may check your visa status through Visa Entitlement Online (VEVO) at:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

## Information You Should Know

You should have a multiple entry visa lasting for the duration of your course. This will enable you to return home for your holidays. If you hold a single-entry permit, you will then have to reapply for a re-entry visa from the Department of Home Affairs every time you leave or enter the country.

You must be enrolled as a full-time student and must also attend at least 80% of your classes. If you are ill, you must notify Student Services and obtain a certificate from a doctor. If you break this Condition of Stay, you will be reported to the Department of Home Affairs. The Department will cancel your entry permit and you will be deported.

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You must have a current passport. You can renew it at your government's consulate or embassy at least six months before the date of expiry. Australian Immigration Officials cannot issue visas beyond the expiry date of your passport.

### Sponsoring Dependents

Students must be enrolled in a course of more than 12 months duration if they wish to bring their dependents along to Australia while they are studying. To sponsor your family, contact the nearest regional office of the Department of Home Affairs. The closest one to ACE is located at Casselden Place, 2 Lonsdale Street, Melbourne, and VIC 3000. Telephone (03) 9635 6500.

### Customs Regulations

There are many students who are charged for not declaring animal and plant products they bring into Australia. These products include dried meat and seafood, powders, spices, herbs, garlic and other animal and plant products. Fines for each of these offences are quite high.

It is best to check with your nearest Australian High Commissioner or Embassy as to the types of products you can and cannot bring into Australia.

Please note that if you are bringing computers, cameras or other types of goods into the country, you will have to pay duty on these items. This can be quite considerable payments.

You must:

- Indicate on your Customs Declaration Form ALL foodstuff you are carrying. You must declare everything. It is too late to tell Customs at the airport.
- If in doubt, declare all animal and plant products you may be carrying.
- If you are given parcels to bring into Australia, find out what is in them. Not knowing what you had in your luggage is not an acceptable excuse in Court.
- On the aircraft, you may ask for a Declaration Form in your own language.

### How to Find Services for the Family

#### Entry of spouses and children into Australia

For full fee students, all enquiries should be directed to the nearest regional office of the Department of Home Affairs (DHA) or the Australian Consulate in your country or region.

Sponsored students who wish to bring their family into Australia should consult with their sponsor organisation to obtain the correct entry information, their entitlement conditions and that of their family.

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### Spouses intending to study in Australia

Spouses of international students wishing to study will be charged full fees for their chosen field of study.

### Employment of Spouses

Spouses of students may work 40 hours per fortnight.

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### ACE's Commitment to Students

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ACE is highly committed to provide students with the fundamental rights protected by the ESOS framework. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code for Providers of Education and Training to Overseas Students 2018.

### Protection for overseas students

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Overseas students on a student visa must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <https://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

### Student Rights

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The ESOS standards covers a range of information students have a right to know about and the services that must be offered to them by ACE. These include:

- Receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- Sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- Seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- Get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- Access complaints and appeals processes
- Request to transfer to another institution and have that request assessed by your institution.

Information about visa conditions for student visa holders is available on the Department of Home Affairs' website at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

### Standards for Registered Training Organisations (RTOs) 2015

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Australian Skills Quality Authority (ASQA) provides RTOs with a set of standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. To learn about the standards, please see the legislation at <https://www.legislation.gov.au/Details/F2019C00503> or the Users' guide to the Standards for RTOs 2015 <https://www.asqa.gov.au/standards>.

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### Coronavirus (COVID-19) information for international students

International students are an important and valued part of Australia's world class education system. Those impacted by the COVID-19 pandemic can find a range of resources and support on the Department of Education, Skills and Employment (DESE) website by visiting: <https://www.dese.gov.au/covid-19>

Additional information can also be found on the [Study in Australia](http://Study in Australia) website, the official Australian Government website for international students.

### Australian laws protect international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the education institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework on the DESE website: <https://www.dese.gov.au/>

### ACE's Expectation from Students

We hold our students in high regard. Likewise, we have certain expectations of you, the student, to ensure we maintain the Essential Standards for Overseas Students (ESOS).

#### ***Your responsibilities include to:***

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

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress
- Information about visa conditions for student visa holders is available on the Department of Home Affairs

Information about visa conditions for student visa holders is available on the [Department of Home Affairs website](http://Department of Home Affairs website), or call 131 881 on Monday – Friday from 9am to 5pm inside Australia (except public holidays).

### Unique Student Identifier (USI)

Students must also have a Unique Student Identifier (USI) and provide this to ACE. See contact details table for the link to apply for a USI.

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### Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	Speak with ACE staff. <a href="http://www.ace.vic.edu.au">www.ace.vic.edu.au</a>
Department of Education, Skills and Employment	For your ESOS rights and responsibilities	Online enquiry form <a href="https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx">https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx</a>
Department of Home Affairs	For visa matters	<a href="https://www.homeaffairs.gov.au/trav/stud">https://www.homeaffairs.gov.au/trav/stud</a> Phone: 131 881 (within Australia)
Unique Student Identifier (USI)	To apply for your USI	<a href="http://www.usi.gov.au">www.usi.gov.au</a>
ESOS Act 2000 & The National Code 2018	For complete information of The ESOS Act 2000 and The National Code of Practice for Providers of Education and Training to Overseas Students 2018	<a href="https://www.dese.gov.au/esos-framework">https://www.dese.gov.au/esos-framework</a>
Standards for Registered Training Organisations 2015	For information about the standards for RTOs 2015	<a href="http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-%28rtos%29-2015.html">http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-%28rtos%29-2015.html</a>
Tuition and Protection Services (TPS)	For information about TPS	<a href="https://tps.gov.au/StaticContent/Get/StudentInformation">https://tps.gov.au/StaticContent/Get/StudentInformation</a>
The Office of the Commonwealth Ombudsman	The Commonwealth Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas	<a href="https://www.ombudsman.gov.au/">https://www.ombudsman.gov.au/</a> Ph: 1300 362 072 Phone Service Hours: 10:30am to 3:00pm Australian Eastern Standard Time (AEST) Monday to Friday.
Australian Tax Office	Information about declaring tax	<a href="https://www.ato.gov.au/">https://www.ato.gov.au/</a>
Fair Work Australia	Information and advice about your workplace rights and obligations.	<a href="http://www.fairwork.gov.au/">http://www.fairwork.gov.au/</a>

### ACE's Training Guarantee

ACE is committed to ensuring that once students have started studying their chosen qualification or course, provided they continue to meet all of their responsibilities as students, they will be assured completion as per the training plan. ACE will also guarantee training and assessment of the highest quality as outlined before enrolment.

ACE is responsible for the quality of the training and assessment in compliance with the National VET Standards, and for the issuance of the AQF certification documentation.

#### Issuance of AQF Qualifications

- AQF qualifications will be issued to students when they have been assessed as competent in all Units of Competency/competencies of the course or have been assessed as competent. Being assessed as competent means the student has successfully completed all requirements of the course or training product.
- The AQF qualification certificate will be issued within 30 calendar days of the student completing all the requirements of the units of competency in the AQF Qualification.

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- The student must have been paid all fees owed to ACE prior to issuance of the AQF Qualifications.
- The AQF Qualification will also be supported by:
  - A Completion Letter
  - Statement of Results

### Issuance of Statement of Attainment

- Statements of Attainment (SOA) will be issued to students when they withdraw or cancel their enrolment in a Qualification or when they wish to receive a statement of all the modules or units of competencies they have successfully completed.
- The Statement of Attainment will be issued within 30 calendar days of the student meeting the requirements of the unit of competency / competencies provided they have completed the '*Request for Certificate, Transcript or Statement of Attainment*' Form (which is submitted to Head Office or via email) and that they do not have any outstanding fees owing to ACE.
- Once the requested is granted, the Office Administrator then prepares the Statement of Attainment. This lists all the subjects the Student has successfully completed.
- The Student is notified via email when their Statement of Attainment will be available to pick up from Head Office.

### Former Students

Former students of ACE who have previously been issued a copy of their AQF qualification and/or Statement of Attainment, or for some reason that these documents were not issued to them in the past, and who wish to obtain a copy of their AQF qualification can do so by completing the '*Request for Certificate, Transcript or Statement of Attainment*' Form. This form can be downloaded from ACE's website or by contacting Head Office and requesting a copy of the form. ACE will process applications for re-issuance of AQF certification documentation and or Statement of Attainment within 14 days. Charges apply. Please refer to the Fees and Charges Policy.

The AQF qualification documentation and/or Statement of Attainment are accessible to current and part learners.

*For more information, please refer to the Issuance of AQF Qualification Policy and Procedures which is available on the website; or contact the head office to request for a hard copy.*

In the event that ACE is unable to honour this commitment, it will provide a release letter to the student so that they can complete their training with another ACE.

ACE will also issue a Statement of Attainment for any units successfully completed by the student.

### Changes to Agreed Services

ACE shall notify students of any changes that may affect their enrolment as soon as practicable. This includes any changes to agreed services, including changes such as any new third party arrangements, a change in ownership, or changes to existing third party arrangements.

For further information, please refer to ACE's *Notification of Significant Changes Policy and Procedure* available by contacting Head Office to request a copy of the policy.

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### Third Party Arrangements

As part of the training package requirements for the Certificate III and IV in Commercial Cookery and Diploma of Hospitality Management; students are required to undertake work-based training. ACE has a formal arrangement with Aurora Receptions, a privately owned reception and catering facility, for its students to undertake work-based training. For further information, please refer to the individual courses in this brochure.

### Enrolment Procedure

Before you start officially, it is recommended that you follow all the enrolment steps. ACE has a standard process to ensure that you have successfully undertaken each step towards your enrolment. The process includes: reviewing the entry requirements, completing an enrolment form, attaching certified true or original copies of the following documents, Year 12 academic statement (or equivalent), Testamurs and/or Statements of Attainment for Nationally Recognised Training qualification(s), IELTS Certificate, Visa Grant Notification, Letter of Release (if applicable), OSHC cover (if already obtained) and current Passport (valid for the next 6 months or more), providing a list of any relevant work experience, and submitting these to ACE.

Once ACE receives a students' enrolment, they will review the application to determine eligibility and once found fit will send the prospective student a Letter of Offer and Student Acceptance Agreement. The student should carefully read the terms of the Letter of Offer and Student Acceptance Agreement, including the tuition fees and payment options.

Upon receipt of the Letter of Offer and Student Acceptance Agreement the student, if willing to proceed with the enrolment process, must sign the Letter of Offer and Student Acceptance Agreement and make arrangements to make payment of the enrolment fee (non-refundable). Payment can be made via Cheque, Money Order, Credit Card (in person at ACE's Head Office) or via Electronic Transfer of Funds to ACE's Bank Account as follows:

**Bank:** ANZ Bank

**Account Name:** Australian Careers Education Pty Ltd

**BSB No:** 031-236

**Account No.:** 454-151-428

**Swift code:** ANZ BAU3M

Once the prospective student has submitted the signed letter of offer and student acceptance agreement and payment is received; ACE will confirm the student's acceptance into their nominated training program with a Confirmation of Enrolment (CoE) issued via PRISMS. The student can apply for a VISA using their CoE.

### Enrolment Process Flowchart

Student reviews Pre-Enrolment Information



Student completes an Enrolment Form and attaches relevant documentation



If requirements met, *Offer Letter and Student Acceptance Agreement* is provided to student



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Student accepts Offer letter and Student Acceptance Agreement by signing and returning to ACE with proof of payment



Electronic Confirmation of Enrolment is emailed to student (and agent, if applicable) for processing of visa



Visa application is determined by the Department of Home Affairs

### You're Responsibilities - Some Tips!

- Read your written agreement carefully before you sign it- it is a legal contract.
- Make sure you are clear about the number of study periods in your course, how the fees are distributed throughout the courses and the difference between tuition fees and other types of unprotected fees such as accommodation.
- Understand the terms of any refund you may be entitled to is you do not meet the conditions of the written agreement or in the situation where your visa is not approved.
- Keep a copy of all receipts for money you have paid to ACE.
- Make sure ACE gives you (and you keep) a record of all study completed at each stage of your course
- Let ACE know any of your contact detail changes

For further information, visit <https://internationaleducation.gov.au/> to find out more about your rights and responsibilities.

### Pre-Enrolment Information

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All prospective learners prior to enrolment will be assessed to determine the competency(s) that they may have acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package.

This assessment will help ACE determine the amount of training it will provide to each learner with regard to their existing skills, knowledge and the experience of the learner.

### Recognition of Prior Learning

ACE shall offer RPL to students to assess their previously acquired skills and knowledge, which were achieved either through formal, non-formal or informal learning, against the requirements of a qualification or a unit of competence, where:

- a. formal learning shall refer to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b. non-formal learning shall refer to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and

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- c. informal learning shall refer to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

ACE shall collect from the student applying for RPL an evidence portfolio to support the claim of prior learning.

Evidence may include but not limited to:

- a. Demonstration of skill or competence, (supplemented by assessment of the knowledge underpinning such skills);
- b. Reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current unit of competence;
- c. Provision of examples of the student's work drawn from the workplace, social, community or other setting in which the student applies their learning, skill or competence;
- d. testimonials of learning, skill or competence; or
- e. a combination of any of the above.

### Credit Transfer

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ACE shall accept and provide credit to students for nationally endorsed qualifications, skill sets and units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a. AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b. Authenticated VET transcripts issued by the Registrar

Students shall not be required to repeat any unit or module in which they have already been assessed as competent unless regulatory requirement or license condition (including an industry licensing scheme) requires this.

In the case of any non-equivalent units of competency, ACE shall complete a gap analysis to determine the equivalence of the study completed with the relevant units or modules before granting any credit.

- a. When the unit of competency has been reviewed and this has resulted in minor changes to the unit code or title (e.g., A code to B code), but the outcomes of the unit have remained substantially the same and there is at least 80% commonality with the original unit;
- b. When the unit has been transferred from another Training Package/curriculum and recoded, but the learning outcomes remain the same.

Before providing credit on the basis of a qualification, statement of attainment or record of results, ACE shall authenticate the information either by directly accessing the USI transcript online or by contacting the organisation that issued the document to confirm the content is valid.

ACE shall not be obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO.

### General Course Entry Requirements

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Students enrolling in any course with ACE must meet the minimum entry requirements including:

1. **Minimum Age** - Applicants must be 18 years of age at the commencement of their course (refer to the *Student Engagement Prior to Enrolment* and *Marketing* policies and procedures).
2. **English Proficiency** - International students are required to possess an IELTS 5.5 (or equivalent\*) in order to be accepted into this program. Applicants who do not possess the required IELTS score or equivalent are advised to enrol in an ELICOS program with another approved RTO/provider to facilitate achieving the English language entry requirements. An applicant must satisfactorily complete the EAL course / English language course or satisfactory completion of 5-10 weeks ELICOS from a National ELT Accreditation Scheme (NEAS) Accredited English Institution with an IELTS score of 5.0

Exemptions apply, including:

- Equivalent qualifications [Certificate III EAL (Access), Certificate IV EAL (Access), Certificate III EAL (Further Study), Certificate IV EAL (Further Study), Certificate III EAL (Professional), Certificate IV EAL (Professional/Employment)] demonstrating English proficiency.
- The student was educated for 5 years in an English speaking country.
- The student has completed a Certificate IV level course in an Australian Registered Training Organisation (RTO).
- The student has successfully completed a foundation course in Australia.

**NB:** Tests results/ certificates and other evidence demonstrating English proficiency older than two years are not accepted unless they have completed two years of study in Australia. When assessing overseas qualification against AQF requirements refer to the equivalencies table for each country (refer to *Appendix A in the Student Engagement Prior to Enrolment* policy and procedure). Where there is insufficient or unclear information with regards to IELTS level or its equivalent the application is forwarded to the CEO for assessment.

International Students from Assessment Level 1 and 2 countries will be exempt from this requirement; however they will be required to demonstrate English level proficiency as indicated below:

- Successful completion of ACE's Language, Literacy and Numeracy test.
- Successful completion of a foundation course at an RTO in Australia.
- The student has completed a Certificate IV level course in an Australian Registered Training Organisation (RTO).

(For further information on assessment levels refer to: <http://www.immi.gov.au/Study/Pages/student-visa-assessment-levels.aspx>)

*\*Equivalent English Proficiency Tests accepted include:*

- Test of English as a Foreign Language Internet-Based Test (TOEFL IBT) – Certificate TOEFL IBT score of 46 or above for direct entry into a course; or 35 with an ELICOS course to be taken before your main course.
- Pearson Test of English (PTE) Academic Certificate – PTE Academic score of 42 or above for direct entry into a course; or 36 with an ELICOS course to be taken before your main course.
- Cambridge English: Advanced (CAE) Certificate – CAE test score of 47 or above for direct entry into a course; or 41 with an ELICOS course to be taken before your main course.
- Occupational English Test (OET) Certificate OET score of 'pass'.
- TOEFL Paper-Based Test (PBT) Certificate (This test is only acceptable if taken in one of the following countries where IELTS is not available: Belarus, Ecuador, El Salvador, Guatemala, Honduras, Kyrgyzstan, Mali, Moldova,

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Solomon Islands, Suriname, Tajikistan, Tanzania, Uganda and Uzbekistan.) - TOEFL PBT test score of 527 or above for direct entry into a course; or 500 with an ELICOS course to be taken before your main course.

3. **Academic Requirements** – Students must have satisfactorily completed a minimum of year 12 or equivalent; OR completed studies equivalent to an Australian Year 12 qualification from an English language speaking country.
4. **Student Visa** – Students must satisfy DIBP's requirements for a student visa.

*Please refer to each individual qualification below for entry requirements specific to the qualification.*

## Orientation

An orientation program is conducted by Student Support Officer(s) prior to or on your first day of class. This is compulsory for all newly arriving students. The program includes an introduction to ACE, its services and facilities as well as an introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of ACE that are necessary for successful study. The orientation program also involves social activities, which will help students to meet each other and to familiarize themselves with the ACE and its surroundings.

ACE will ensure that during the orientation program students are provided with information about the following topics:

- Code of conduct
- Student Support Services
- Key Staff Contact details
- Training facilities and resources
- Learning resources and timetables
- Attendance requirements and absence notification requirements
- Intervention strategy Policy and Procedures
- Assessment Methods and Plagiarism policy
- Reassessments
- Work-Based Training (for Commercial Cookery students)
- Recognition of prior learning and credit transfer
- Access and Equity, privacy policy, Complaints and Appeals process
- Special needs, welfare considerations, support for learning or physical disabilities
- Refunds policy and procedure
- Student Visa conditions
- Working under Student Visa
- Overseas Health Insurance
- Emergency contacts
- External legal and welfare services for students
- Accommodation
- Health Services
- Transport information
- Social & support groups
- USI

During the orientation program, students are given an Induction kit consisting of the following items:

- Student handbook

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- Training Plan / Timetable
- ID card
- Agent Student Appraisal Form

## Refunds

- ACE has a Refund Policy which outlines the refund of course money paid by a student to ACE in the following circumstances: Provider Default and Student Default. Please note that enrolment fees and non-tuition fees paid are non-refundable.
- For more information, please see ACE's website for *Refund Policy and Procedure*, via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

### Provider Default

ACE shall process a Refund for an overseas student or intending overseas student where ACE has defaulted and the student was not able to withdraw before the default day. Default can either be that:

- ACE fails to start to provide the course to the student at the location on the agreed starting day; or
- the course ceases to be provided to the student at the location at any time after it starts but before it is completed.
- ACE is prevented from providing a course at a location because a sanction has been imposed on it.

ACE shall notify, in writing, its ESOS Agency and the TPS Director of the default within 3 business days of the default occurring. The notice shall include:

- the circumstances of the default;
- the details of the students in relation to whom the provider has defaulted;
- advice as to:
  - whether the provider intends to discharge its obligations to those students; and
  - (if appropriate) how the provider intends to discharge those obligations.

ACE shall likewise notify the student in writing in case of default by itself.

ACE shall discharge its obligations to the students within the period of 14 days after the default day, and if:

- Both of the following apply:
  - ACE arranges for the student to be offered a place in an alternative course at ACE's expense
  - the student accepts the offer in writing
- ACE provides a refund of the amount of unspent tuition fees received in respect of the student; the amount is worked out in accordance with the specified legislative instrument, if any.

ACE shall notify its ESOS agency and the TPS Director of the outcome of the discharge of obligations within 7 days after the end of the obligation period. The notice shall include:

- if the provider arranged alternative courses:
  - details of the students the provider arranged alternative courses for; and
  - details of the courses arranged; and
  - evidence of each student's acceptance of an offer of a place in an alternative course;
- if the provider provided refunds:

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- i. details of the students the provider provided refunds to; and
- ii. details of the amounts of the refunds provided.

### Student Default

ACE shall consider the student to have defaulted in relation to a course at a location if:

- a. the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b. the student withdraws from the course at the location (either before or after the agreed starting day); or
- c. ACE refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
  - i. the student failed to pay an amount he or she was liable to pay ACE, directly or indirectly, in order to undertake the course;
  - ii. the student breached a condition of his or her student visa;
  - iii. misbehaviour by the student

The student is not considered to have defaulted in relation to a course at a location if the student does not start that course because ACE defaults in relation to the course at the location.

In case of misbehaviour by the student, ACE shall accord the student natural justice before refusing to provide, or continue providing, the course to the student at the location. Refer to

ACE shall process a Refund for an overseas student or intending overseas student in accordance with the written agreement entered into with the student prior to enrolment. The written agreement shall set out the refund requirements that apply if the student defaults in relation to a course at a location.

ACE shall provide a refund of the amount of unspent tuition fees received in respect of the student; the amount is worked out in accordance with the specified legislative instrument, if any.

ACE shall pay the refund to, either:

- a. The student; or
- b. A person (other than the student) specified in the written agreement to receive any refund

ACE shall pay the refund within the period of 4 weeks after receiving a written claim from the student – completed and signed Refund Request Form together with appropriate supporting documents.

ACE shall not be required to provide a refund if:

- a. The student was refused a student visa; and
- b. The refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
  - i. the student's failure to start the course at the location on the agreed starting day;
  - ii. the student's withdrawal from the course at that location;

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- iii. the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.

ACE shall notify its ESOS agency and the TPS Director of the outcome of the discharge of obligations within 7 days after the end of the obligation period. The notice shall include:

- whether the provider provided a refund;
- details of the student the refund was provided to;
- details of the amount of the refund provided.

Procedures for Total Refund, Partial Refund, No Refund, Student Requirements for Refund and Claiming Refund are detailed in ACE's Refund Policy and Procedure.

### Tuition Protection Services

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The TPS will help you quickly find another course. If your provider can't deliver the course you have paid for. The TPS will use online placement service to give you all the information you need so you understand your options and can choose an alternative course that best suits you. Additional assistance will be available if you need it. You will still have to meet all the course entry requirements of another provider and any extra costs if the provider is more expensive than the one you originally enrolled with.

- The Tuition Protection Service or TPS is a placement and refund service for international students
- From 1st July 2012, the TPS has replaced the Tuition Assurance Scheme (TAS) arrangements and the ESOS Assurance Fund
- The TPS is like insurance cover with premiums based on risk. It will aim to place students in an alternative course first and pay refunds only as last resort.
- The TPS includes strengthened governance arrangements for greater accountability to government.
- A limit of up to 50 percent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less)
- Student refunds will be based on unexpected tuition fees (rather than on total course cost as previously)

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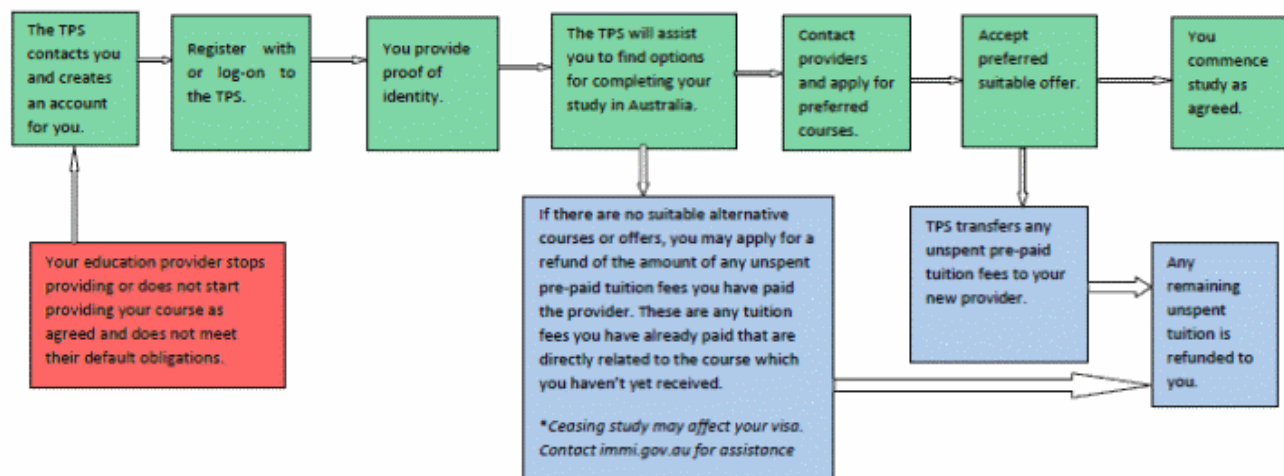
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### The TPS overview – how does it work for international students?



**Note:** The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the *Education Services for Overseas Students Act (the ESOS Act) 2000* the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

## Fees and Charges

It is the student's responsibility to carefully review the fees and charges, including the terms / conditions and associated processes so as not to incur unnecessary fees.

For more information, please refer to the Fees and Charges Policy and Procedure, available online via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

## Support and Progression

### Language, Literacy and Numeracy (LLN)

All students will be required to take a LLN test prior to their course commencement in order to determine any relevant support required by the students to achieve a successful outcome of their studies.

### Student Support & Educational Services

ACE is highly committed to providing students with a supportive learning environment to help them achieve success in their educational endeavours. ACE has a team of Student Support Services Officers who are available to assist students with their educational and special needs. These services include (but not limited to):

#### Academic Assistance

- Referencing
- Report Writing

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- Assignment preparation and writing
- Preparing for tests
- Computer assistance
- Note taking skills
- Reading, writing and listening skills
- Oral presentations
- Literacy and numeracy assistance
- Study Guidelines

Students are also encouraged to seek assistance from their trainers and course coordinators for assistance with their studies.

### General Enquiries

- Immigration Enquiries
- Visa Assistance
- Work Permits
- Tax File Numbers
- Health Care
- Information related to Life in Melbourne
- Referral to Welfare Service Officer
- Opening bank accounts
- Mental Health
- Emergency and health service references

### Disability Support

- Difficulties with studies or learning environment due to the effects of a disability or impairment.
- Liaising with trainers / assessors to determine additional supports in the learning environment.
- Identification of reasonable adjustments / additional supports that can be implemented to assist a student to undertake their studies safely.

Students with a disability, impairment or health condition which impacts their ability to meet the requirements of the training package are encouraged to complete the Reasonable Adjustment / Special Needs Form and arrange an appointment with a Student Support Services Officer. The Student Support Services Officer will seek to clarify the extent of the student's disability / impairment on their capacity to meet the requirements of the training package and the supports that can be provided by ACE. The Student Support Services Officer will assess each application for additional support on its own merit and will submit the application to the CEO for final approval. ACE will support the student as far as reasonable, however students are advised that in the event of additional equipment or aides requiring purchase, the cost of such equipment will be incurred by the student if the student is agreeable.

Disclosure of disability or impairment is treated with confidence and will not be used to disadvantage the student.

Please refer to ACE's *Access and Equity Policy* for further information.

### Student Card Assistance:

- Loss of Student Card
- Issuing of new Student Card

### Complaints Management:

- Complaints and Appeals process
- Student issues resolution

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### Student Support Seminars:

Student Support Services Officers also run regular seminars on 'hot topics' or areas where students often need additional assistance. Information about when seminars are held and the content of the sessions is available on the noticeboard of each campus or by contacting your local Student Support Services Officer.

### Day-to-Day Student Support Services

ACE provides the opportunity for students to participate in additional services designed to assist students in maintaining their attendance and improve their progress throughout the course.

Student Support Services are provided to all students on one to one and small groups' bases during each term. Student Support Services Officers will endeavor to approach students generally from time to time to identify the area of supports that the students may need in the all aspects of their academic or personal concerns.

ACE will have Student Support Services Officers on site during normal business hours, 9:00am to 5:00pm Monday to Friday.

### Academic Progress

Students are required to maintain satisfactory academic progress as a condition of their visa. This progress is monitored by ACE on a monthly basis. Courses under twelve months duration may be monitored more frequently. Support and guidance will be given where progress is not being achieved or where a student is unable to maintain competency in at least 50% of the total number of units assessed in a study period.

### Attendance in practical classes and in class assessments.

Due to the practical nature of many of ACE's qualifications (particularly courses in Automotive and Cookery streams) and the fact that assessment is often held in class, **ACE students are expected to attend all practical classes**. Failure to attend classes will result in missed assessments which will impact the student's ability to maintain an adequate level of course progress.

For more information, please see ACE's website for the *Monitoring Course Progress Policy and Procedure* and *Student Code of Conduct Policy and Procedures*, via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

### Student Conduct

Students are required to follow all rules of ACE and the instructions from ACE staff. Students are required to act in a non-discriminatory manner at all times and respect the rights of others. Students are also required to adhere to academic rules and regulations as directed by ACE or its representatives. Where a student is found to have acted in a way that ACE deems to be misconduct, ACE may implement disciplinary action.

For more information, please see ACE's website for its Student Code of Conduct Policy and Procedure, which covers Occupational Health and Safety, Respect for Others, Plagiarism and Cheating / Academic Misconduct, Dress and Hygiene, Smoking, Drugs and Alcohol, Theft and/or Abuse of Property of ACE, other Students and

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Staff, Carrying any Type of Weapon or Hazardous Material or Other Illegal Activity, and Behaviour / Non-Academic Misconduct.

### On Campus Conduct

Every student has the right to learn in a safe and supportive environment. ACE provides students with some general guidelines extracted from our Code of Conduct and Practices Policies and Procedures. These prescribe that students must:

- Maintain a high standard of behaviour at all times within the premises of the ACE.
- Maintain a learning environment which is free from unnecessary distraction.
- Observe ACE's rules relating to safety and the care of ACE's facilities and equipment.
- Refrain from disrupting the learning of others.
- Not prevent staff members from performing their duties.
- Refrain from endangering the health and safety of staff and fellow students.
- Refrain from Interfering with the conduct of ACE operations.
- Refrain from Indulging in any acts which may result in damage to ACE property, reputation or unduly actions which interferes with the comfort or conveniences of any person lawfully entitled to be within ACE's premises.
- You must come to class prepared for learning with all your books and materials
- Student must wear neat casual dress to class
- You must come to class on time. If you are more than 15 minutes late in a session, you will be marked absent for the remainder of that 2-hour session (each day is broken up into 2-hour blocks).
- Mobile phones are not to be used in class. Students are not to receive phone calls during training hours.
- If your address and other contact details change, you must inform ACE within 7 days of the change either via email or in person at Head Office's Reception desk.
- No eating or chewing gum during class.
- All alcoholic beverages and illicit substances are strictly prohibited on campus.
- No hats or sunglasses are to be worn in class or during class hours.
- You are expected to behave courteously and respectfully at all times towards staff and fellow students.
- All homework set by trainer must be completed by the due date. If you are unable to complete on time, you must discuss with your trainer or course coordinator a request for an extension.
- You must always ask your trainer for permission to leave class, no matter what the reason.
- Keep the classroom tidy, including picking up papers off the floor. Place all rubbish in bins and, if rubbish falls on the floor near the bin, pick it up and dispose of it correctly.
- If you are in the computer lab doing your work during class time without prior permission from your trainer, you will be marked as absent from the lesson.
- You are expected to read and familiarize yourself with all student policies, including on campus policies, available on the website link [https://www.ace.vic.edu.au/international\\_policies.php](https://www.ace.vic.edu.au/international_policies.php)

ACE will not tolerate breach of these policies. Misconduct will be taken seriously and may result in exclusion or expulsion from ACE if the policies are deemed to have been violated.

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### Code of Practice

The CEO will foster the implementation of access and equity best practice by ensuring that:

- Equal opportunity policies are in place.
- Barriers to access and participation are identified and strategies developed to overcome these barriers.
- Trainers / Course Coordinators have responsibility for and expertise in equal opportunity matters.
- All ACE's policies and procedures are non-discriminatory and inclusive.
- All staff members are provided with information about access and equity issues and ACE's complaints and appeals resolution processes, and will be expected to adhere to these principles.
- All students are provided with information about access and equity issues and ACE's complaints and appeals resolution processes.
- All components of the education process are evaluated to ensure that they are inclusive and value students from diverse backgrounds.
- Participation and attainment levels for equity target groups are monitored across the range of programs.
- Staff members are aware of progress in the participation and outcomes for equity target groups and action plans are developed and put in place to meet any deficiencies.
- Regular review of Student Feedback Questionnaires takes place to evaluate student perception of equity and access adequacy.
- ACE will ensure that any new access and equity principles developed or incorporated into policy documents are communicated to Staff, and their compliance with these principles is upheld.
- ACE will ensure that any training program or course prerequisites are communicated to prospective clients in course material provided.
- ACE's promotional literature will provide reference to the organisation's adherence to access and equity principles and their utilisation.

### Dress and Hygiene

Students shall dress to an appropriate standard, and wear/use all professional and safety items as required. Neat, comfortable clothing is generally considered appropriate.

Students shall ensure they maintain acceptable personal hygiene standards as they work in close proximity with others.

Note: Minimum standards include appropriate footwear (NO THONGS - SCUFFS)

### Cleaning Work Areas

Students are responsible for the cleanliness of their work areas and designated work areas. For example, benches, desks, machines and tools should be cleaned after each use.

Eating and drinking in classrooms, computer lab and library is strictly prohibited.

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### Breakages, Losses and Damage

Students are required to report all damage to college property to a Staff member whether involved in the damage or not. If a student wilfully breaks or damages Institute property, or personal property, the student will be asked to pay for the replacement of that property. Disciplinary action will result.

### Occupational Health and Safety

All students enrolled in ACE shall protect their own health and safety and avoid adversely affecting the health and safety of other students, staff, visitors to ACE and members of the public.

ACE shall not accept any student's behaviour that comprises the safety of the college property or property of the local community.

Occupational Health & Safety is important to ACE, so if any student of ACE notices any hazard or potential danger to another student or visitor within ACE they should report it immediately to the Compliance Officer or CEO.

### Evacuation Procedures

During emergency evacuations, managers and teachers act as Emergency Coordinators and retain absolute authority in respect to any actions, instructions or requests relating to an emergency. Students are required to familiarize themselves with emergency procedures for their specified areas of study. Evacuation maps are available on the walls of ACE's premises.

### Insurance Cover

Students of ACE are covered by public liability insurance through GIO insurance.

Students of ACE who are undertaking Work-Based Training as part of the requirements of their qualification; are covered under ACE's public liability policy.

### Smoking, Drugs and Alcohol

Smoking (including the use of e-cigarettes) shall not be permitted on campus or near campus entrances to protect the health and safety of others.

ACE shall have zero tolerance of the possession, use or selling of alcohol and illicit drugs on or near campus grounds. Students under the influence of drugs or alcohol shall be asked to leave ACE premises. Possession and use of illegal substances is a criminal offence and shall be reported to the Police.

### Harassment

#### Sexual Harassment

Sexual Harassment is UNWANTED and UNWELCOME sexual attention. It may be sexual harassment when someone:

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- Leers at you
- Touches or brushes against your body
- Persists in asking you out after you have said 'NO'
- Tells dirty jokes in your presence
- Displays offensive printed material
- Emailing and SSM offensive material
- Makes unwelcome comments or asks questions about your personal life or sexual habits
- Tries to force you to have sex.

What if you're not sure you're being sexually harassed?

If the behaviours made you feel:

- Offended
- Intimidated
- Upset
- Frightened
- Humiliated
- Angry
- Or that someone went too far... then it is sexual harassment.

You don't have to put up with sexual harassment. You may feel you have to keep quiet about sexual harassment or even play along with it. You may feel that if you do object to sexual harassment you will be seen as over-reacting or unable to take a joke. But remember:

- Sexual harassment is not flattering or harmless fun
- It is not friendship, or part of normal social relationships
- It is unwanted and unwelcome sexual attention which denies you respect and fair treatment
- You have every right to object and do something about it.

Is sexual harassment against the law?

State and Commonwealth legislation outlaws sexual harassment as a form of sex discrimination. ACE takes its obligations under this legislation very seriously and will not tolerate sexual harassment.

If you are sexually harassed:

- Tell the person you find their behaviour offensive. Keep a record of the incident
- Talk to your Student Support Officer for personal advice and support in dealing with the feelings caused by the harassment
- Report the complaint to the CEO or any Staff member at ACE. Everyone can support you in this process - all complaints will be treated confidentially

### Other Harassment

Bullying, intimidation, abuse of power are other examples of harassment or workplace violence. Students who have such concerns should discuss them with PEO or any Staff member so that appropriate action can be taken.

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### Disciplinary Procedures

ACE will not tolerate conduct that compromises its high standards of ethics, or honesty, lack of consideration for fellow students, trainers or other Staff, unruly behaviour, bullying or any form of abuse (physical or verbal) of others, lack of respect for the property of others or any other unsavoury conduct. Where this is found to have taken place by a student, the management of ACE will invoke disciplinary procedures.

In the case of students, depending on the severity of the event this action may include:

- One or more written warnings regarding the transgression.
- Dismissal from the course without refund of fees paid, or credit for learning granted.
- Dismissal from the course and reporting the student to the Police if the situation warrants.

### Critical Incidents

ACE has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

#### In the Event of a Critical Incident or Emergency on Campus:

In the event of a critical incident such as a serious injury, serious and sudden illness, assault, crime, natural disaster or other threat ACE asks all staff and students to follow these steps to ensure everyone's safety:

1. Clear the area around the effected person/persons and call emergency services on 000 to request police, fire brigade or ambulance.
2. If the area needs to be evacuated, move to the assembly area of your campus (outside the main entry doors of each campus).
3. Notify the Student Support Officer of that campus who will run the Critical Incident Policy and Procedure. In the event that they cannot be contacted, a member of staff such as a Trainer or Administration Officer will initiate the Critical Incident Procedure.
4. You may also call the CEO on the 24 hour ACE emergency mobile number 0498-146-492. Clearly state the nature of the emergency and your exact location.
5. Please remain calm and follow all instructions given to you by ACE staff to ensure the safety of all.

#### In the Event of a Critical Incident or Emergency outside of ACE/after hours:

In the event of a critical incident such as a serious injury, accident, serious and sudden illness, assault, crime, natural disaster or other threat:

1. Clear the area around the effected person/persons and call emergency services on 000 to request police, fire brigade or ambulance.

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2. Call the CEO on the 24 hour ACE emergency mobile number 0498-146-492. Clearly state the nature of the emergency and your exact location. The CEO will be able to access the effected student's file and notify their family or make other arrangements as required. He will also run the Critical Incident Policy and Procedure.

For more information, please see ACE's website for Critical Incident Policy and Procedure, via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

### Discrimination

It is illegal to discriminate against someone because of their nationality, sex or religion. Unfortunately racism does exist in Australia. The Victorian Equal Opportunity and Human Rights Commission can act on your behalf if you think you are being discriminated against. It is located at Level 3, 204 Lygon Street, Carlton 3053. You may contact their Enquiry Line on 1300 292 153 or email [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au). For more information, visit their website <https://www.humanrights.vic.gov.au/get-help/contact-us/>

### Equal Opportunity

Australian equal opportunity legislation protects people involved in the training system. Under this legislation it is unlawful to discriminate or harass people at work, in education institutions or in the community. Examples of Australian equal opportunity legislation are the:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

States and Territories also have equal opportunity legislation.

### Access and Equity

ACE is committed, through the principle of inclusiveness, to increasing and enhancing educational opportunities and participation for all students irrespective of whether they have a disability. ACE's Access and Equity Policy outlines:

- The processes for disclosure of disability – both at the time of enrolment/employment and during the course of study/employment.
- The processes for making reasonable adjustment – be this in terms of teaching techniques or in terms of assessment practices.
- Facilities, administrative and marketing issues as the impact on the participation of students with a disability.

For more information, please see ACE's website for Access and Equity Policy and Procedure, via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

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### Complaints and Appeals

Students have access to ACE's Complaints and Appeals process. This process allows for the fair and equitable consideration and determination of any grievances or complaints against ACE in respect of the student assessment process, academic or attendance records and any other concern the student may have.

Students are encouraged to raise any matters of concern and discuss issues with the relevant Trainer, Course Coordinator or Student Support services but also engage the formal procedure as required. All parties can have a more clear understanding of the end to end procedure, steps involved with timeframes and representation offered as detailed in ACE's Complaints and Appeals Policy and Procedure.

For more information, please see ACE's website for the Complaints and Appeals Policy and Procedure, via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

### Deferring, Suspending and Cancelling an Enrolment

Standard 13 of the National Code 2018 allows students to defer commencement of studies, temporarily suspend their studies or cancel their enrolment in certain circumstances. Students wishing to defer, suspend or cancel must follow ACE's process as outlined in the Deferment, Suspension and Cancellation Policy and Procedure. As these absences may affect the student's visa the student must be accordingly advised. Similarly, ACE can seek to cancel or suspend a student's enrolment in certain circumstances.

For more information, please see ACE's website for Deferment, Suspension and Cancellation of Enrolment Policy and Procedure, via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

### Transfer between Registered Providers

Under the National Code 2018 Standard 7, students must meet certain conditions before they can enrol with another education provider if they are unhappy with the course they are doing.

The National Code indicates that a student must have a letter of release from their education provider before they can enrol with a new provider if they have not completed 6 months of their principal course (the main course of study they are undertaking). If a student wishes to transfer before they have completed six months of their principal course, they need their provider's permission.

ACE has a documented policy and procedure about transferring between registered providers. Students are encouraged to read and ensure they understand this policy, and what their written agreement says is required of a student, before making a decision to enrol with ACE.

For more information, please see ACE's website for Transfer between Registered Providers Policy and Procedure, via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

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## Training and Assessment

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### Facilities and Resources

All of ACE's training campus are conveniently equipped with training, learning and break facilities. The campus facilities include:

- Classrooms with projector
- Computer labs (with internet access)
- Library access
- Common room facilities
- Kitchen facilities
- Access to Internet and Printing
- Current research based learning materials and learner friendly resources
- Student support services

### Work Based Training

Work Based Training (WBT) is required to achieve the Certificate III and IV in Commercial Cookery and Diploma of Hospitality. For further information regarding WBT, please refer to the individual course guides.

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## Completion

### Completion within the Expected Duration

ACE monitors the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. ACE only enables students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

For more information, please see ACE's website for *Monitoring Course Progress Policy and Procedure*, via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

## Regulatory Compliance and Governance Practice

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### Disclosure

- All information provided by ACE is given with the consent of the applicant.
- Personal information will not be shared, sold or given to any third parties without consent, unless required or authorised under the exemptions set out in the Privacy Amendment (Private Sector) Act 2000.
- Information gathered may be used by ACE for its own purposes subject to any disclosures herein.
- As a general principle, individuals will be given access to their personal information and allowed to correct it or explain something with which they disagree, unless disclosing this would have an unreasonable

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impact on someone else's privacy. This principle is subject to exemptions such as if this disclosure would compromise a fraud investigation.

- Students may view their academic record and personal files from the Reception Desk at the Head Office, 347-351 Victoria Street, Brunswick providing their telephone ahead to the Desk at least two days prior and request their records and make an appointment time with the Office Administrator. Students will need to provide their student ID card and another relevant form of ID before being allowed to view their records. Students may not take away their records.

### Information Use

- The use of all information or data gathered by ACE will be in strict accordance with the purpose for which it was obtained unless prior consent has been received from the relevant party to use the information for other means.
- All use of information will be monitored and restricted only to duly authorized personnel.
- Student information will not be disclosed to a third party without written consent first being obtained from the student, except where required to do so by law.

### Legislation and the Impact on Training

#### Relevant State and Federal Legislation Pertaining to Ace's Status as a Company Established under ASIC

As a company established under ASIC, ACE has an obligation to abide by and implement legislation governing over their organisation. The following list contains legislation relevant to its operations:

- a. Taxation and Corporations
  - i. Corporations Act 2001
  - ii. Corporations Regulations 2001
  - iii. Link to all Taxation legislation: <https://www.ato.gov.au/law/#Law>
- b. Human Resources
  - i. Fair Work Act 2009
  - ii. Fair Work Regulations 2009
- c. Consumer Protection
  - i. Australian Consumer Law and Fair Trading Act 2012
  - ii. Australian Consumer Law and Fair Trading Regulations 2012
  - iii. Competition and Consumer Regulations 2010
- d. Safety
  - i. Occupational Health and Safety Act 2004 (Vic)
  - ii. Occupational Health and Safety Regulations 2017 (Vic)
- e. Workplace Harassment, Victimisation and Bullying
  - i. Human Rights & Equal Opportunity Commissions Act 1986 (Commonwealth)
  - ii. Human Rights Legislation Amendment Act 2017 (Commonwealth)

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- f. Anti-Discrimination and Equal Opportunity
  - i. Racial Discrimination Act 1975 (Commonwealth)
  - ii. Sex Discrimination Act 1984 (Commonwealth)
  - iii. Disability Act 2006 (Vic)
  - iv. Disability Discrimination Act 1992 (Commonwealth)
  - v. Disability Discrimination Amendment (Education Standards) Act 2005 (Commonwealth)
  - vi. Age Discrimination Act 2004 (Commonwealth)
  - vii. Charter of Human Rights and Responsibilities Act 2006
  - viii. Equal Opportunity Act 1995 (Vic)
- g. Record Keeping
  - i. Information Privacy Act 2000
  - ii. Electronic Transactions (Victoria) Act 2000
  - iii. Privacy Act 1988 (Commonwealth)
- h. Other Relevant Legislation
  - i. Fair Work (Registered Organisations) Act 2009
  - ii. Copyright Act 1968 (Commonwealth)
  - iii. Goods Act 1958 (VIC)
  - iv. Fit and Proper Person Requirements – Standards for RTOs 2015 Schedule 3 (<https://www.legislation.gov.au/Details/F2019C00503>)

### Relevant State and Federal Legislation Pertaining to Ace's Status as a Registered Training Organisation

- a. National Vocational Education and Training Regulator Act 2011
- b. Education Services for Overseas Students (ESOS) Act 2000
- c. The National Code of Practice for Providers of Education and Training to Overseas Students 2018
- d. Standards for Registered Training Organisations 2015
- e. Education and Training Reform Act 2006 (Vic)
- f. Tuition Protection Service (TPS)

### Relevant State and Federal Legislation Pertaining To Specific Training Packages Delivered By Ace

- a. Detailed Hospitality training package legislation:
  - i. Food Act 1984
  - ii. Public Health and Wellbeing Act 2008
  - iii. Equal Opportunity Act 2010 (VIC)
  - iv. Environmental Protection Act 1970 (VIC)
  - v. Fair Work Act 2009
  - vi. Fair Work Regulations 2009
  - vii. Occupational Health and Safety Act 2004 (VIC)

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viii. Occupational Health and Safety Regulations 2017 (VIC)

b. Detailed Business training package legislation:

- i. Public Health and Wellbeing Act 2008
- ii. Equal Opportunity Act 2010 (VIC)
- iii. Environmental Protection Act 1970 (VIC)
- iv. Fair Work Act 2009
- v. Fair Work Regulations 2009
- vi. Occupational Health and Safety Act 2004 (VIC)
- vii. Occupational Health and Safety Regulations 2017 (VIC)

### Compliance with Standards for Registered Training Organisations 2015

- a. ACE will ensure that it complies with the Standards for Registered Training Organisations 2015, which states that ACE must:
  - i. Comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.
  - ii. Ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.
- b. ACE's Compliance Manager will be responsible for monitoring changes to legislation and regulatory requirements, updating the relevant ACE documentation and notifying the appropriate ACE staff and students.
- c. ACE students will be informed of legislative and regulatory requirements that affect their participation in vocational education and training via the following methods:
  - i. Pre-enrolment brochure
  - ii. Student Handbook
  - iii. Updates posted on student notice boards and sent via ACE student email
  - iv. [www.ace.vic.edu.au](http://www.ace.vic.edu.au)

### Feedback and Continuous Improvement

ACE collects statistical information regularly to monitor, maintain and achieve ongoing continuous improvement in the delivery of vocational education and training and student services. We value and welcome feedback from our students and staff that would improve our existing educational and student services provided by our RTO.

To provide Management with this feedback for evaluation, ACE gathers student feedback at different points of the student's course of study. Students wishing to provide Management with feedback on any issues of concern or areas for improvement are requested to talk to the Student Support Officer.

For more information, please refer to ACE's Continuous Improvement, QA & Compliance Policy and Procedure.

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### COURSE DETAILS

#### HOSPITALITY COURSES

### Certificate III in Commercial Cookery (SIT30821)

CRICOS Course Code: 109825J

#### Qualification Description

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

Completion of this qualification contributes to recognition as a trade cook.

This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

#### Course Duration and Location

52 weeks Full-time study (including 6 weeks break/public holidays)

Delivery Hours = 920 (20 hrs p/week)

Work-Based Training (WBT) Hours = 144

Self-Study Hours = 136

Total Hours: 1200

Delivery Location: Donald Street Campus

Work-Based Training Location: Aurora Receptions

#### Course Entry and Visa Requirements

There are no specific entry requirements for this qualification. However, students must meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures [www.ace.vic.edu.au](http://www.ace.vic.edu.au)).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

#### Mode of Delivery

This program is delivered in a classroom-based environment with access to a simulated commercial kitchen for practical components of the course. In addition students will also be required to undertake a practical placement in a workplace environment under supervision to ensure the student can perform the work as expressed in each unit of competency. Each unit is delivered and assessed as a standalone unit in a combination of face-to-face theory and demonstration sessions.

This program also contains a self-study component to be completed by the student (as supported by the trainer) to consolidate their learning. Self-study hours for each unit are indicated in the table below.

#### Work Based Training

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Work-Based Training (WBT) for the Holistic unit **SITHCCC043 Work Effectively as a Cook** must be undertaken in order to achieve the Certificate III in Commercial Cookery. ACE will organise WBT for students at no additional cost.

ACE has an agreement with a third party, Aurora Receptions "Aurora", as our host WBT employer. A total of 144 hours (48 Service Periods) will be completed in Work Based Training (WBT)

### Assessment Methods:

The following assessment methods will be used: Practical Demonstrations, Written Assessments and Logbook.

### Educational Pathways

After achieving SIT30821 Certificate III in Commercial Cookery, individuals could progress to SIT40521 Certificate IV in Kitchen Management.

### Outcomes:

Upon successful completion of this course, students will receive a SIT30821 Certificate III in Commercial Cookery.

### Training Package Rules

To attain SIT30821 Certificate III in Commercial Cookery, 25 units must be completed by the student: 20 core units and 5 elective units.

### Course Outline

The units offered by ACE are listed in the table below.

*A symbol next to the unit name indicates that there are pre-requisite requirements.*

Unit Code	Unit name	Delivery Hours	WBT Hours	Self-Study Hours
<b>Core Units</b>				
SITXFSA005	Use hygienic practices for food safety	16	0	0
SITXWHS005	Participate in safe work practices	16	0	0
SITXFSA006	Participate in safe food handling practices	40	0	0
SITHKOP009	Clean kitchen premises and equipment*	16	0	0
SITHCCC023	Use food preparation equipment*	28	0	10
SITHCCC027	Prepare dishes using basic methods of cookery*	48	0	10
SITHCCC028	Prepare appetisers and salads*	28	0	10
SITHCCC029	Prepare stocks, sauces and soups*	36	0	10
SITHCCC030	Prepare vegetable, fruit, egg and farinaceous dishes*†	52	0	10
SITHCCC031	Prepare vegetarian and vegan dishes*†	40	0	10
SITHCCC035	Prepare poultry dishes*†	40	0	10
SITHCCC036	Prepare meat dishes*†	60	0	10
SITHCCC037	Prepare seafood dishes*†	40	0	10
SITHCCC041	Produce cakes, pastries and breads*	60	0	10
SITHCCC042	Prepare food to meet special dietary requirements*†	80	0	10
SITHPAT016	Produce desserts*	100	0	10
SITHKOP010	Plan and cost recipes	40	0	0

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SITXINV006	Receive, store and maintain stock*	20	0	0
SITXHRM007	Coach others in job skills	20	0	0
SITHCCC043	Work effectively as a cook*†	16	144	0
<b>Elective Units</b>				
SITHCCC025	Prepare and present sandwiches*	16	0	5
SITHCCC040	Prepare and serve cheese*	20	0	5
SITXINV007	Purchase goods	32	0	0
SITHCCC038	Produce and serve food for buffets*†	28	0	6
SITXCCS014	Provide service to customers	28	0	0
<b>Total Hours</b>		<b>920</b>	<b>144</b>	<b>136</b>
<b>Total Course Hours</b>		<b>1200</b>		

Prerequisite units:

\* *SITXFSA005 Use hygienic practices for food safety*

† *SITHCCC027 Prepare dishes using basic methods of cookery*

<b>Course Fees*</b>	
Enrolment Fee	AUD \$200 (Non-Refundable)
Textbooks/Materials Fee <i>Resources (\$800)</i> <i>Knife Kit, Uniform and Safety Shoes (\$350)</i>	AUD \$1,150
Tuition Fee	AUD \$8,650
<b>Total Course Fee</b>	<b>AUD \$10,000</b>

\*Please note that ACE may change these fees at any time throughout the year.

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### Certificate IV in Kitchen Management (SIT40521)

**CRICOS Course Code: 109705F**

#### Qualification Description

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

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

#### Course Duration and Location

81 weeks Full-Time study (including 12 weeks break/public holidays)

Delivery Hours = 1372 (20 hrs p/week)

Work-Based Training (WBT) Hours = 144

Total Hours = 1516

Delivery Location: Donald Street Campus

WBT Location: Aurora Receptions

#### Course Entry and Visa Requirements

There are no specific entry requirements for this qualification. However, students are required to meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures [www.ace.vic.edu.au](http://www.ace.vic.edu.au)).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

#### Mode of Delivery

This program is delivered in a classroom-based environment with access to a kitchen for practical components of the course. In addition, students will also be required to undertake a practical placement in a workplace environment under supervision to ensure the student can perform the work as expressed in each unit of competency. Each unit is delivered and assessed as a standalone unit in a combination of face-to-face theory and demonstration sessions.

#### Work Based Training

Work-Based Training (WBT) for the Holistic units **SITHCCC043 Work Effectively as a Cook** must be undertaken to achieve the Certificate IV in Commercial Cookery. ACE will organise WBT for students at no additional cost.

ACE has an agreement with a third party, Aurora Receptions “Aurora”, as our host WBT employer. A total of 144 hours (48 Service Periods) will be completed in Work Based Training (WBT)

#### Assessment Methods:

The following assessment methods will be used: Practical Demonstrations, Written Assessments and Logbook.

#### Educational Pathways

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After achieving SIT40521 Certificate IV in Kitchen Management, individuals could progress to SIT50422 Diploma of Hospitality Management or Diploma Qualification in any service field.

### Outcomes

Upon successful completion of this course, students will receive a SIT40521 Certificate IV in Kitchen Management.

### Training Package Rules

To attain SIT40521 Certificate IV in Kitchen Management, 33 units must be completed by the student: 27 core units and 6 elective units.

### COURSE OUTLINE

The units offered by ACE are listed in the table below.

*A symbol next to the unit name indicates that there are pre-requisite requirements.*

Unit Code	Unit name	Delivery Hours	WBT Hours
<b>Core Units</b>			
SITXFSA005	Use hygienic practices for food safety	16	0
SITXFSA006	Participate in safe food handling practices	40	0
SITHCCC023	Use food preparation equipment*	28	0
SITHCCC027	Prepare dishes using basic methods of cookery*	48	0
SITHCCC028	Prepare appetisers and salads*	28	0
SITHCCC029	Prepare stocks, sauces and soups*	36	0
SITHCCC030	Prepare vegetable, fruit, egg and farinaceous dishes*†	52	0
SITHCCC035	Prepare poultry dishes*†	40	0
SITHCCC036	Prepare meat dishes*†	60	0
SITHCCC037	Prepare seafood dishes*†	40	0
SITHCCC042	Prepare food to meet special dietary requirements*†	80	0
SITHCCC041	Produce cakes, pastries and breads*	60	0
SITHPAT016	Produce desserts*	100	0
SITHCCC031	Prepare vegetarian and vegan dishes*†	40	0
SITHKOP010	Plan and cost recipes	40	0
SITXINV006	Receive, store and maintain stock*	20	0
SITHKOP015	Design and cost menus #	40	0
SITXCOM010	Manage conflict	20	0
SITXWHS007	Implement and monitor work health and safety practices	40	0
SITXFSA008	Develop and implement a food safety program*^	60	0
SITHKOP012	Develop recipes for special dietary requirements*†# ²	40	0
SITXHRM008	Roster staff	40	0
SITXHRM009	Lead and manage people	60	0
SITXMGT004	Monitor work operations	20	0
SITXFIN009	Manage finances within a budget	40	0
SITHCCC043	Work effectively as a cook*†	16	144
SITHKOP013	Plan cooking operations*	100	0
<b>Elective Hours</b>			

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SITHCCC026	Package prepared foodstuffs*	20	0
SITXCCS015	Enhance customer service experiences	40	0
SITXCCS014	Provide service to customers	28	0
SITHCCC040	Prepare and serve cheese*	20	0
SITXINV007	Purchase goods	32	0
SITHCCC038	Produce and serve food for buffets*†	28	0
<b>Total Hours</b>		<b>1372</b>	<b>144</b>
<b>Total Course Hours</b>		<b>1516</b>	

Prerequisite units:

\* SITXFSA005 Use hygienic practices for food safety

† SITHCCC027 Prepare dishes using basic methods of cookery

# SITHKOP010 Plan and cost recipes

° SITHCCC042 Prepare food to meet special dietary requirements

^ SITXFSA006 Participate in safe food handling practices

Course Fees*	
Enrolment Fee	AUD \$200 (Non-Refundable)
Textbooks/Materials Fee	
Resources (\$1,100) Knife Kit, Uniform and Safety Shoes (\$350)	AUD \$1,450
Tuition Fee	AUD \$13,350
<b>Total Course Fee</b>	<b>AUD \$15,000</b>

\*Please note that ACE may change these fees at any time throughout the year.

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### Diploma of Hospitality Management (SIT50422)

**CRICOS Course Code: 112572K**

#### Course Description

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

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

#### Course Duration and Location

74 weeks Full time study (including 13 weeks break/public holidays)

Delivery Hours = 1212 (20 hours per week)

Delivery Location: Donald Street Campus

#### Course Entry and Visa Requirements:

There are no specific entry requirements for this qualification. However, students are required to meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures [www.ace.vic.edu.au](http://www.ace.vic.edu.au)).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

#### Mode of Delivery

This program is delivered in a classroom based environment with access to a kitchen for practical components of the course. Each unit is delivered and assessed as a standalone unit in a combination of face-to-face theory and demonstration sessions.

#### Assessment Methods

The following assessment methods but not limited will be used: Practical Demonstrations and Written Assessments.

#### Educational Pathways

After achieving SIT50422 Diploma of Hospitality Management, individuals could progress to SIT60322 Advanced Diploma of Hospitality Management or an Advanced Diploma qualification in any other service field.

#### Outcomes

Upon successful completion of this course, students will receive a SIT50422 Diploma of Hospitality Management.

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### Training Package Rules

To attain SIT50422 Diploma of Hospitality Management, 28 units must be completed by the student: 11 core units and 17 elective units.

### Course Outline

The units offered by ACE are listed in the table below.

A symbol next to the unit name indicates that there are pre-requisite requirements.

Unit Code	Unit name	Delivery Hours
<b>Core units</b>		
SITXCCS016	Develop and manage quality customer service practices	40
SITXFIN010	Prepare and monitor budgets	40
SITXGLC002	Identify and manage legal risks and comply with law	80
SITXMGTO05	Establish and conduct business relationships	60
SITXCCS015	Enhance customer service experiences	40
SITXCOM010	Manage conflict	20
SITXFIN009	Manage finances within a budget	40
SITXHRM008	Roster staff	40
SITXHRM009	Lead and manage people	60
SITXMGTO14	Monitor work operations	20
SITXWHS007	Implement and monitor work health and safety practices	40
<b>Elective units</b>		
SITHCCC026	Package prepared foodstuffs*	20
SITXFSA008	Develop and implement a food safety program*^	60
SITHKOP013	Plan cooking operations*	100
SITHCCC031	Prepare vegetarian and vegan dishes*†	40
SITXFSA005	Use hygienic practices for food safety	16
SITXFSA006	Participate in safe food handling practices	40
SITHCCC023	Use food preparation equipment*	28
SITHCCC027	Prepare dishes using basic methods of cookery*	48
SITHCCC028	Prepare appetisers and salads*	28
SITHCCC029	Prepare stocks, sauces and soups*	36
SITHCCC035	Prepare poultry dishes*†	40
SITHCCC037	Prepare seafood dishes*†	40
SITHCCC036	Prepare meat dishes *†	60
SITHCCC030	Prepare vegetables, fruit, eggs and farinaceous dishes*†	52
SITHCCC042	Prepare food to meet special dietary requirements*†	80
SITHCCC025	Prepare and present sandwiches*	16
SITHCCC038	Produce and serve food for buffets*†	28
<b>Total Hours</b>		<b>1212</b>

Prerequisite units:

\* SITXFSA005 Use hygienic practices for food safety

† SITHCCC027 Prepare dishes using basic methods of cookery

^ SITXFSA006 Participate in safe food handling practices

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Course Fees*	
Enrolment Fee	AUD \$200 (Non-Refundable)
Textbooks/Materials Fee <i>Resources (\$1,100)</i> <i>Knife Kit Uniform and safety</i> <i>Shoes (\$350)</i>	AUD \$1,450
Tuition Fee	AUD \$18,350
<b>Total Course Fee</b>	<b>AUD \$20,000</b>

\*Please note that ACE may change these fees at any time throughout the year.

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## AUTOMOTIVE COURSES

### Certificate III in Light Vehicle Mechanical Technology (AUR30620)

CRICOS Course Code: 103630B

#### Course Description

This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service and repair industry.

#### Course Duration and Location

52 weeks Full-Time (including 5 weeks break/public holidays)

Delivery Hours = 948

Self-study Hours = 258

Total Hours = 1206

Delivery Location: Victoria Street Campus

#### Course Entry and Visa Requirements

There are no specific entry requirements for this qualification. However, students must meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures [www.ace.vic.edu.au](http://www.ace.vic.edu.au)).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

#### Mode of Delivery

This program is delivered in a classroom-based environment with access to an automotive workshop for practical components of the course. As a requirement of this course students will also have access to all the required equipment and facilities of the automotive workshop. Each unit is delivered using a combination of face-to-face theory and demonstration sessions in the classroom and supported by practical group development and individual activities within the automotive workshop environment. Each unit is delivered and assessed as a standalone unit. This program also contains a self-study component to be completed by the student (as supported by the trainer / assessor) to consolidate their learning. Self-study hours for each unit are indicated below.

#### Assessment methods

The following assessment methods will be used: Practical Demonstrations and Written Assessments.

#### Educational Pathways

After achieving this qualification, individuals can progress to AUR40216 Certificate IV in Automotive Mechanical Diagnosis, or other relevant qualifications.

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### Outcomes

Upon successful completion of this course, students will receive a AUR30620 Certificate III in Light Vehicle Mechanical Technology.

### Training Package Rules

To attain AUR30620 Certificate III in Light Vehicle Mechanical Technology, 36 units must be completed by the student: 20 core units and 16 elective units.

Note: There are no pre-requisite units for this qualification.

### **Units of Competency - AUR30620 Certificate III in Light Vehicle Mechanical Technology**

Unit Code	Unit Name	Delivery Hours	Self-Study Hours
<b>Core Units</b>			
AURASA102	Follow safe working practices in an automotive workplace	20	6
AURAEA002	Follow environmental and sustainability best practice in the automotive workplace	20	6
AURTTK102	Use and maintain tools and equipment in an automotive workplace	20	6
AURETR125	Test, charge and replace batteries and jump start vehicles	16	6
AURETR112	Test and repair basic electrical circuits	40	10
AURETR129	Diagnose and Repair charging systems	24	8
AURETR130	Diagnose and Repair starting systems	24	6
AURTTA104	Carry out servicing operations	20	6
AURTTE104	Inspect and service engines	20	6
AURTTF101	Inspect and Service petrol fuel systems	24	8
AURLTD104	Diagnose and repair light vehicle steering systems	28	8
AURLTD105	Diagnose and repair light vehicle suspension systems	28	8
AURTTB101	Inspect and Service braking systems	20	6
AURLTB103	Diagnose and Repair light vehicle hydraulic braking systems	40	10
AURLTE102	Diagnose and repair light vehicle engines	56	10
AURTTTC103	Diagnose and repair cooling systems	20	6
AURETR131	Diagnose and Repair ignition systems	24	6
AURETR123	Diagnose and repair spark ignition engine management systems	56	10
AURLTZ101	Diagnose and repair light vehicle emission control systems	20	6
AURTTA118	Develop and Carry out diagnostic test strategies	20	6
<b>Elective Units</b>			
AURTTK001	Use and maintain measuring equipment in an automotive workplace	16	6
AURETR128	Diagnose and repair instruments and warning systems	40	10
AURTTZ102	Diagnose and Repair exhaust systems	16	6
AURETR011	Install basic ancillary electrical systems and components	40	8
AURTTJ011	Balance wheels and tyres	16	6

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CRICOS No: 03219A RTO No: 22424

347-351 Victoria Street, Brunswick, VIC, 3056 Phone: +61 3 9380 1414 | Facsimile: +61 3 9380 1811

Email: [info@ace.vic.edu.au](mailto:info@ace.vic.edu.au) | Website: [www.ace.vic.edu.au](http://www.ace.vic.edu.au)

AURLTJ113	Remove ,Inspect and refit light vehicle wheel and tyre assemblies	20	6
AURLTE001	Remove and install light vehicle engine assemblies	28	8
AURTF105	Diagnose and repair engine forced- induction systems	16	6
AURLTF102	Diagnose and repair light vehicle Diesel fuel injection systems	48	10
AURLTQ101	Diagnose and repair light vehicle final drive assemblies	20	6
AURTTQ002	Remove and refit driveline components	16	6
AURLTQ112	Diagnose and repair light vehicle drive shafts	20	6
AURLTX102	Diagnose and repair light vehicle automatic transmissions	48	10
AURLTX103	Diagnose and repair light vehicle clutch systems	28	8
AURTTA017	Carry out vehicle safety inspections	16	6
AURFA103	Communicate effectively in an automotive workplace	20	6
<b>Total Hours</b>		<b>948</b>	<b>258</b>
<b>Total Course Hours</b>		<b>1206</b>	

Course Fees*	
Enrolment Fee (one-off fee)	AUD \$200 (Non-Refundable)
Non-Tuition Fees <i>Textbooks &amp; Resources (\$750)</i> <i>Safety Shoes (\$160)</i> <i>Uniform (\$85)</i> <i>PPE Safety Glasses (\$5)</i>	AUD \$1,000.00
Tuition Fee	AUD \$9,300.00
<b>Total Course Fee</b>	<b>AUD \$10,500.00</b>

\*Please note that ACE may change these fees at any time throughout the year.

NB: Australian Careers Education is not associated with the Automotive Centre of Excellence

### Certificate IV in Automotive Mechanical Diagnosis (AUR40216)

CRICOS Course Code: 099894E

#### Course Description

This qualification reflects the role of individuals who perform advanced diagnostic tasks in the automotive retail, service and repair industry.

#### Course Duration and Location

26 weeks of Full-Time study (Including 3 weeks break/Public Holidays)

Delivey Hours = 448 (20 hours per week)

Delivery Location: Victoria Street Campus

#### Course Entry and Visa Requirements

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Those undertaking the Certificate IV in Automotive Mechanical Diagnosis must have completed an automotive mechanical Certificate III qualification, or be able to demonstrate equivalent competency.

Students must also meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures [www.ace.vic.edu.au](http://www.ace.vic.edu.au)).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

### Mode of Delivery

This program is delivered in a classroom-based environment with access to an automotive workshop for practical components of the course. As a requirement of this course, students will also have access to all the required equipment and facilities of the automotive workshop. Each unit is delivered in a combination of face-to-face theory and demonstration sessions in the classroom and supported by practical group development and individual activities within the automotive workshop environment. Each unit is delivered and assessed as a standalone unit.

### Assessment methods

The following assessment methods will be used: Practical Demonstrations and Written Assessments.

### Educational Pathways

After achieving this qualification, individuals could progress to AUR50216 Diploma of Automotive Technology, or other relevant qualifications.

### Outcomes

Upon successful completion of this course, students will receive a AUR40216 – Certificate IV in Automotive Mechanical Diagnosis.

### Training Package Rules

To attain AUR40216 Certificate IV in Automotive Mechanical Diagnosis, 10 units must be completed by the student: 1 core unit and 9 elective units.

### Units of Competency:

Unit Code	Unit Name	Delivery Hours
<b>Core units</b>		
AURTTA021	Diagnose complex system faults	72
<b>Elective units</b>		
AURETR037	Diagnose complex faults in light vehicle safety systems	44
AURLTB104	Diagnose complex faults in light vehicle braking systems	44
AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems	44

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AURLTE104	Diagnose complex faults in light vehicle petrol engines	44
AURLTE105	Diagnose complex faults in light vehicle diesel engines	44
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems	44
AURTTA125	Diagnose complex faults in vehicle integrated stability control systems	44
AURTR101	Diagnose complex faults in engine management systems	44
AURTTF101	Inspect and service petrol fuel systems	24
<b>Total Hours</b>		<b>448</b>

<b>Course Fees*</b>	
Enrolment Fee (one-off fee)	AUD \$200 (Non-Refundable)
Non-Tuition Fees <i>Textbooks &amp; Resources (\$500)</i> <i>Safety Shoes (\$160)</i> <i>Uniform (\$85)</i> <i>PPE Safety Glasses (\$5)</i>	AUD \$750
Tuition Fee	AUD \$5,000
<b>Total Course Fee</b>	<b>AUD \$5,950</b>

### Diploma of Automotive Technology (AUR50216)

CRICOS Course Code: 099895D

#### Course Description

This qualification reflects the role of individuals who diagnose, analyse, evaluate, design and modify vehicle systems in the automotive retail, service and repair industry.

#### Course Duration and Location

36 Weeks of Full-Time study (Including 4 weeks break)

Delivery Hours = 640 (20 hours per week)

Delivery Location: Victoria Street Campus

#### Course Entry and Visa Requirements

Those undertaking the Diploma of Automotive Technology must have completed an automotive Certificate IV qualification in one of the following disciplines, or be able to demonstrate equivalent competency:

- AUR40216 Certificate IV in Automotive Mechanical Diagnosis
- AUR40816 Certificate IV in Automotive Mechanical Overhauling

Students must also meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures [www.ace.vic.edu.au](http://www.ace.vic.edu.au)).

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- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa.  
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

### Mode of Delivery

This program is delivered in a classroom-based environment with access to an automotive workshop for practical components of the course. As a requirement of this course students will also have access to all the required equipment and facilities of the automotive workshop. Each unit is delivered in a combination of face-to-face theory and demonstration sessions in the classroom and supported by practical group development and individual activities within the automotive workshop environment. Each unit is delivered and assessed as a standalone unit.

### Assessment methods

The following assessment methods will be used (but not limited to) during this qualification: Practical Demonstrations and Written Assessments.

### Outcomes

Upon successful completion of this course, students will receive a AUR50216 Diploma of Automotive Technology.

### Training Package Rules

To attain AUR50216 Diploma of Automotive Technology, 12 units must be completed by the student: 1 core unit and 11 elective units.

### Units of Competency:

Unit Code	Unit Name	Delivery Hours
<b>Core units</b>		
AURFA007	Develop and document specifications and procedures	40
<b>Elective units</b>		
AURFA006	Conduct research and present technical reports	40
AURETR034	Develop and apply electrical system modifications	60
AURLTB002	Analyse and evaluate faults in light vehicle braking systems	60
AURLTE003	Analyse and evaluate faults in light vehicle engine and fuel systems	52
AURETB002	Analyse and evaluate electrical and electronic faults in dynamic control management systems	52
AURETE001	Analyse and evaluate electrical and electronic faults in engine management systems	60
AURTTX008	Overhaul manual transmissions	44
AURLTQ003	Analyse and evaluate faults in light vehicle transmission and driveline systems	60
AURTNA001	Estimate and quote automotive vehicle or machinery modifications.	40

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AURLTD007	Analyse and evaluate faults in light vehicle steering and suspension systems	60
AURTTA021	Diagnose complex system faults	72
	<b>Total Hours</b>	<b>640</b>

Course Fees*	
Enrolment Fee (one-off fee)	AUD \$200.00 (Non-Refundable)
Non-Tuition Fees	AUD \$750
Textbooks	\$500.00
Safety Shoes	\$160.00
Uniform	\$85.00
PPE Safety Glasses	\$5.00
Tuition Fee	AUD \$6,500
<b>Total Course Fee</b>	<b>AUD \$7,450.00</b>

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