



APIT

Asia Pacific Institute of Technology

**Student Handbook
&
Policies & Procedures
for
Domestic Students
2025 – 26**

RTO Provider: 46281
CRICOS Code 04287C

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Welcome to the Asia Pacific Institute of Technology!

Thank you for your enquiry regarding the courses offered for Domestic Students at the Asia Pacific Institute of Technology.

This handbook is designed to provide you, the student, with sufficient information on the RTO to ensure your decision to studying in APIT is as smooth as possible.

As a Registered Training Organisation (RTO), which is registered by the Australian Skills Quality Authority (ASQA), all our qualifications are nationally recognised (in Australia) and taught to the highest Australian Standards giving your more flexibility when looking at further studies and are taught to the highest Australian standards.

The process of choosing the right training provider is the first step towards your success. We invite you to contact us either by phone or email with any concerns or questions you may have. We would like you to have complete confidence in selecting Asia Pacific Institute of Technology as the right choice for you.

If you have any queries or concerns regarding any part of this handbook, please ensure you address them with our Team prior to submitting any application to enrol. We thank you for considering us as your partner in future studies and we look forward to welcoming you within our campus.

Warm regards,

Shaoying (Joyce) Zheng
Principal Executive Officer

Why Study in Melbourne, Australia?

After making the decision to study in Australia, it is to be expected that you would want the very best educational experience available to you. One which will give you the tools to not only fast track your career but refine your English skills – placing you well above the rest of the field upon entering the workforce.

Whatever your reasons for studying in Australia, one thing is clear – your next step is an important one and we are here to assist you!

Australia is the type of country that will ensure you not only achieve your training goals but have fun while doing so!

Melbourne, located in the vibrant state of Victoria (VIC) has so much to offer, from a great study environment, a beautiful, relaxed atmosphere, stunning beaches and most importantly, our RTO, a brilliant training organisation in its own right.

Studying in Melbourne will give you the opportunity to discover a whole new way of life and broaden your outlook as you make progress towards a new career or updating your current set of industry skills.



About Asia Pacific Institute of Technology

Asia Pacific Institute of Technology was established in 2023 and is located at Box Hill VIC and close to various amenities and public transportation options.

Asia Pacific Institute of Technology aims to provide the finest educational opportunity through its commitment to its students' success. Students are taught at the highest standard of expertise within a friendly, caring and relaxed atmosphere.

Asia Pacific Institute of Technology strives to give our students a broader opportunity when choosing their future career.

Why Study with Asia Pacific Institute of Technology?

Asia Pacific Institute of Technology differs from other providers in several ways; for one, classes are generally small, and the training venue is conveniently located on 14-16 Prospect Street, Box Hill VIC 3128.

While in class, students are encouraged and expected to contribute to the discussion and educators meet with students and even share coffee or meals with them. The close relationship between students and trainers serves to motivate students and fosters a personal approach to studying.

Studying at Asia Pacific Institute of Technology will ensure you receive an exceptional level of service and a high-quality education.

What We Offer Our Students

We want you to enjoy yourself while you are learning at Asia Pacific Institute of Technology. We have a supportive network of people to make your time with us fulfilling and fun.

We offer our students:

- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques.
- A well equipped Study area with access to internet.
- A mentor network of teachers for academic support.
- Access to expert trainers to help you manage your program and any difficulties that might affect our studies.
- Student Services personnel to help in other areas, including personal welfare and guidance.
- Free internet access to support in your research activities.
- Email access to teachers and staff at any time.

Location

Asia Pacific Institute of Technology is located at Level 2, 14-16 Prospect Street Box Hill VIC 3128.

The training venue is situated close to public transports. It is strategically positioned, just a short walk away from Box Hill station, making it easily accessible for students.

Student Amenities

The aim of Asia Pacific Institute of Technology is to provide students with a clean, encouraging and harmonious study atmosphere.

We provide 'common' areas for our student's and onsite Students will have access to:

- A kitchenette with a refrigerator, microwaves, tea and coffee making facilities (Students are encouraged to bring their own food).
- IT area with internet.
- Storage facilities for the stowage of your belongings whilst in class.
- A coffee shop nearby.

Course Information

The Asia Pacific Institute of Technology delivers the one Nationally Recognised courses to international students.

- BSB50420 Diploma of Leadership and Management.

Refer to our website for more information - <https://www.apit.edu.au> (pending)

Training that meets your needs

Asia Pacific Institute of Technology is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course you require any assistance or support please discuss these needs with Asia Pacific Institute of Technology staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you.

Our Team

The Asia Pacific Institute of Technology team consists of a unique combination of people with vast industry backgrounds. With a strong common understanding of training and assessment needs and a wealth of specialised knowledge, our team ensure every student's needs are consistently met. This is the key secret to our success thus far!

Trainers

Our trainers bring to the RTO a vast amount of knowledge and have had many years industry experience, both on the job and in training others. The wealth of knowledge and passion they bring to the classroom each day will allow you to further develop your skills and knowledge.

Open communication with your trainer can make a big difference to the depth and enjoyment of your learning.

Administration

Our administration staff has a dedicated interest in ensuring you see your course right through to completion as smoothly as possible. Our staff are also highly experienced in solving any problems that may arise during your time studying with us and will proactively manage and address any concerns regarding the administration of your course that you might have.

Our administration staff combined years of experience in administration and customer service roles ensures that any questions you may have are answered in a timely manner and if our Team don't know the answer to your query, they will find out and get back to you!

Our staff are here to help you and provide support to you as a student, with as little disruption as possible to ensure the focus remains primarily on your studies.

Our staff are the smiling face and friendly voice you can turn to when you need help, so please don't hesitate to contact them with any issues of concern you may have at any time.



How to apply for Enrolment

Once you have made the decision to apply for enrolment, you need to follow the following steps to ensure you comply with our enrolment process:

1. **Read** the course information flyers and this handbook completely ensuring you fully understand your requirements.
2. **Download** our “Domestic Application for Enrolment” and complete it in full following the instructions contained within the application form carefully. You can request this form from our Administration Team for it to be sent to you via post or email if you are unable to download the form from our website.

- Fill in the form in full and sign the Student Declaration and Acknowledgement.

This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within the International Students Handbook.

3. Attach the following items with the Enrolment Form:
 - A passport photo of yourself signed legibly and dated.
 - A copy of your passport including your residential address.
 - An English language translation of your secondary school examination results.
4. Send in your Application, requested documents along with your application fee to:

Email: info@apit.edu.au (Pending setup)

Please Note: All the above documents sent to Asia Pacific Institute of Technology must be certified by an official.

The Asia Pacific Institute of Technology reserves the right to check the validity of all documents tendered.

After we receive your application

Once we have received your application:

1. You may receive a call either over the phone or similar means such as skype or Zoom.
2. If you then meet the entry requirements, you will be accepted, and your application will be finalised
3. If the prospective student cannot meet the relevant entry requirements, they will be advised accordingly and provided guidance as to what further steps to take.

Offer of Placement

Once the Domestic Application for Enrolment, the attachments and application have been received and accepted, Asia Pacific Institute of Technology will send you an official "Letter of Offer & Acceptance" for entry into your chosen course.

NOTE:

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full-time course.
- After you have received the Letter of Offer you will need to Accept the Offer and pay all fees to confirm your place in the course.
- Upon receipt of payment, you will be issued with a Confirmation of Enrolment and Student Identification Number. This will complete the enrolment process.

Please Note the Letter of Offer will be based on the following conditions:

- The Asia Pacific Institute of Technology agrees to recruit students in an ethical and responsible manner and provide them with information that enables each student to make informed decisions about studying with Asia Pacific Institute of Technology.
- The Asia Pacific Institute of Technology will assess that the students' qualifications and proficiencies are appropriate to the course e.g., that they have achieved the minimum level of English required to study at Asia Pacific Institute of Technology.
- Evidence is provided that the prospective student has been assessed on English proficiency and meets the requirements of the Migration Regulations.

Living in Australia

The following information is taken from the “Study in Australia” website. For more information visit www.studyinaustralia.gov.au

This website provides you up to date information on most topics listed below

Introduction

Australia is known globally as being one of the world’s most diverse and welcoming countries, and it is something for which we take great pride. In fact, of Australia’s 25.5 million population, almost half (47%) of all Australians were either born overseas or have one parent born overseas. We also know a thing or two about languages, with more than 260 languages spoken in Australian homes: in addition to English, the most common are Mandarin, Italian, Arabic, Cantonese and Greek.

Australia’s diversity and friendly attitude is matched by its economic stability. To date, Australia has experienced more than 20 years of continued economic growth, weathering the 2008 global financial crisis better than most advanced economies. And we are as competitive on the global economic stage as we are in the world’s sporting arenas! Not surprising, with more than 120 certified sports organisations around the country, covering popular activities such as AFL, cricket, football (soccer), rugby league, golf, tennis, netball and hockey to name just a few.

You may not know but Australia is the biggest island in the world, the sixth-biggest country in the world in land area, and the only nation to govern an entire continent. Within our expansive country, there are more than 500 national parks and more than 2,700 conservation areas, ranging from wildlife sanctuaries to Aboriginal reserves. There are also seventeen UNESCO World Heritage sites – more than any other country – including the Great Barrier Reef, Kakadu National Park, Lord Howe Island Group, Tasmanian Wilderness, Fraser Island and the Sydney Opera House.

But many people around the world know Australia for being a beautiful country. We also have world-class infrastructure, with five of the top 40 cities with the best infrastructure in the world. We also have a reputation for building ‘big’ things – over 150 in fact from the Big Banana in New South Wales to the Big Koala in Victoria, the Big Mango in Queensland, and the Big Ram in Western Australia. It’s worth a trip to see them all!

With all these wonderful attributes around Australia, we have good reason to be happy. So much so, we were recently ranked as the fourth happiest country in the world behind only Norway, Denmark and Sweden.

Why wouldn’t you want to experience the best Australia has to offer? Museums, vibrant multicultural cities to a love of sport, Australia is unique.



The people

Australia's population density is among the lowest in the world, with an average of 2.5 people per square kilometre – no-one's within cooee (shouting distance) in the outback. Currently Australia's population is just over 24 million people.

Most people live along the eastern seaboard of Australia, with a smaller concentration on the southwestern coast. Living in one of the world's most culturally diverse countries, Australians incorporate a wide variety of influences into the way they live and play.

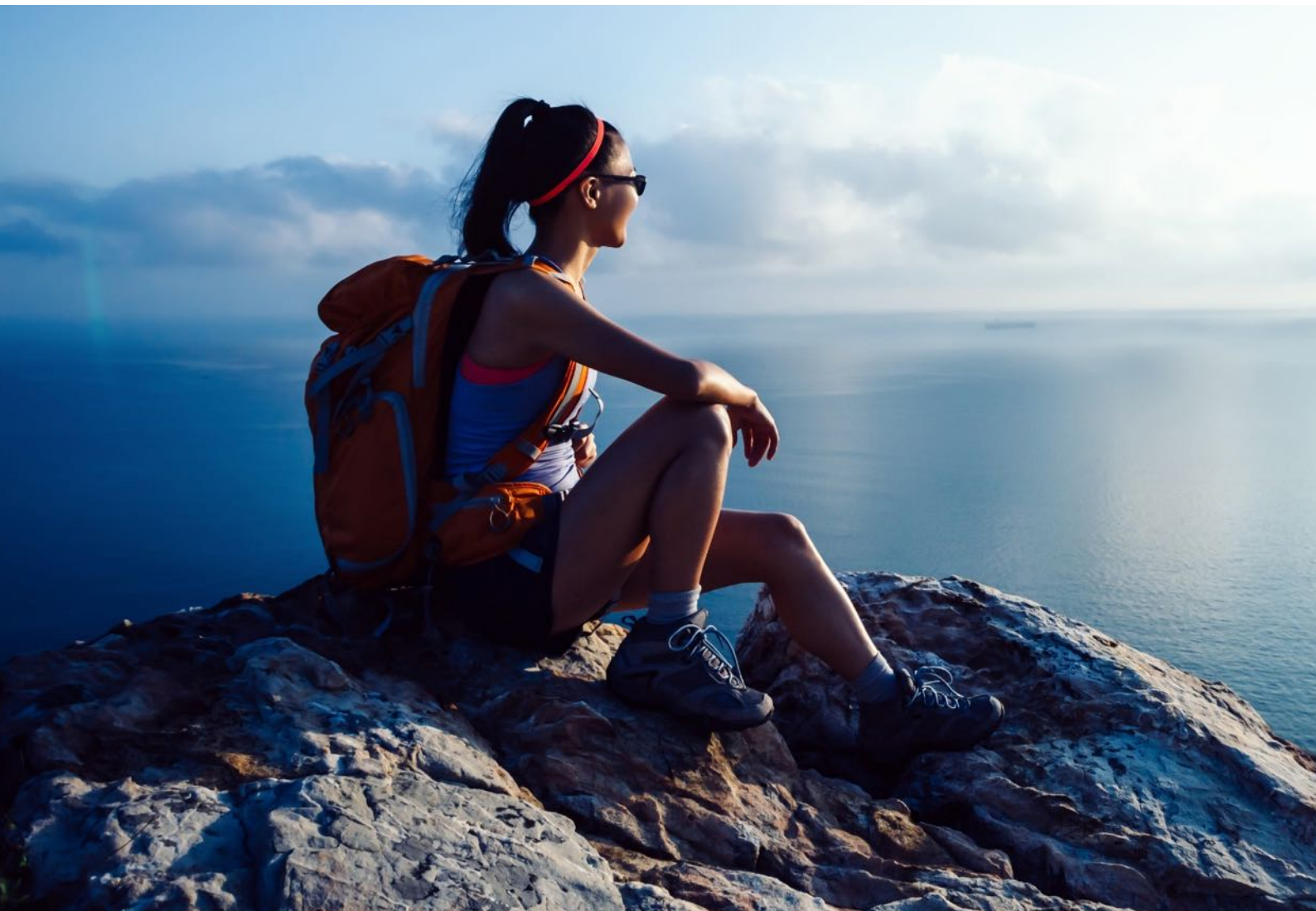
The places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop!

This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you'd rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

The potential

Australia offers a unique experience for students. Apart from a world-class education system, the opportunities to get involved in daily life are endless: whether you're into the arts or sport, partying or book clubs, the great outdoors or cosy cafés, you'll find many ways to join in and have fun. So, if you want to get an education and have a life, it really is the place to be.



Studying in Melbourne

Melbourne is the capital of the Australian state of Victoria, and the second-most populous city in Australia. It is also home to iconic landmarks such as Federation Square, Flinders Street Station, and the Royal Exhibition Building. Melbourne is often referred to as the cultural capital of Australia. It boasts a thriving arts and culture scene, with numerous art galleries, theatres, music venues, and street art. It hosts numerous cultural festivals, such as the Melbourne International Arts Festival, Melbourne International Film Festival, and White Night Melbourne. You can immerse yourselves in the city's creative energy and explore its rich artistic offerings.

Melbourne offers plenty of entertainment, shopping, and dining options. The city is known for its innovative and multicultural food scene, with an abundance of restaurants, cafes, food markets, and food festivals. Melbourne's food culture ranges from fine dining to street food and embraces flavours from around the world.

Melbourne is also passionate about sports. The city hosts major sporting events like the Australian Open and the Melbourne Cup. You can witness and participate in these events or enjoy recreational activities in the city's parks, gardens, and beaches.

Once you leave Melbourne also has plenty to offer. The state is known for its natural beauty, vibrant cities, rich cultural experiences, and a wide range of outdoor activities, making it a captivating destination for travellers. One of Australia's most scenic coastal drives, the Great Ocean Road stretches along Victoria's coastline, offering breathtaking views of rugged cliffs, pristine beaches, and the famous Twelve Apostles rock formations. It's a popular destination for road trips, outdoor activities, and exploring charming coastal towns like Lorne and Apollo Bay.

Yarra Valley, located just outside Melbourne, is a renowned wine region famous for its vineyards, wineries, and cellar doors. Visitors can enjoy wine tastings, indulge in gourmet food, and take in the picturesque landscapes. The region also offers hot air balloon rides, nature walks, and opportunities to spot local wildlife.

Phillip Island, located southeast of Melbourne, is a popular destination known for its wildlife experiences. Visitors can witness the famous Penguin Parade, where hundreds of little penguins come ashore at sunset. The island is also home to the Koala Conservation Centre, Churchill Island Heritage Farm, and beautiful surf beaches. The Mornington Peninsula is a stunning coastal region known for its beautiful beaches, hot springs, and wineries. Visitors can relax in the natural thermal pools at Peninsula Hot Springs, explore charming seaside villages like Sorrento and Portsea, and sample the region's renowned cool-climate wines.



Cultural Overview

Melbourne, Victoria offers a rich and diverse cultural scene, reflecting its multiculturalism and artistic vibrancy.

Melbourne is renowned for its thriving arts and theatre scene. The city boasts numerous art galleries, including the National Gallery of Victoria (NGV) and the Ian Potter Centre, which showcase both local and international artworks. Melbourne also has a strong theatre culture, with iconic venues like the Melbourne Arts Centre hosting a variety of performances, including theatre, ballet, opera, and musicals.



The National Gallery of Victoria (NGV) The NGV was established in 1861, making it the oldest public art gallery in Australia. The NGV's collection encompasses a wide range of art forms, including paintings, sculptures, prints, photography, decorative arts, and textiles. It holds significant works by both Australian and international artists, such as Picasso, Monet, Rembrandt, Rodin, and indigenous Australian artists. The NGV has gained international recognition for its exhibitions and collections. It has hosted major touring exhibitions, collaborated with renowned international museums and galleries, and continues to contribute to the global art dialogue.

Melbourne is also famous for its vibrant street art culture. Laneways such as Hosier Lane, AC/DC Lane, and Union Lane are adorned with colourful and intricate street art murals, making them open-air galleries. The city embraces this form of expression, and street art tours are a popular activity for locals and visitors alike.

Melbourne's multiculturalism is a significant aspect of its cultural fabric. The city celebrates its diversity through various cultural festivals, such as the Moomba Festival, Greek Festival, Diwali Festival of Lights, Chinese New Year celebrations, and the Melbourne Italian Festival. These events offer opportunities to experience different cuisines, music, dance, and traditions from around the world.



Melbourne's Weather

Melbourne is renowned for its varied climate and unpredictable weather, often said Melbourne has four seasons in one day, but in reality, it can be four seasons in one hour.

However, as Australia's southernmost mainland state, Melbourne's weather is cooler and wetter than the rest of the country. Australia is located in the southern hemisphere, meaning the seasons that Melbourne and Victoria experience are the opposite of those in the northern hemisphere.

December to February warms up during summer while March to May signals the change to autumn (fall). The weather cools down from June to August for winter before September to November come to life during spring.

Throughout Victoria, the state's climate varied from cooler weather along the coast to semi-arid and hot conditions in the northwest however Melbourne's climate is generally pretty stable offering warm conditions in summer, mild temperatures in autumn, a crisp climate during winter and pleasant weather throughout spring. These distinct seasons are characterised by hot temperatures from December to February, a balmy climate from March to May, cold and wet conditions from June to August and a sunny yet slightly cooler climate in September to November. However, Melbourne is often referred to as experiencing four seasons in one day, so it is recommended that you come prepared for all weather conditions.

Although Melbourne is prone to dry days and spiking temperatures during January to February, nearby Port Phillip Bay delivers cooling breezes that help to ease the effects of these spikes. Melbourne gets its very coldest in June and July while the month of October brings with it the majority of the region's rainfall, averaging about 600mm annually.

Seasons in Australia

Summer	December – February
Autumn	March – May
Winter	June – August
Spring	September – November



Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So, it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you.

Australian eastern standard time (AEST) **Greenwich time minus 10 hours**
 Australian Capital Territory, Queensland, New South Wales, Tasmania, Victoria

Central standard time (CST) **AEST minus 30 mins**
 South Australia, Northern Territory

Western standard time (WST) **AEST minus 2 hours**
 Western Australia

Australian daylight-saving time (ADST) **AEST plus 1 hour**
 end of October – end of May

Daylight Savings is only applicable to the following states:

Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria

Events

There's usually always something happening somewhere in Melbourne whatever the time of year.

Information on festivals and events in the city can be found at the visitor information centres or check out:

- <https://whatson.melbourne.vic.gov.au> or
- <https://www.visitmelbourne.com/regions/melbourne/whats-on>

Money matters

It's easy for visitors to Australia to access money. Automated teller machines (ATMs) are located in most Australian towns and all cities, as well as banks that will cash travellers' cheques. The Australian dollar has become increasingly competitive against major international currencies like the US dollar and the euro, so the country is a less economical destination than it used to be. That said, daily living costs such as food and accommodation are still fairly inexpensive. The biggest cost in any trip to Australia if you want to see a lot of the country will be transport, simply because it's such a huge place.



ATMs, EFTPOS, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. EFTPOS (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian

businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving licence with photo.

Currency & Exchanging Money

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or travellers' cheques (see following) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

Taxes & Refunds

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or you can visit the website at: www.customs.gov.au

Travellers Cheques

The convenience of internationally linked credit and debit card facilities in Australia means that travellers cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known international brands of traveller's cheques are easily exchanged. You need to present your passport for identification when cashing travellers' cheques.

Shopping Etiquette

Bargaining is not practiced at all in Australia, unless you're at a second-hand market or buy a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

It is also worthy to note; tipping at restaurants is not required nor expected by wait-staff in Australia. In Australia, tipping is generally practiced when there has been exemplary service by the staff at the place you are dining in and is typically placed in a jar near to where your

wait-staff would process your payment. Taxi drivers are always grateful if you leave the change.

Exploring Australia - For Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

Working while you study

People granted student visas on or after 26 April 2008 will receive permission to work with their visa grant. If your student visa was granted before 26 April 2008 however, you can still apply separately to the Department of Home Affairs (DoHA) for permission to work once you have started your course in Australia.

Permission to work allows you to work up to 48 hours a fortnight on a casual basis during course time and full-time during vacation periods. Family members can also work up to 48 hours per fortnight throughout the year.

Students and their family members must not undertake work until the student has commenced their course of study in Australia.

Food

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new a go. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it's from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in May. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

Typically, a restaurant meal in Australia is a relaxed affair. Any table that you've booked is yours for the night, unless you're told otherwise. A competitively priced place to eat is a club or pub that offers a 'counter meal'. Here you order at the kitchen, take a number and wait until it's called. You then pick up the meal yourself, saving the restaurant money on staff and you on your total bill.



Shopping

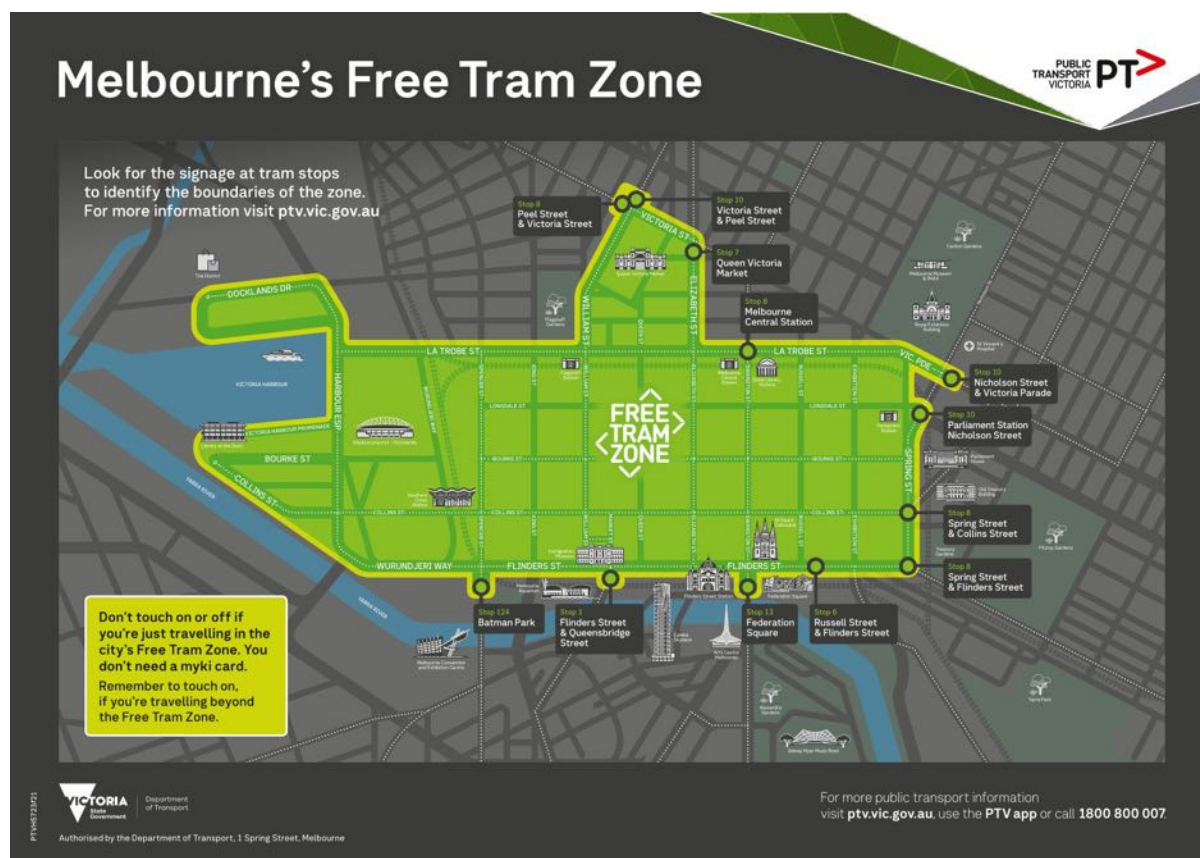
Australians like to shop, as evidenced by the huge variety of local- and international-brand shops, and the crowds that gather at every clearance sale. Big cities can satisfy most consumer appetites with everything from high-fashion boutiques to second-hand emporiums, while many smaller places tend towards speciality retail, be it home-grown produce, antiques or arts and crafts. Many Australian cities have really interesting shopping (and eating) strips in different neighbourhoods, especially in the inner suburbs. Be sure to check the Queen Victoria Building and any Westfield building.



Transport around Melbourne

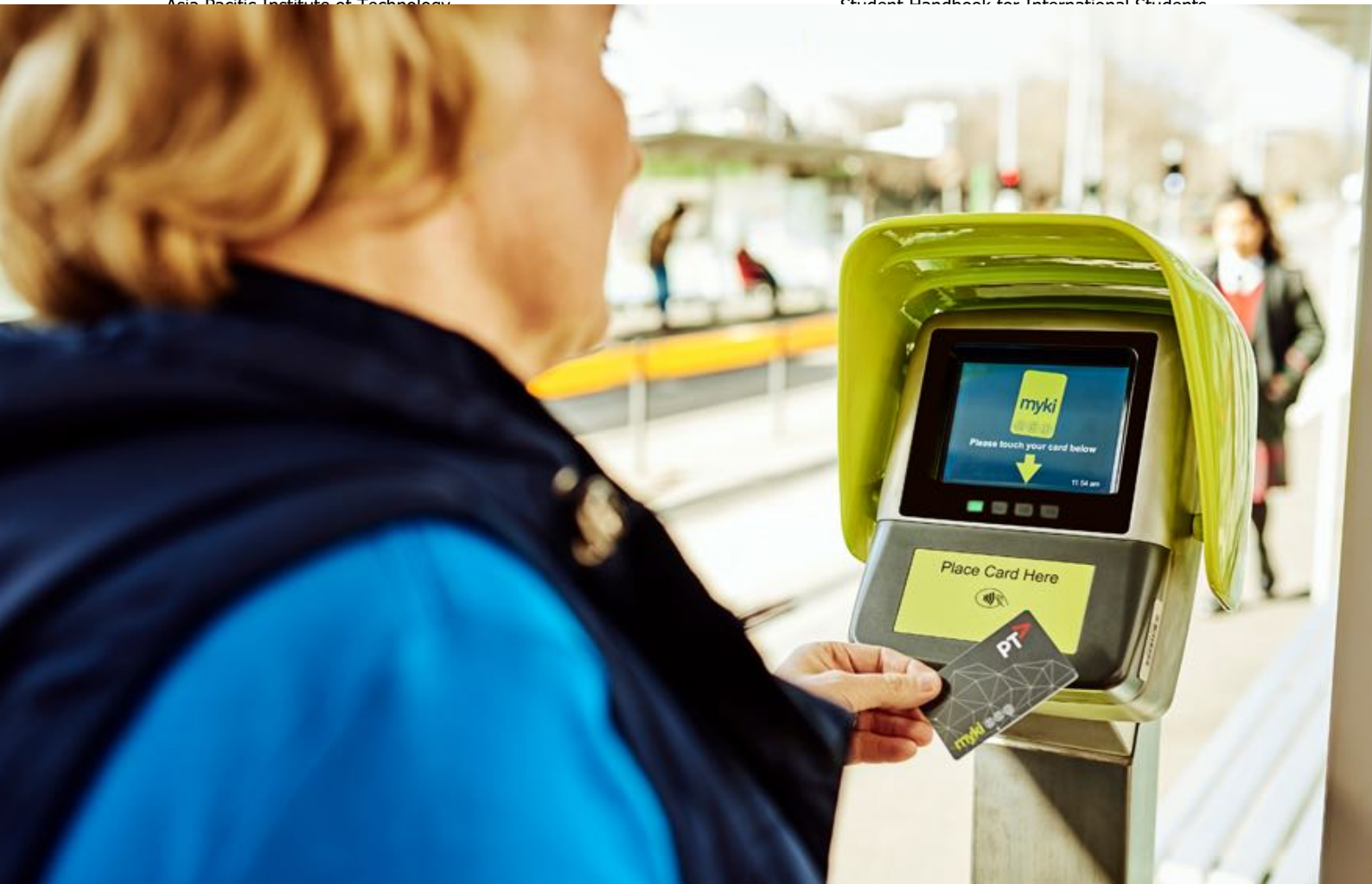
In general, Melbourne's Public Transport is efficient, inexpensive, safe and extensive. The system comprises trains, buses and trams (including two conversions of former rail lines that are now akin to 'light rail'). Trams criss-cross the city and are probably what you will use most, unless you head out to the outer suburbs. On weekdays, you can expect a tram every 3-12 minutes and on weekends about every 12-15 minutes until nightfall when 20 minutes is a typical wait.

Tram travel is now free within the Melbourne CBD. This CBD free travel zone is an area approximately bounded by, Flinders Street, Spring Street, La Trobe Street and extending to the Docklands waterfront, plus the tram routes in Swanston Street and Elizabeth Street up to Victoria Street - where the Queen Victoria Market is located.



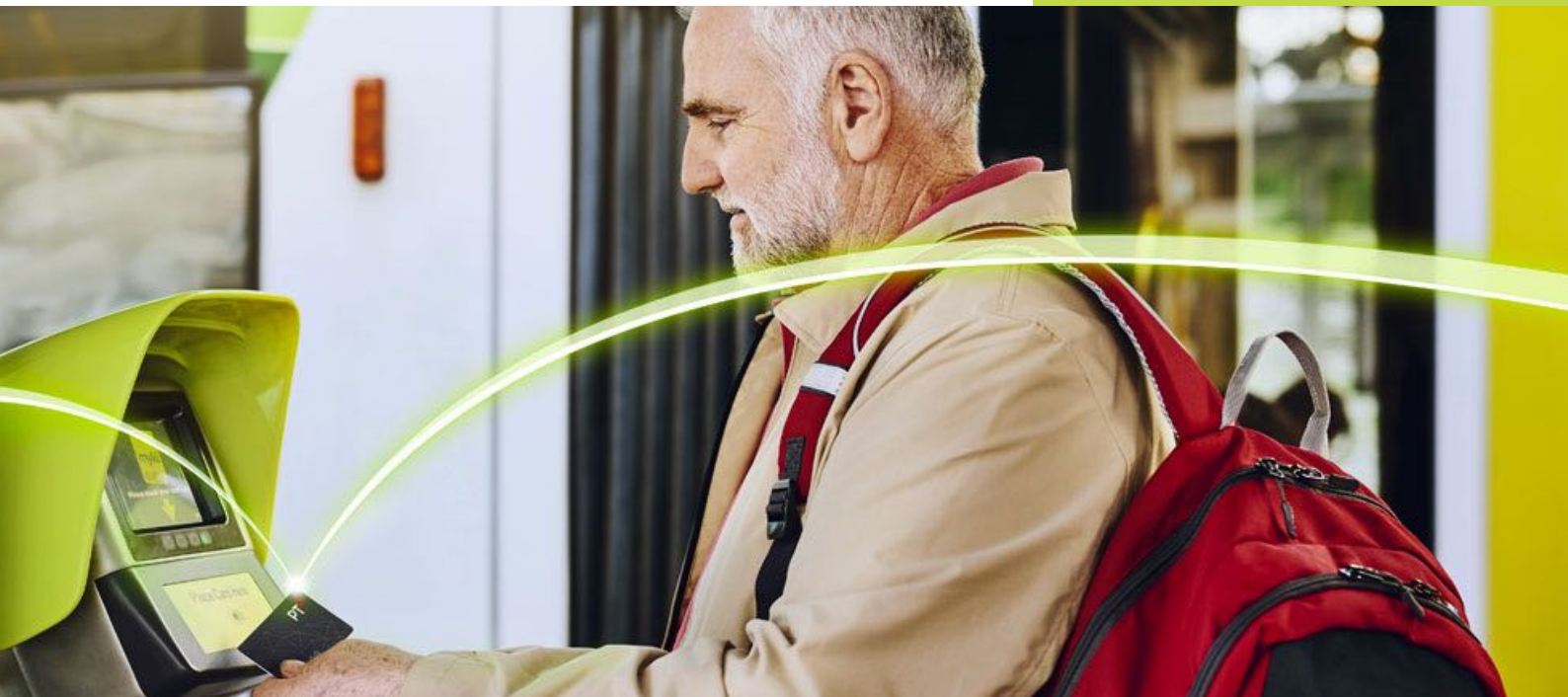
In addition to the free tram zone in the Central Business District (CBD) and some surrounding areas, the public transport network is divided into two fare zones. Zone 1 covers all the inner suburbs, all of the tram network and extends approximately 10-15 Kilometres out from the Central Business District (CBD). The middle and outer suburbs are within Zone 2, but from 1 January 2015 travel across the two zones became cheaper as a Zone 1 plus 2 two hour, daily or periodical fare became the same as a standalone Zone 1 fare. The even cheaper Zone 2 fares have been retained for local middle distance and outer suburban travel.

The public transport fare system in Melbourne and extended to the V/Line short distance rail country commuter belt, but not to the longer distance train lines or connecting V/Line coaches uses a smartcard known as Myki. It must be emphasised that single journey tickets are not



Where you can get a Myki card

Full fare, Concession, Child or Senior Myki cards are available at over 800 retailers, including at Melbourne Domestic and International airports. Your Myki smartcard can be used on Trams, Trains, and Buses. However, Myki cards cannot be purchased on board trams or at most tram stops. Go to the [PTV home page](#), find your nearest myki retailer or [buy a myki online](#)



By Bus

Melbourne buses run frequently to major hubs, including shopping centres, schools, hospitals, leisure, and sports venues, and some of Melbourne's biggest attractions. Bus routes intersect with train and tram lines, allowing for easy journey planning across the network. Plan your trip on the [PTV website](#).

There is also the SkyBus that offers transport from and to Melbourne Airport and a major City interchange point at the Southern Cross railway station bus interchange near the corner of Bourke and Spencer Streets.

A benefit of using SkyBus is the SkyBus Hotel Transfer Service, which, at no additional charge, can transport SkyBus users from and to Southern Cross station bus interchange and drop off points at or near most city accommodation. This transfer does not run 24 hours a day.

There are also many private buses offering transport between the Airport and the districts around Melbourne, including the nearby suburban and the not so near country areas from which they originate. There are also a number of shuttle buses that run directly from the airport to inner city hotels, avoiding the need to change busses at Southern Cross station. They depart from departure Zone L, which is a 10-metre walk from the SkyBus departure point, outside the international terminal. The shuttle busses serve a larger area of the inner city than SkyBus, so may be useful for people not staying in CBD hotels or who do not wish to change buses. Prices range from \$18 to \$25 depending on the location. The two main tourist shuttle companies are Starbus and VHA Airport Shuttle.

For travel on the public transport network, full fare myki smart-cards can be purchased and their stored value topped up at machines installed in Terminals 2, 3 and 4.

Visitors may purchase a myki Visitor Value Pack from the SkyBus Terminals at Melbourne Airport and the Best of Victoria Information Booth in the international arrivals hall. Concession, Child or Australian Seniors myki Visitor Value Packs may also be purchased at these outlets. Full fare myki cards may be purchased from drivers and used on bus routes 901 (SmartBus to Frankston) - or local area routes 478 (Moonee Ponds), 479 (Sunbury to Moonee Ponds) that serve Melbourne's Tullamarine Airport and now depart from an undercover bus interchange located at domestic Terminal Four

As noted above, buses on the 901 route run every 15 minutes on weekdays and 30 minutes on weekends, connecting with Metro trains at Broadmeadows railway station. This is a cheaper alternative to the SkyBus, although total travel times to the City will be at least twice as long during the off peak, but often very competitive during peak periods because of road traffic congestion adversely affecting Skybus.

By Train



Metro trains connect Melbourne's suburbs with Flinders Street Station in the city. The city loop is Melbourne's underground system, with five stations servicing the central business district: Southern Cross Station, Flagstaff (closed weekends), Melbourne Central, Parliament and Flinders Street.

Train services run from 5am to midnight Monday to Thursday, and the Night Network runs all night Fridays and weekends. Night Network lets you explore Melbourne's vibrant nightlife safely and conveniently with public transport running all night on weekends.

Whether you're out dining, dancing or discovering the city, we'll help you get around and back home with all-night services every Friday and Saturday on metropolitan trains, trams and buses, and regional coaches

For more detailed information of public transport in Melbourne please refer to www.ptv.vic.gov.au which may assist you in planning your journeys.

If you're planning to visit regional Victoria, you can take travel by V/Line train or coach. Simply make your way to V/Line's passenger hub at Southern Cross Station or visit [Regional tickets](#) to plan your next getaway.

Getting around Australia

East Coast Run: Brisbane to Cairns

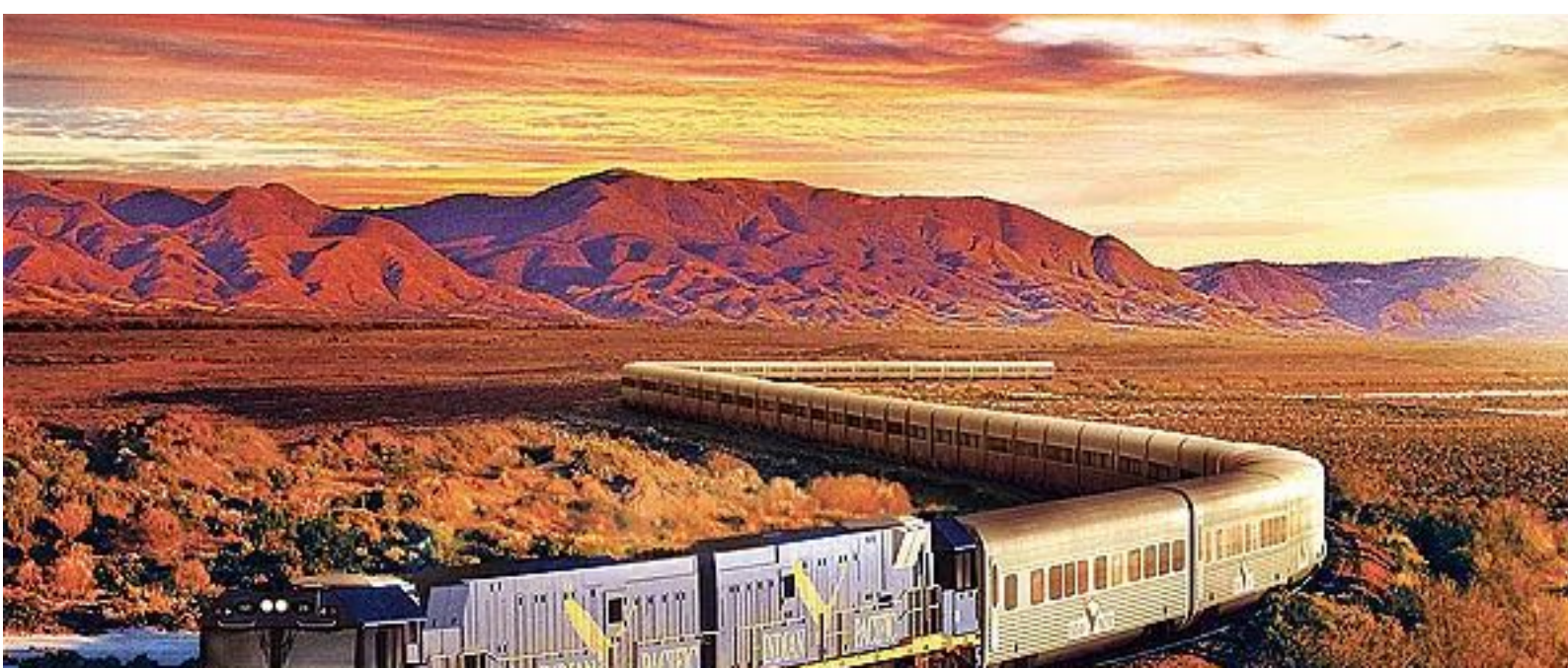
Hordes of travellers stay on the beaten track on Australia's sun-loving east coast, following this beach-themed route. From Brisbane, travel along the Pacific Hwy through central and northern Queensland towns with idyllic beach locales. Soak up the beauty of Port Stephens, the water sports-mad Myall Lakes National Park and the stunning, plateau-top rainforests of Dorrigo National Park. Join the wild and famous in Byron Bay, then head over the Queensland border into the state capital, Brisbane, via the party town of Surfers Paradise.

Bruce Hwy then winds along the coast into the far north. Nature lovers should visit the whale-watching haven of Hervey Bay and, further north, the blissful Whitsunday Islands, the coral charms of the Great Barrier Reef and the scuba-diving heaven of Cairns.

Across the Continent: Cairns to Perth

The following is a long, difficult route from the tropics to the Indian Ocean – few roads are less travelled than this 4,560km trail. There are many potential hazards in heading off the beaten track into the Australian outback, so wherever you go, make sure you're well informed and fully prepared. Start in Cairns and head west to Normanton, the biggest town in the Gulf of Carpentaria region, then south down the Matilda Hwy to the rough mining town of Mt Isa. To the southwest is the frontier outback town of Urandangi, after which you run into the Plenty Hwy, a boring – or to some, gloriously desolate – road with plenty of bone-jolting challenges (4WD recommended). Over 500km later you'll hit the Stuart Hwy and then the dead-centre city of Alice Springs.

The Lasseter Hwy turn-off takes you to amazing Uluru (Ayers Rock) and the captivating Kata Tjuta (the Olgas) rock formations, beyond which is the beginning of the Great Central Rd. This lonely trail, suitable for well-prepared 2WDs and lined with saltbush, spinifex and desert oak trees, stretches 750km to the tiny gold-mining town of Laverton, from where it's another 400km to a much bigger gold-mining town, Kalgoorlie-Boulder. Finally, the ocean beckons from behind the beaches of Scarborough and Cottesloe in Perth.



Student Accommodation Options

There are many options to choose from for accommodation in Australia. You need to find the right one to suite your different needs and budget. Below is a small snapshot of the options. There are many more, so feel free to ask the staff for suggestions.



Homestay

You know that every family is different, even within your home country. So, you know that it will take you a while to settle in and get used to your new home. Be patient, accepting and try to have a sense of humour, even if you are tired or homesick.

There is a wide variety of what is “normal” behaviour for families in Australia. Australian families may have one parent (either the mother or the father) or both parents living together with children. Some households may include grandparents, aunts or uncles as well.

In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth.

Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually, every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

Rental accommodation

Rental accommodation in Australia varies from one-bedroom apartments to large houses, which are normally rented by a number of tenants living together as “housemates”. Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start studies to allow yourself time to find accommodation, settle in and attend orientation at your institution.

Your study institution can help you find rental accommodation or show you how you can search for it independently.

If you are renting, you should think about the size of property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent “furnished” or “unfurnished”. Renting an unfurnished place is cheaper, but you will need to provide your own furniture.

You may decide it is easier to look for an existing share house where the current tenants are looking for a new housemate. People who are looking for housemates often leave notices and advertisements in and around universities and other Institute campuses, but it is probably best to start with us, which should be able to help you find other Students who are looking for housemates.

Arranging Accommodation

Students will need to make their own accommodation arrangements however Asia Pacific Institute of Technology can help you if you are having difficulty in finding a place. Some accommodation options include (but are not limited to):

Accommodation Options Approximate Cost

Hostels and guest houses AU \$140 - \$165 per week

Share Accommodation AU \$100 - \$250 per week

Rental Accommodation AU \$300 - \$750 per week

For information on accommodation, you can visit:

- www.realestate.com.au
- www.homestaynetwork.com.au
- www.homestayworldwide.com
- www.auzziefamilies.com

You can also visit www.ourbrisbane.com.au or look on www.gumtree.com.au.

How to Advance Your Skills in the English Language

If you are interested in furthering your English language skills whilst you are in Australia, you can obtain more information from the following websites:

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

Please see below for sample information on the courses conducted at the above institutions.

NCELTR and IELTS

NCELTR is the National Centre for English Language Teaching and Research at Macquarie University and is a leading research and development centre in the field of TESOL. In addition, the Centre is an IELTS (International English Language Testing System) centre and administers IELTS tests each month.

Quality English Language Programs

NCELTR is a leading Applied Linguistics centre, staffed with highly qualified and experienced teachers. It is unique in its close collaboration with academics and, is the longest running National Key Centre in Australia.

Teachers and Administrative staff at NCELTR are trained in intercultural awareness and communication and work hard to ensure that students are able to develop friendships with each other across many cultures.

Studying English at NCELTR does not simply improve your English language knowledge: it also helps prepare you with the intercultural communications, understanding and skills you will require for success in a competitive international environment.

For more information, please visit the NCELTR website www.nceltr.mq.edu.au/elp or contact us via phone + 61 2 9850 7667 or email.

English Australia

English Australia is the representative body for quality public and private English language Institutes in Australia.

- Over 80% of students learning English in Australia study at an English Australia Institute
- English Australia guarantees and protects students' fees
- English Australia Institutes are located in capital and regional cities throughout Australia

For More Information go to www.englishaustralia.com.au

Refund Policy

Any student wanting to request a refund for whatever reason must do in writing and within 14 days of the incident taking place, or whatever the reason may be.

Application for a refund must be made in writing and addressed to the Principal, clearly stating the reason for the cancellation.

Registration fees, student kit fees, administration fees and fees paid to education agents are non-refundable.

A full refund of the course fees will be given by Asia Pacific Institute of Technology only up to twenty-eight (28) days prior to the nominated course commencement date. If less than twenty-eight (28) days' notice is given of the intention to withdraw from the course, then a 50% refund will be given. If you fail to commence with or without notifying Asia Pacific Institute of Technology, no refund will be available except in special circumstances.

"Special circumstances" under which a refund will be considered, and which are beyond the students control:

- In the case of serious illness – verified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a student's Visa has not been granted

If required / or Asia Pacific Institute of Technology agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under "Special Circumstances" no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

Asia Pacific Institute of Technology agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

Asia Pacific Institute of Technology will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with Asia Pacific Institute of Technology (the student) unless they provide written direction to Asia Pacific Institute of Technology to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

NOTE: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. Asia Pacific Institute of Technology's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Refund Policy – Provider Default and Fee Protection

In the unlikely event that Asia Pacific Institute of Technology is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by Asia Pacific Institute of Technology at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Asia Pacific Institute of Technology is unable to provide a refund or place you in an alternative course, you may access the Governments Tuition Protection Scheme. You may contact the TPS Administrator either by phone; within Australia: (02) 6271 3340; outside Australia: +61 2 6271 3440; or via email administrator@tps.gov.au. They will work with you to place you in a suitable alternative course at no extra cost to you

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

For more information, visit <https://www.tps.gov.au> or the FAQ's section: <https://tps.gov.au/StaticContent/Get/Faqs>

Deferring or Suspending Study

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

Asia Pacific Institute of Technology can only defer or temporarily suspend the enrolment of a student on the grounds of:

- (a) Compassionate or compelling circumstances (e.g., illness where a medical certificate states that the student is unable to attend classes), or
- (b) Misbehaviour by the student.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Asia Pacific Institute of Technology's to defer, suspend or cancel their studies and Asia Pacific Institute of Technology will not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.

Deferring Study

Students who would like to defer their studies must first speak to Asia Pacific Institute of Technology Principal. An application to defer form must be completed which will need to be approved by the Principal. Prior to applying to defer their program students must ensure that they have paid any outstanding fees.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason such as misbehaviour by the student.

Students will be required to provide evidence of the compassionate or compelling circumstances.

Failure to Start Course

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date will have to apply to Asia Pacific Institute of Technology to defer their studies.

Suspension due to Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

a) Student's responsibilities:

1 During Examinations

- a) Students must not help or receive assistance from other students
- b) Students must not request the loan of or lend materials or devices to other students
- c) Students must not bring any materials into the examination room other than those specified for that examination
- d) Students must not use computer software or other devices during an examination other than those specified.

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

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assessments or failure to attend class,
- academic misconduct
- general misconduct (see below)

2 Other assessment tasks

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

b) Asia Pacific Institute of Technology's responsibilities:

Procedural fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

c) Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Asia Pacific Institute of Technology.

3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from Asia Pacific Institute of Technology.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of academic misconduct.
2. The grounds for appeal are:
 - a) procedural irregularities, and/or
 - b) factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the Principal within 20 days of the date of the student being notified of the consequence.

General misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals the provider's property or the property of others; alters/defaces the provider's documents or records; prejudices the good name of Asia Pacific Institute of Technology, or otherwise acts in an improper manner.

The Asia Pacific Institute of Technology will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of Asia Pacific Institute of Technology;
- c) prejudices the good order and governance of Asia Pacific Institute of Technology or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Asia Pacific Institute of Technology;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of Asia Pacific Institute of Technology;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of Asia Pacific Institute of Technology, or on the provider's premises or other premises to which the student has access as a student of Asia Pacific Institute of Technology;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to Asia Pacific Institute of Technology;

- k) knowingly makes any false or misleading representation about things that concern the student as a student of Asia Pacific Institute of Technology or breaches any of Asia Pacific Institute of Technology's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to Asia Pacific Institute of Technology, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of Asia Pacific Institute of Technology;
- o) misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Asia Pacific Institute of Technology premises while acting as a student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of Asia Pacific Institute of Technology or for which Asia Pacific Institute of Technology is responsible; or
- q) is guilty of any improper conduct.
- r) fails to attend and participate in classes regularly.

Penalties for general misconduct

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Asia Pacific Institute of Technology.

If the student admits to the alleged misconduct, the CEO / Principal may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from Asia Pacific Institute of Technology.

The Principal may then impose the penalty of permanent exclusion from Asia Pacific Institute of Technology in the case of physical or verbal abuse of students or staff of Asia Pacific Institute of Technology, repeated or severe misconduct, or in the case of criminal acts.

Financial Misconduct

Any student who fails to maintain up-to-date payments for their course will be seen as breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make payment within 7 days, of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision

- Appeals must be lodged in writing with the Principal within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

Procedure for recording deferments – Exceptional Circumstance

- Student requests deferment of course studies
- Request made in writing and evidenced with a medical certificate or letter outlining the exceptional circumstances for which they are seeking a deferment
- Request to be assessed by Principal
- If circumstances deemed exceptional a deferment will be granted
- Student will be granted a deferment for 12 months before enrolment will be cancelled
- Circumstances not deemed exceptional will not be granted
- The provider reports student to Secretary of the Department of Education via PRISMS

Staff and Student Awareness of Policy

All staff are provided with a copy of this policy at their initial induction. Students are provided with a copy of this policy in the International Student Handbook which is made available to them online prior to enrolment and at their course induction.

Course Credit

Course credit is defined by the National Code 2018 as follows:

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

Under this policy, Asia Pacific Institute of Technology will provide applicants with the opportunity to apply for credit prior to Application for Enrolment or during the initial part of the course. Asia Pacific Institute of Technology will recognise past study and life experience and assess these aspects against the units and training package requirements.

Asia Pacific Institute of Technology will grant credit to applicants that meet the respective criteria and provide them with the result of the assessment and feedback. Students will be given the opportunity to accept the result of the assessment.

Asia Pacific Institute of Technology will provide a record of the course credit to the student, which must be signed or otherwise accepted by the student and placed it on the student's file.

For a student to apply for course credit the following needs to be followed.

- A Course Credit Application form is available to students in the Handbook.
- Applicant is to fill in Form 1 and submit back to Asia Pacific Institute of Technology.
- Asia Pacific Institute of Technology will provide applicants with Form 2, which contains the evidence requirements for each unit.
- The applicant is to fill in Form 2 and submit the form to Asia Pacific Institute of Technology with the associated evidence clearly marked.

The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Subject outlines specifying subject content and duration.

Incomplete applications may result in a rejection and/or delay in processing of the application.

Assessment of the skills and knowledge will be carried out in the following ways:

- Assessment by the Principal or appropriately trained administrative personnel by way of interview and/or inspection of evidence for compliance with the above-mentioned criteria.

and / or

- Sitting a challenge test to assess knowledge and skill of subjects for which RPL has been requested.

If credit is granted, tuition fees to the value of that subject's worth, will be deducted from the total course cost.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

Completion within the expected duration of study

The Asia Pacific Institute of Technology will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's Confirmation of Enrolment.

Monitoring Course Progress – Study Periods

The Asia Pacific Institute of Technology will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

Asia Pacific Institute of Technology will assess each student's progress at the end of each compulsory study period. APIT consider 13 weeks as a study period for the Diploma of Leadership and Management (Online Self-Paced).

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

Asia Pacific Institute of Technology has and will implement an intervention strategy for any student who is not making satisfactory course progress.

It must be made available to staff and students and must specify:

- i. procedures for contacting and counselling students;
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency

At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined above and in the "Intervention Strategy Document" is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if Asia Pacific Institute of Technology identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, Asia Pacific Institute of Technology will implement its intervention strategy as early as practicable.

Transfer Policy

Under this policy Asia Pacific Institute of Technology will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

Refund of Fees

If a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

Practical Training, Non-discriminatory Environment

In order to avoid misunderstandings related to different cultural ways of life and religious beliefs in different countries, students should be aware of the following:

- Classrooms at Asia Pacific Institute of Technology are a non-discriminatory environment and in order to complete the course successfully students must participate in all practical training required by the Course Curriculum.

Intent to Relocate Premises

In the event that Asia Pacific Institute of Technology has a need to relocate to larger premises all students will be notified by formal letter of any intention to relocate at least three (3) weeks prior to the relocation date stating the new address, contact details and directions.

Complaints and Appeals Policy

Asia Pacific Institute of Technology aims to resolve all complaints received in an informal manner to avoid unnecessary stress and disruption to the student and Asia Pacific Institute of Technology.

However, if a complaint is unable to be resolved on an informal level the student is required to present to Asia Pacific Institute of Technology a written complaint within 5 business days of the incident. The written complaint will then be acknowledged by Asia Pacific Institute of Technology within 5 business days with an outline of the process to be followed and an estimated timeframe for resolving the complaint. Any expected delay is required to be explained. Should a delay be encountered once the complaint handling process has been commenced, this is required to be advised in writing with a revised period. Review of the complaint will begin within 10 business days of Asia Pacific Institute of Technology receiving the formal written lodgement of the complaint.

Complaints from overseas students may be investigated by ASQA, in some cases, another agency.

To lodge a complaint, students may do so by visiting:

<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

or visit <https://www.asqa.gov.au/complaints>

Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints—our resources will be focused on the most serious complaints.
- ASQA cannot act as an advocate or provide a 'consumer protection' service for students.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed, and the process can be lengthy if audit activity is involved.
- Read ASQA's Privacy Policy.

Complainants can represent themselves, and there are no fees for accessing the grievances and complaints procedures. Complainants may be assisted and supported by another person at any meetings.

A written statement of the outcome, including details and reasons for the decision will be provided to the student. The Asia Pacific Institute of Technology will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

If students are unsatisfied after completing APIT internal complaint and appeal procedures, they can submit an external complaint and appeal. The National Training Complaints Hotline is the place for overseas students who would like to file an external appeal. Contact the National Training Complaints Hotline:

<https://www.dewr.gov.au/national-training-complaints-hotline> or by calling 13 38 73.

The Asia Pacific Institute of Technology will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing.

This policy advises that students are able to access Asia Pacific Institute of Technology's Appeals process within 20 working days of the outcome of the complaint. If after the internal appeals process has been conducted, the student is still unsatisfied with the result they may appeal to the Dispute Resolution Centres. As per Standard 8.2 there is no cost for accessing this process. The outcome of the external appeals process will be final and accepted by both parties. For a full copy of the complaints policy, visit the administration office and request a copy.

Student Induction and Orientation

Student orientation day is conducted for all new students at the beginning of each course. It is essential for all new students to attend this session to understand Asia Pacific Institute of Technology academic systems, rules and regulations and familiarise themselves with the facilities.

Students must bring with them, a valid identity document and current residential address. Typically, the orientation day includes:

- Introduction to our facilities and the study environment

- Introduction to trainers and administration team
- Highlighting of information contained in the student handbook
- Introduction to course structure, academic calendar and timetable issues.

At the end of the orientation day students will receive all student kits and resource manuals. Students will then be asked to sign a Student Orientation and Compliance Declaration form that acknowledges that they are aware of their rights and obligations as a student of Asia Pacific Institute of Technology.

Changes to Agreed Services

Where there are **any changes** to agreed services, Asia Pacific Institute of Technology will advise the learner in writing as soon as practicable, including, but not limited to, new third-party arrangements that could impact your study, a change in ownership, or changes to existing third-party arrangements, change of study location, study format, timetable or your trainer.

We will provide you with as much notice as possible.

Student Support Services and Support Personnel

The RTO will have available one of two staff members to act as the Student Support Point-of-contact.

Currently the following staff will be the International Student Point of Contact:

- Ms Connie Fan – +61 452 380 520

Both have a responsibility to care for students needs on a daily and ongoing basis.

Should any student require the services of the above persons, they should simply approach the reception area and ask for an appointment to be scheduled.

Should any student require professional counselling facilities, again they should simply approach the reception area where they will be directed to the appropriate counselling services for their needs.

Any support services provided by the RTO will always be free of charge. Any referrals provided to students by the RTO to support services will be free of charge.

The RTO does not have a qualified counsellor on the premises and as such any associated costs for services provided by a third party who is not related to the RTO, will need to be covered by the individual student. Students should always be reminded to check with their insurance provider to check if they are eligible for cover.

Language Literacy and Numeracy Support

The following are support services for LL&N.

Reading Writing Hotline:

Description: The Reading Writing Hotline is a national service offering support and referrals for adults looking to improve their reading, writing, and numeracy skills.

Website: <https://www.readingwritinghotline.edu.au/>

Contact: 1300 655 506

Victorian Adult Literacy and Basic Education Council (VALBEC):

Description: VALBEC provides professional development, resources, and advocacy for adult literacy and basic education practitioners in Victoria.

Website: <https://valbec.org.au/>

Contact: info@valbec.org.au

AMES Australia:

Description: AMES Australia offers a range of services including English language and literacy programs, particularly for migrants and refugees.

Website: <https://www.ames.net.au/>

Contact: 132 637

Other Welfare & Guidance Services

If, at any time, a student needs counselling or advice and RTO staff are not able to help or are unqualified, the student will be given a referral to a qualified counsellor. The following numbers are a guide to some of the help services available.

Reverse charge	12 555
Interpreting Services	131 450
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Lifeline	13 11 14
Drug-Arm	1300 656 800
Men's Telephone Counselling Service	1800 600 636
Women's Health	07 3839 9988
Family Law Hotline	1800 050 321
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	13 2861

In the event that a student requires the services of a qualified counsellor or crisis accommodation fees may apply which the student will be responsible for.

Access to Students Records and Participation

Asia Pacific Institute of Technology is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the CEO and they will be more than willing to help you.

Once you complete your course and graduate, you can contact the RTO to discuss any matter, including obtaining a reprint of your Certificate and accessing your training record. As a graduate, please do not hesitate to contact the RTO at any time.