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## Student Handbook

| 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)

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| RTO No.: 22424

| CRICOS: 03219A





## Australian Careers Education Pty Ltd

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347-351 Victoria Street, Brunswick, VIC, 3056 Phone: +61 3 9380 1414 | Facsimile: +61 3 9380 1811  
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### 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 ensure you benefit from flexible and relevant hands on learning so that you enter the workforce with 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. I trust that we can assist you to make your studies here more fulfilling.

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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### **ACE's Commitment to Students (ESOS Framework)**

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**

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 <http://cricos.deewr.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:**

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://www.homeaffairs.gov.au/trav/stud>

### **ACE's Expectation from Students**

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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

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- 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:  
<https://www.homeaffairs.gov.au/trav/stud>

### 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.

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

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. For further information regarding the standards, please see the contact details below for a link to the relevant website.

### 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	For your ESOS rights and responsibilities	ESOS Helpline Ph: +61 2 6240 5069 Online enquiry form <a href="http://www.aei.gov.au">www.aei.gov.au</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>
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://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx">https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx</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>
Overseas Students Ombudsman	The Overseas Students Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas	<a href="http://www.oso.gov.au/overseas-students/">http://www.oso.gov.au/overseas-students/</a> Ph: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a>
Australian Tax Office	Information about declaring tax	<a href="https://www.ato.gov.au/">https://www.ato.gov.au/</a>

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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>
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## 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 required units in the AQF Qualification.
- 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.

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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 in the website; or contact the head office to request for a hard copy.*

### International Students

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.

**ACE also subscribes to the Tuitions Protection Service (TPS).**

### *Changes to Agreed Services*

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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 on ACE's website ([www.ace.vic.edu.au/policies](http://www.ace.vic.edu.au/policies)) or by contacting Head Office to request a copy of the policy.

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### *General Information*

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### ACE Contact details:

#### Head Office:

347-351 Victoria Street, Brunswick, Victoria 3056  
Telephone: +61 3 9380 1414  
Facsimile: +61 3 9380 1811  
Email: [info@ace.vic.edu.au](mailto:info@ace.vic.edu.au)  
Web : [www.ace.vic.edu.au](http://www.ace.vic.edu.au)

#### Donald Street Campus:

Aurora Building 149-151 Donald Street Brunswick East, Victoria 3057

#### Work-Based Training Location (Hospitality Suite only) – Aurora Receptions

149-151 Donald Street Brunswick East, Victoria 3057

#### Victoria Street Campus:

347-351 Victoria Street, Brunswick, Victoria 3056

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### Staff @ ACE

POSITION	PHONE/EMAIL	LOCATION
Chief Executive Officer Mr Garry Ghattas <i>Availability: Monday - Friday 9:00am-5:00pm by appointment only</i>	P:+61 3 9380 1414 E: <a href="mailto:garry@ace.vic.edu.au">garry@ace.vic.edu.au</a>	Victoria St Campus
Student Support Services Officer @ Donald St Campus <i>Availability: Monday – Wednesday and Friday between 9:00am-5:00pm</i>	P:+61 3 9380 1414 E: <a href="mailto:barbara@ace.vic.edu.au">barbara@ace.vic.edu.au</a>	Donald St Campus
Office Administrator <i>Availability: Monday – Saturday 9:00am-5:00pm</i>	P:+ 61 3 9380 1414 E: <a href="mailto:info@ace.vic.edu.au">info@ace.vic.edu.au</a>	Victoria St Campus
Compliance/Student Support Services officer Victoria Street Campus <i>Availability: Monday – Friday 9:00am-5:00pm</i>	P:+ 61 3 9380 1414 E: <a href="mailto:Bernadette@ace.vic.edu.au">Bernadette@ace.vic.edu.au</a>	Victoria St Campus
Finance Officer –Victoria St Campus <i>Availability: Monday to Friday 9:00am – 5:00pm</i>	P:+ 61 3 9380 1414 E: <a href="mailto:accounts@ace.vic.edu.au">accounts@ace.vic.edu.au</a>	Victoria St Campus

**Please note that a member of the Student Support Services Team is available during the hours of 9:00am – 5:00pm Monday to Friday. However, ACE’s Reception Desk at the Victoria St Campus is also open on Saturdays between 9:00am-5:00pm for general student enquiries.**

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

### Accommodation and living costs

ACE does not offer any accommodation services and students are required to organize 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.

The Student Support Services Officer (SSSO) can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival to Australia. The SSSO 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:

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## Private Rentals

The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.

It can be however, quite an expensive proposition if you choose to live by yourself. You would be solely responsible for the rental payments plus the connection fees for utilities and then the ongoing bills. Generally tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone service.

Rental property prices vary from suburb to suburb. Check [realestate.com.au](http://realestate.com.au) or The Age newspaper for the current cost of renting in Melbourne.

Also visit <http://tuv.org.au> (for rental advice) or <http://flatmates.com.au> (to find a room in a property).

Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs around ACE. Rental costs usually increase the closer the property is to the city centre.

You can choose to reduce the cost by renting a property with housemates. This is a great way to not only reduce your expenses (given expenses are shared), but it is also a great opportunity to meet new people!

## Student Apartment

Student apartments are large centres containing rooms of various sizes (1 to 5 bedrooms). They usually come fully furnished with internet, 24 hour support and often in great locations.

## Residential College

Residential colleges are typically located within a short distance from major universities. What you generally get is a fully furnished bedroom which is cleaned weekly, meals, internet and shared kitchen and bathroom facilities. This is a great way to meet people!

## Homestay

This is a common form of accommodation where students live with a local family in their own home. Homestay is where a student lives with a family, couple or single person/s in their own home. There are many 'Homestay Providers' operating in Australia and arrangements will vary from full board, part board to board in exchange. The most common arrangement for homestay usually consists of a furnished room, two or three meals per day and bills (except telephone and internet). The family is generally chosen by the Homestay Provider and allows students an excellent way of settling into the country.

Type of Accommodation	Average Cost
Private Rental	\$165 to \$440 per week (depending on how many you share with and where you live)
Student Apartment	\$200 to \$500 per week
Residential College	\$285 to \$410 per week
Homestay	\$250 to \$325 per week

(Source: *International Student Guide Melbourne, Inside Guides* – copy available at Head Office or by visiting <http://www.insiderguides.com.au/>)

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### 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.)

#### Minimum cost of living

The Department of Immigration and Border Protection has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- **You** - \$19,830
- **Your partner** - \$6,940
- **Every child** - \$2970

#### Living expenses (in addition to housing)

- **Groceries and eating out** - \$80 to \$280 per week
- **Gas, electricity** - \$35 to \$140 per week
- **Phone and Internet** - \$20 to \$55 per week
- **Public transport** - \$15 to \$55 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

Visit [www.movingtoaustralia.anz.com](http://www.movingtoaustralia.anz.com) for further information regarding how much your lifestyle will cost and an overall view of expenses.

The Australian Government provides information and guidance on managing your finances. You can read more at [www.moneysmart.gov.au](http://www.moneysmart.gov.au) ([opens in a new window](#)).

#### Please Note:

- The above estimates are in Australian dollars (AUD\$). These estimates are subject to change. For further information on living costs in Melbourne please refer to the Live in Victoria website ([www.liveinvictoria.vic.gov.au](http://www.liveinvictoria.vic.gov.au)) which has a guide to living costs in Victoria.
- Don't forget these costs do not include expenses relating to mobile phones, car or computer expenses.
- Tuition Fees are not included in these living cost estimates.

It is recommended that students allow a minimum of \$19,830.00 per year to cover their living costs. It is also recommended to allow an extra \$2500.00 for costs that you may incur while settling in – such as food, transport, and any personal items you may require.

#### **Please Note:**

- All costs indicated above are per year in Australian dollars and are subject to change. To convert to your own currency, visit <http://www.xe.com/> ([opens in a new window](#)).
- For further information on living costs in Melbourne please refer to the Live in Victoria website ([www.liveinvictoria.vic.gov.au](http://www.liveinvictoria.vic.gov.au)) which has a guide to living costs in Victoria.
- Costs indicated above do not include expenses relating to mobile phones, cars or computer expenses.
- Tuition Fees are not included in the provided living cost estimates.

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- Accommodation costs will vary from place to place and the following is only an estimate of Melbourne's accommodation facilities.

## Legal Assistance

At Australian Careers Education 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 Education Pty Ltd.

## Transport

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 providing the license from the country of origin is also valid.

The following links will help you to get around in Melbourne Street directories:

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

<http://www.street-directory.com.au>

The Vic trip website provides information on the public transport system in Melbourne, including costs and timetables:

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



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### 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.

### Third Party Arrangements

As part of the training package requirements for the Certificate III and IV in Commercial Cookery and Diploma of Hospitality; 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.

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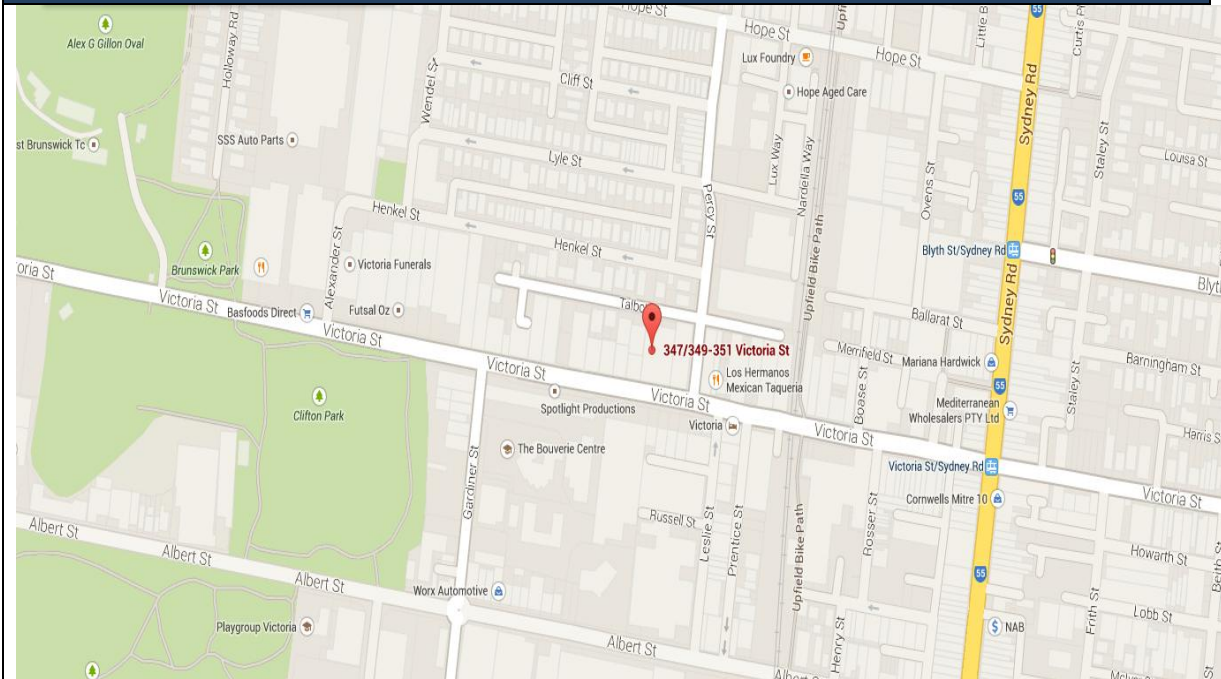
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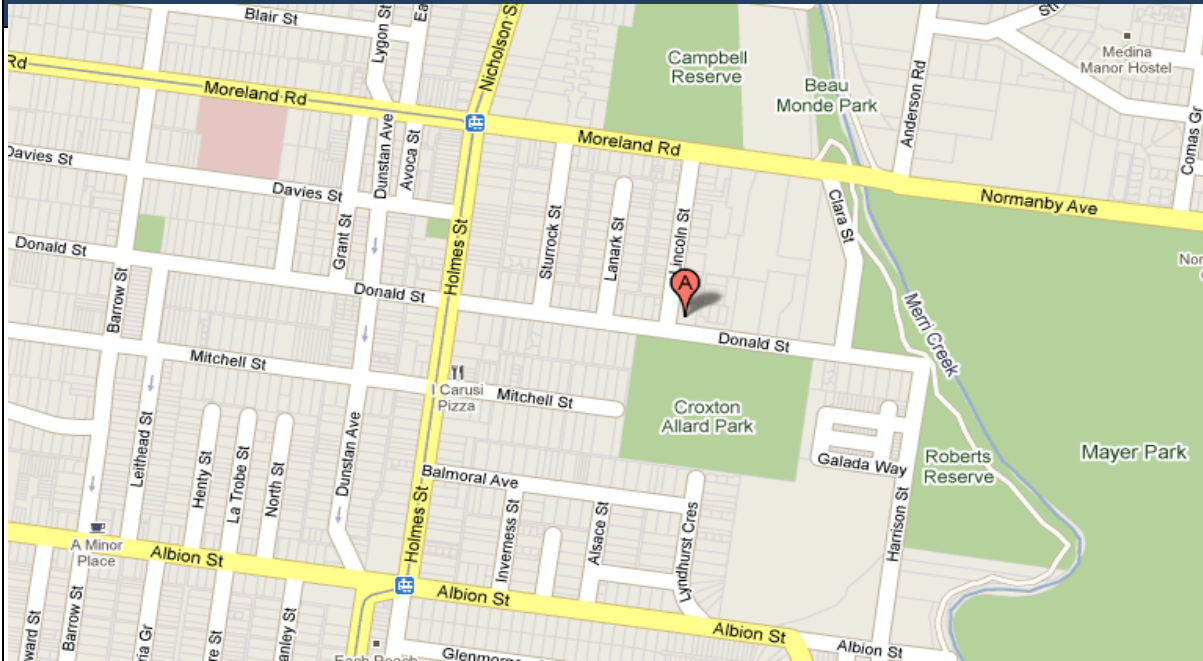
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## How to get to ACE Head Office / Victoria Street Campus



## How to get to Donald Street Campus / Work-Based Training Location



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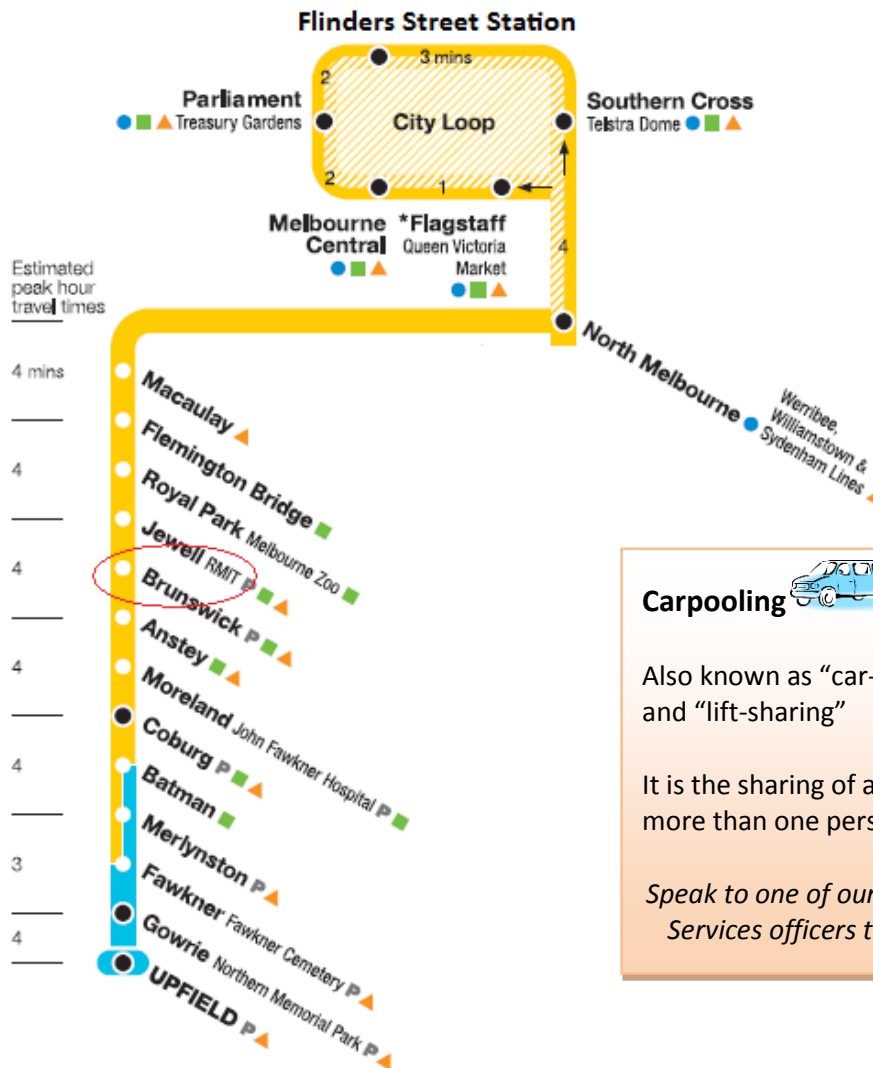
## Modes of transportation to travel to ACE



### By TRAM



### By Train



### Carpooling



Also known as “car-sharing”, “ride-sharing” and “lift-sharing”

It is the sharing of a car journey so that more than one person travels in a car.

*Speak to one of our friendly Student Support Services officers to register your interest.*



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By BICYCLE

## Information on Bikes - Where to ride

Major on-road bicycle network routes within the City of Melbourne include St Kilda Road, Royal Parade, Flemington Road, Swanston Street and Canning Street.

Major off-road routes include Yarra River Trail, Moonee Ponds Creek Trail, Maribyrnong River Trail, Flemington Road, Dynon Road, Footscray Road and St Kilda Road.

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/Document/s/Travelsmart\\_Melbourne\\_map\\_16MB.PDF](https://www.melbourne.vic.gov.au/ParksandActivities/ActiveMelbourne/WalkingCyclingandSkating/Document/s/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>).

## Accommodation

Deciding where to live is one of the most important decisions you will make. A number of options can be considered including:

### Share and rental accommodation

In share houses, each person usually has their own bedroom and shares the kitchen, bathroom and living areas. Rental costs range from AU\$140–AU\$220 per person per week, depending on location and facilities.

Real estate agents offer a variety of rental accommodation, including houses and apartments. The average weekly rent ranges from AU\$200–AU\$300 for a one bedroom flat, and AU\$250–AU\$400 for a two bedroom flat. Additional expenses for both share and rental accommodation include: food, gas, electricity, transport and telephone calls.

### Private student hostel accommodation

There are many private hostels, offering a furnished bedroom, shared bathroom, living and leisure areas. Some hostels provide meals, while others provide kitchen facilities. Computer facilities may also be available. Weekly prices range from AU\$220–AU\$350. Extra costs may include payment of a bond. A bond is a security deposit that is held until your tenancy has finished. It will usually be refunded fully if you have no rental arrears or you have not caused any damage to the premises.

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### Home stay / full board

Home stay is an excellent choice for students wanting to experience living in an Australian home, while at the same time improving their English. Students generally have their own furnished bedroom and share living spaces with their home stay family. Weekly rates are approximately AU\$230. Meals are included; however telephone calls and travel expenses are not.

### Student apartment complexes

Student apartment complexes are fully furnished and allow students to live independently in a secure and supportive residential environment. As these complexes are very popular there is a high demand when vacancies are advertised. Utility costs are not usually included in the rental price. Rental can vary from AU\$150–AU\$350 per week.

### 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'.

### Legal Assistance

At Australian Careers Education 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 Education Pty Ltd.

### Useful Links

#### Student Visa

Department of Home Affairs

<https://www.homeaffairs.gov.au/trav/stud>

#### Overseas Student Health Cover

[http://www.overseasstudenthealth.com/public\\_all\\_oshc/aus/home/index.htm](http://www.overseasstudenthealth.com/public_all_oshc/aus/home/index.htm)

#### Medibank Private

<http://www.medibank.com.au/Overseas-Students/About-OSHC/>

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### Accommodation

[www.realestate.com.au](http://www.realestate.com.au)  
[www.flatmatefinders.com.au](http://www.flatmatefinders.com.au)  
[www.domain.com.au/](http://www.domain.com.au/)  
[www.share-house.com.au/melbourne/](http://www.share-house.com.au/melbourne/)

### Public Transport

[www.metlinkmelbourne.com.au/](http://www.metlinkmelbourne.com.au/)  
<http://www.victrip.com.au>

### Employment

[www.mycareer.com.au](http://www.mycareer.com.au)  
[www.seek.com.au](http://www.seek.com.au)

### Australian Taxation Office

[www.ato.gov.au](http://www.ato.gov.au)

### Equal Opportunity and Human Rights Commission

<http://www.eoc.vic.gov.au>

### Office of Training and Tertiary Education

[www.otte.vic.gov.au](http://www.otte.vic.gov.au)

### Privacy

[www.privacy.gov.au](http://www.privacy.gov.au)  
[www.immi.gov.au](http://www.immi.gov.au)  
[www.byron.com.au](http://www.byron.com.au)  
[www.seek.com.au](http://www.seek.com.au)

### Questions

If you have any questions relating to any of our policies or processes, please direct your query to the ACE Student Support Services Officer on (03) 9380 1414.

### *Overseas Student Health Cover (OSHC)*

---

All International Students must have Overseas Student Health Cover (OSHC) for the entire duration of their stay in Australia. This requirement constitutes a Visa condition stipulated by the Australian Government. OSHC allows students access to out of hospital and in hospital medical services.

The following cost is valid as at January 2015 and price is subject to change. Further information on the price of OSHC and provider details, please contact ACE.

Overseas Student Health Cover	Approximately \$559.00 for 12 months ( <i>standard cover for 1 adult</i> )
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### *Enrolment Procedure*

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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

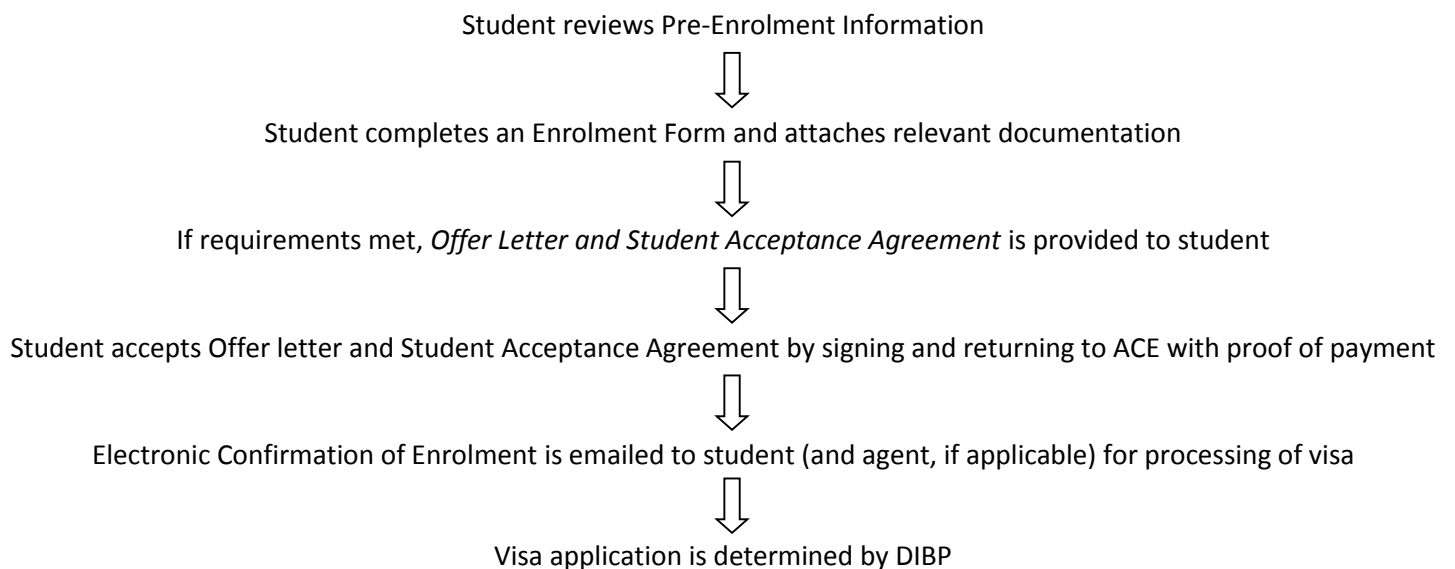
**BSB No:** 031-236

**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



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### Your 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 [www.aei.gov.au](http://www.aei.gov.au) or phone (+61 2) 6240 5069 to find out more about your rights and responsibilities.

### Language, Literacy and Numeracy (LLN)

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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.

### Orientation

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An orientation program is conducted by Student Support Services Officer(s) 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

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- Reassessments
- 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
- Course Timetable
- ID card
- Student Support Service Guide
- Student Support Quick Reference Guide
- Agent Student Appraisal Form

### Course Credit

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In accordance with the Standards for RTO's 2015, ACE accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by: AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or authenticated VET transcripts issued by the Registrar.

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

### Academic Progress

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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.

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### 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*, 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 the various Student Conduct policies, including: Access, Equity and Client Service Policy; Smoking Policy; Anti-Discrimination and Bullying Policy; Drug and Alcohol Policy; Sexual Harassment Policy; Health and Safety Policy; Health and Safety Policy; Plagiarism Policy). Please see [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

### 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 allows students to defer commencement of studies, take a leave of absence or temporarily suspend their studies. This must be completed through a formal agreement with ACE. 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 limited circumstances.

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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 ESOS National Code 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).

### *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 *Completion within the Expected Duration Policy and Procedure*, via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

### *Critical Incidents*

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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.

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).

### *Access and Equity*

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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.

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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).

### Refunds

---

ACE has a Refund Policy which outlines the refund of course money paid by a student to ACE due to the following circumstances: Provider Default and Student Default. Please note that enrolment 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).

### Fees and Charges

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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*, available online via [www.ace.vic.edu.au](http://www.ace.vic.edu.au).

### 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

### Privacy Statement

---

#### Disclosure

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

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- 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

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### 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 1968 (Commonwealth)
  - ii. Corporations Regulations 2001
  - iii. Link to all Taxation legislation:  
<http://law.ato.gov.au/atolaw>
- 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 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 2007 (Vic)
- e) Workplace Harassment, Victimisation and Bullying
  - i. Human Rights & Equal Opportunity Commissions Act 1986 (Commonwealth)
  - ii. Human Rights Legislation Amendment Act 1999 (Commonwealth)
- f) Anti-Discrimination and Equal Opportunity
  - i. Racial Discrimination Act 1975 (Commonwealth)

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- 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. Victoria Equal Opportunity Act 1995 (Vic)
- g) Record Keeping
- i. Information Privacy Act 2000
  - ii. Electronic Transactions (Victoria) Act 2000
  - iii. Privacy Act 1988 (Commonwealth)
  - iv. Privacy (Private Sector) Regulations 2001 (Commonwealth)
- h) Other Relevant Legislation
- i. Workers Rehabilitation and Compensation Act 1986 (Vic)
  - ii. Workplace Relations Act 1996 (Commonwealth)
  - iii. Copyright Act 1968 (Commonwealth)
  - iv. Goods Act 1958 (VIC)
  - v. Fit and Proper Person (ASQA: <http://www.asqa.gov.au/about-asqa/national-vet-regulation/fit-and-proper-person-requirements.html>)

### RELEVANT STATE AND FEDERAL LEGISLATION PERTAINING TO ACE'S STATUS AS A REGISTERED TRAINING ORGANISATION

- a) National Vocational Education and Training Regulator Act 2011 (The VET Quality Framework)
- 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) Data Provision Requirements 2012
- f) Education and Training Reform Act 2006 (Vic)
- g) 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 1977 (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)
  - viii. Occupational Health and Safety Regulations 2007 (VIC)

- b) Detailed Business training package legislation:

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- i. Public Health and Wellbeing Act 2008
- ii. Equal Opportunity Act 1977 (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 2007 (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.
- a) ACE's Compliance Officer will be responsible for monitoring changes to legislation and regulatory requirements, updating the relevant ACE documentation and notifying the appropriate ACE staff and students.
- b) 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)

## On Campus Conduct

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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 behavior 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

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- 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 changes, 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 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 <http://www.ace.vic.edu.au/policies.html>

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.

### Code of Practice

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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.

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- 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.

### 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.

### 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.

### Occupational Health and Safety

Occupational health and safety is a broad area of the law that can be divided into three areas:

- *Common law rules* - these laws made by the courts, such as negligence, trespass and defamation are applicable throughout Australia and detailed in the National Occupational Health and Safety Commission Act 1985.
- *State and Territory laws* that deal with general occupational health and safety issues and with particular industries, work processes and equipment. These laws generally take the form of a series of rules and penalties.
- *State and Territory worker's compensation legislation* that protects employees in the case of on-the-job injuries.

You may view and download these Acts at the [Australasian Legal Information Institute](http://www.austlii.edu.au) (ALII) which provides free online access to Commonwealth, State and Territory case law and legislation.

Your state or territory training authority, registered training organisation or New Apprenticeships Centre will also be able to advise what legislation applies to your situation.

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### Occupational Health and Safety at ACE

Australian Careers Education Pty Ltd has an Occupational Health and Safety Policy designed to protect students whilst on any Institute site or engaged in Institute activities.

#### Policy:

ACE shall set resource and maintain high standards in the area of health and safety regarding compliance with relevant legislation as a minimum.

ACE will designate a work group to monitor OH&S matters. The following are:

#### Accidents and Hazards

Students must report all accidents and hazards on Institute property to a Staff member. The appropriate forms must be completed.

#### 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 by the Department of Education's WorkCover Insurance Policy.

#### 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.***

#### 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.

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## Drugs and Alcohol

Students are not permitted to attend class or any ACE site, or participate in any college activity following the consumption of performance inhibiting substances such as drugs and alcohol. By law, any drug offence is automatically reported to the Police.

## Smoking

Students at ACE premises are not allowed to smoke. Disciplinary action will result.

## Personal Protective Equipment

Students are required to supply and wear mandatory personal protective equipment and apparel as determined by the practical training requirements of their course and Occupational Health and Safety Advisory Standards.

## Dress Requirements

As per ACE Student Information and Requirements students must:

- Maintain a high standard of dress as laid down by the Occupational Health and Safety Act
- Be acceptable to industry / commerce standards.

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

## Harassment

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

- 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

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- 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 outlays 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.

### 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 behavior, bullying or any form of abuse (physical or verbal) of others, lack of respect for the property of others or any other unsavory 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

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

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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.
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.

### ***Feedback and Continuous Improvement***

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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, you will be asked to complete a student survey which will be distributed after Orientation. 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.

### ***Student Support & Educational Services***

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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):

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### Academic Assistance

- Referencing
- Report Writing
- 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:

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- Complaints and Appeals process
- Student issues resolution

### 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.

### Community Support Services

At times, Student Support Services 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 Services Officer can provide you with information regarding the external services available and the costs of accessing these services. The Student Support Services 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.

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	Phone no.
Emergency		000
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	<a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a>	9879 5351
Anxiety	<a href="http://www.serenitynsw.com.au/">www.serenitynsw.com.au/</a>	9740 9539
Accommodation	<a href="http://melbourne.gumtree.com.au">http://melbourne.gumtree.com.au</a> <a href="http://www.domain.com.au">http://www.domain.com.au</a> <a href="http://www.realestate.com.au">http://www.realestate.com.au</a> <a href="http://www.hostelworld.com">http://www.hostelworld.com</a> <a href="http://www.reiv.com.au">http://www.reiv.com.au</a>	

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Asthma	<a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>	1800 645 130
Abortion & Grief Counselling		1300 363 550
Consumer credit and debt	<a href="http://www.cclnsw.org.au">www.cclnsw.org.au</a>	1800 808 488
Consular Services	<a href="http://dfat.gov.au">http://dfat.gov.au</a>	
Australian Search and Rescue		
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	<a href="http://www.lifelinesydney.org">www.lifelinesydney.org</a>	9951 5522 13 11 14
Depression	<a href="http://www.depressiondoctor.com">www.depressiondoctor.com</a>	
Depression (National Initiative)	<a href="http://www.beyondblue.org.au">http://www.beyondblue.org.au</a>	1300 22 4636
Department of Human Services (Melbourne CBD Office)		1300 650 172
Department of Immigration and Border Protection	<a href="http://www.immi.gov.au">www.immi.gov.au</a>	131 881
Disabilities	<a href="http://www.ideas.org.au">www.ideas.org.au</a>	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
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.qhvs.org.au">www.qhvs.org.au</a>	1800774744
HIV/AIDS	<a href="http://www.sesiah.health.nsw.gov.au">www.sesiah.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

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Mental health advice	<a href="http://www.mentalhealth.asn.au">www.mentalhealth.asn.au</a>	9816 5688
Maternal and Child Health Line		132229
Melbourne Water	<a href="http://www.melbournewater.com.au">www.melbournewater.com.au</a>	131 722
Overseas Students Ombudsman	<a href="http://www.oso.gov.au/">http://www.oso.gov.au/</a>	1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.
Poison Information Centre		131 126
Police (Local, Brunswick)		03 8378 6000
Pregnancy counselling	<a href="http://www.pregnancysupport.com.au">www.pregnancysupport.com.au</a>	1300 737 732
Psychology Melbourne	<a href="http://www.psychologymelbourne.com.au/contact-us">http://www.psychologymelbourne.com.au/contact-us</a>	9269 1001
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a>	1800 424 017
Relationship counselling	<a href="http://www.interrelate.org.au">www.interrelate.org.au</a>	9745 5544
Schizophrenia	<a href="http://www.sfnsw.org.au">www.sfnsw.org.au</a>	9879 2600
Serious illness (sufferers & families)	<a href="http://www.can-survive.org">www.can-survive.org</a>	1300 364 673
Smoking - Quitline		13 18 48 /137848
Student organisation and Community Groups	<a href="http://www.studymelbourne.vic.gov.au">http://www.studymelbourne.vic.gov.au</a>	
Suicide Prevention	<a href="http://www.suicideprevention.com.au">www.suicideprevention.com.au</a>	1300 360 980
Suicide Helpline (Victoria)		1300651251
Study Melbourne Student Centre (SMSC)	<a href="http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre">http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre</a>	1800 056 449
Telephone Interpreter Service		131 450
The Lounge (Salvation Army)	<a href="http://www.salvationarmy.org.au/find-us/victoria/melbourne614/melbourne614-services/the-couch-614/">http://www.salvationarmy.org.au/find-us/victoria/melbourne614/melbourne614-services/the-couch-614/</a>	0451 374 507
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

## Refund Policy:

### Definitions

<b>Enrolment Fee:</b>	The fee payable, as set out in the Student Acceptance Agreement, to make an application to study a Course at ACE. The Enrolment Fee is a non-refundable fee covering the cost of registration. The Enrolment Fee is subject to change.
<b>Course Fees:</b>	Money that ACE receives, directly or indirectly from: <ul style="list-style-type: none"> <li>An overseas student or intending overseas student; or</li> </ul>

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	<ul style="list-style-type: none"> <li>Another person who pays the money on behalf of an overseas student or intending overseas student.</li> </ul> <p>Course fees = tuition fees + non-tuition fees received by the provider in respect of the student) <i>as extracted from Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014</i></p>
<b>Prepaid fees</b>	sometimes referred to as ‘fees collected in advance’, means fees collected before the relevant services have been provided
<b>ESOS Act:</b>	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
<b>National Code:</b>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
<b>SRTO (2015)</b>	Standards for Registered Training Organisation (2015), a legislative instrument made under the NVR ACT 2011 (Subsections 185(1) and 186(1))
<b>Study Period</b>	One term of study (which includes public holidays and breaks).
<b>TPS</b>	Tuition Protection Service
<b>Written Agreement</b>	The agreement entered to between ACE and the student, and signed by the student prior to enrolment.
<b>Agreed starting day</b>	the day on which the course was scheduled to start, or a later day agreed between the registered provider for the course and the student
<b>Tuition Fees:</b>	<p>Tuition fees are defined in section 7 of the ESOS Act. They are fees received by a provider (from or on behalf of an overseas student or intending overseas student) that are “directly related to the provision of a course that the provider is providing, or offering to provide, to the student”. Tuition fees are typically compulsory fees for the delivery of the enrolled course and include items such as:</p> <ul style="list-style-type: none"> <li>tutorials and tutoring sessions</li> <li>lectures</li> <li>additional requisite training including practicums and practice hours</li> <li>ancillary costs for fieldwork, excursions or laboratories</li> <li>specialist materials that are mandatory and relate to the provision of the course.</li> </ul>
<b>Non-Tuition Fees:</b>	Non-tuition fees cover other items not directly related to tuition, and may be compulsory or discretionary.

## 1. Policy

### 1.1 Refunds of course money applies when the following circumstances occur:

#### A. Provider Default

The ESOS Legislation Amendment (TPS) Act (2012) – Division 2, Subsection A, 46A – defines **provider default** as follows:

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(1) A registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

(a) Either of the following occurs:

- (i) The provider fails to start to provide the course to the student at the location on the agreed starting day;
- (ii) The course ceases to be provided to the student at the location at any time after it starts but before it is completed; and

(b) The student has not withdrawn before the default day

(c) The course is not provided in full to the student because a sanction has been imposed on ACE or any other reason.

**Note:** An exception to this rule applies if ACE fails to start to provide the course, or the course ceases to be provided to the student because the student

(i) Failed to pay an amount he/she was liable to pay to ACE;

(ii) Breached a condition of his or her student visa:

(iii) Misbehaviour by the student

## B. Student Default

The ESOS Legislation Amendment (TPS) Act (2012) – Division 2, Subsection B, 47A – defines student default as follows:

(1) An overseas student or intending overseas student defaults, 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) The registered provider of the course 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 the provider, 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.

Note 1: For an exception to subsection (1)(a), see section 2 below.

Note 2: For an exception to subsection (1)(c)(iii), see section 3 below.

(2) An overseas student or intending overseas student does not default under paragraph (1B)(a) in relation to a course at a location if the student does not start that course because the registered provider defaults in relation to the course at the location under subsection (1)(a)(i) above.

(3) An overseas student or intending overseas student does not default under subsection (1)(c)(iii) unless the registered provider accords the student natural justice before refusing to provide, or continue providing, the course to the student at the location.

**In all of the aforementioned instances of student default, ACE will notify the TPS Director and DIBP via PRISMS within 5 business days of the default occurring.**

Note: a student default may occur only after all internal and external appeals processes have been exhausted.

1.2 If a refund is provided to a student, ACE shall provide a statement explaining how the amount has been calculated.

1.3 The enrolment fee charged to the student covers the administrative costs of processing a student's enrolment application and is non-refundable.

1.4 ACE holds membership with the Tuition Assurance Scheme (TAS) approved by the VET Regulator, ASQA. If ACE is unable to provide services for which the learner has prepaid, ACE must ensure:

a) the learner will be placed into an equivalent course such that:

- the new location is geographically close to where the learner had been enrolled; and
- the learner receives the full services for which they have prepaid at no additional cost to the learner;

or

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- b) If an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
- 1.5 This policy and procedures must be read in conjunction with the *Formalisation of Enrolment Policy and Procedures* and the *Complaints and Appeals Policy and Procedures*.

## 2. Procedures

2.1 Actions required to meet this procedure are outlined in the following sections:

- a. Total Refunds
- b. Partial Refunds
- c. No Refunds
- d. Process for Claiming Refunds
- e. Payment of Refunds

### ACE DEFAULTS:

#### Total Refunds

1. Tuition fees and any Application fees will be refunded in full where:
  - i. The Course does not start on the agreed starting date which is notified in the Letter of Offer;
  - ii. The Course stops being provided after it starts and before it is completed;
  - iii. The Course is not provided fully to the Student because ACE has a sanction imposed by a government regulator;  
or
  - iv. An offer of a place is withdrawn by ACE *and* no incorrect or incomplete information has been provided by the Student.
2. In the event that ACE is unable to deliver the Course in full; the Student will be offered a refund of all the Course Money paid by the Student to date for that Course. The refund will be paid within 14 days of the day on which the Course ceased to be offered. Alternatively, the Student may be offered enrolment in an alternative course by the ACE at no extra cost. The Student has the right to choose whether to seek a full refund of Course Money, or to accept a place in another course. If the Student chooses placement in another course, ACE will ask the Student to sign a document to indicate acceptance of the placement.
3. A full refund, less any Enrolment fee will be provided to the Student where:
  - i. Illness or disability prevents a Student from taking up the course;
  - ii. Prior to the commencement of a term, the Student has been excluded from ACE for failure to meet progression rules and where fees were paid in advance of notification of the exclusion;
  - iii. There is death of a close family member of the Student (parent, sibling, spouse or child); or
  - iv. Other special or extenuating circumstances, including political, civil or natural events, are accepted at the discretion of the CEO of the ACE, or his or her nominee, as preventing a Student from taking up the course.

#### Partial Refunds

4. If ACE defaults, a refund of tuition fees received by ACE will be issued to the student based on the **following calculations under section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014:**

**Weekly tuition fee** = (total tuition fee for the course / number of calendar days in the course) × 7, rounded up to the nearest whole dollar.

**Weeks in default period** = number of calendar days from the default day to the end of the period to which the payment relates / 7

**Refund amount** = weekly tuition fee × weeks in default period

5. If ACE is unable to deliver the course in full, the student will be offered a refund of any Tuition Fees paid in advance which corresponds to the portion of tuition for which the student has paid, but has not yet been delivered by ACE.

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6. Where an Application for Refund is made under *Total Refunds Item 3*, the Student must provide at the time of making the application documentary evidence to the satisfaction of the ACE in support of one or more of the grounds listed in *Total Refunds Items 3 (i-vi)*.

(*Notification of Withdrawal from Studies* must be received 2 weeks prior to term commencement by Student Administration\*)

### Partial Refunds

1. Partial refunds of the amounts specified below will be provided in the following circumstances:
  - i. Withdrawals at least 4 weeks prior to agreed start date a 70 % of the fees. **Note: Enrolment fees is non refundable.**
  - ii. Withdrawal less than 4 weeks prior to agree start dates no refund of the fees. **Note: Enrolment fees are non refundable.**

### No Refunds

1. A Student who withdraws or defers from a Course more than 20 working days after the commencement of a term shall not be eligible for a refund for that term except for the reasons outlined in *Total Refunds Items 3 (i-vi)*.
2. A Student whose enrolment is either suspended or cancelled by ACE for whatsoever reason during a term, including but not limited to misbehavior or non-payment of fees to the ACE, shall not be eligible for a refund for that term.
3. Withdrawal from the course after the agreed start date.

### Refund of student pre-paid fees if ACE closes

A student will be eligible to receive a refund of the unexpended pre-paid tuition fees which the student has paid to ACE and will cover only that portion of tuition for which the student has paid but for which tuition has not yet been received. Following default, ACE will fulfil its obligations to all affected students within 14 days. During this time ACE will either offer the student an alternative place which is acceptable to the student, or the appropriate refund amount.

In the event ACE does not satisfy this obligation to all affected students, the TPS Director will facilitate access for the student to course placement.

### The proportion of pre-paid course fees which ACE has to refund to students when required

The ESOS Act limits refunds paid to students to the portion of the course for which the student has paid but which has not been delivered or assessed in the event of ACE closing.

If ACE fails to meet its refund obligation, the partial refund amount will be calculated in accordance with the TPS model and will be used by TPS to place the student in an alternative course in the first instance, and failing that, to provide a refund.

### List of documents that assist the TPS in determining a refund of pre-paid tuition fees

To assist TPS in calculating the refund of tuition fees for the part of the course for which the student has paid but which has not been delivered or assessed in the event of ACE closing, ACE will advise students that they should keep the following documents and make them available when required:

- The student agreement with ACE;
- Original receipts for tuition fees pre-paid to ACE;
- Bank statements; and
- Other relevant correspondence which identifies the amount of prepaid fees paid (e.g. an email or SMS between ACE and the student).

### Recommended action for a student if ACE has not refunded the unused portion of their prepaid fees where the student has withdrawn from their course

In the first instance the student will be required to check their written agreement to ensure that they are eligible for a refund. If they do not have a copy they will be required to contact ACE or their agent and ask for a copy.

After reading their agreement, if they still believe that they are entitled to a refund, they should contact ACE in writing seeking a refund. If a student is not satisfied with the outcome of the ACE's refund decision they can contact TPS. In this

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case they will be required to provide the TPS with documents (such as the outcome letter of ACE’s refund decision) to support their claim for a refund.

## STUDENT DEFAULTS:

### 1. Where a student fails to start a course due to visa refusal and the student notifies ACE that their visa application has been refused.

A refund of tuition fees received by ACE will be issued to the student based on the following calculations as per **Section 9** of the Education Services for Overseas Students (Calculation of Refund) Specification 2014:

**Total course fee\* minus the lesser of:**

**(i) 5% of the amount of course fees received by ACE before the default day, or**

**(ii) \$500**

(\*Course fees = tuition fees + non-tuition fees received by ACE in respect of the student)

### 2. Where a student commences a course and subsequently has a visa refused and student notifies ACE that their visa application has been refused.

A refund of tuition fees received by ACE will be issued to the student based on the following calculations as per **Section 10** of the Education Services for Overseas Students (Calculation of Refund) Specification 2014:

**Weekly tuition fee** = (total tuition fee for the course / number of calendar days in the course) × 7, rounded up to the nearest whole dollar.

**Weeks in default period** = number of calendar days from the default day to the end of the period to which the payment relates / 7

**Refund amount** = weekly tuition fee × weeks in default period

### 3. Where a student withdraws prior to commencement of their course and student notifies ACE.

Refund applications shall be assessed and granted in accordance with the schedule below:

Enrolment Fee	Non-refundable
Withdrawal at least 10 weeks prior to agreed start date	Full refund less enrolment fee
Withdrawal at least 4 weeks prior to agreed start date	75% refund less enrolment fee
Withdrawal less than 4 weeks prior to agreed start date	60% refund less enrolment fee

## 2.2 Process for Claiming Refunds

### 1. Refund applications for full or partial refunds must:

- i. Be made in writing via the *Refund Request Form*; and
- ii. Set out the reasons for the application; and
- iii. Be accompanied by supporting documents as may be appropriate; and
- iv. Be forwarded to:

*Chief Executive Officer*  
 Australian Careers Education Pty Ltd  
 347-351 Victoria Street,  
 Brunswick, Victoria, Australia 3056

### 2. The information provided by the Student on the Refund Request Form must include:

- i. The date of the claim;
- ii. The Student’s full name;
- iii. The course in which the Student was enrolled;
- iv. The basis for making the claim;

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- v. The amount claimed;
  - vi. The address to which the refund is to be forwarded;
  - vii. The Student's payment details;
  - viii. The Student's signature, and
  - ix. All documents relevant to the consideration of the claim.
3. Refund applications will not be processed where the signature on the Refund Request Form does not match the Student's signature as shown on other documents provided by the Student for admission to ACE.
  4. A Refund Calculation Statement will be prepared and forwarded to the Student and any refund will normally be made in the currency of the student's country of permanent residence and payable in that country. Exceptions include non-tradable currencies (where the refund would normally then be paid in AUD) or payment to another Australian educational institution. ACE accepts no responsibility in respect of any foreign exchange rate fluctuations.
  5. The funds covering the tuition fees must be cleared (i.e. cheques cleared, telegraphic transfers received etc).
  6. All debts owing to ACE are to be deducted from any refund.
  7. Where a Student is dissatisfied with a decision to provide or not to provide a refund he or she may appeal that decision in accordance with the ACE's *Complaints and Appeals Policy and Procedure*.
  8. This policy and the availability of complaints and appeals processes, does not remove the student's right to take action under Australian consumer protection laws.

### 2.3 Payment of Refunds for Provider's Default

1. Applications for refunds for Students must be authorised by the CEO / Compliance Officer or his/her nominee.
2. Where:
  - i. the Course does not start on the agreed starting date; or
  - ii. the ACE stops the Course after it starts and before it is completed; or
  - iii. the Course is not provided fully to the Student because ACE has a sanction imposed by a government regulator, and the Student has requested a full refund of fees rather than placement in an alternate course, the refund of fees will be paid in full to the Student within 2 weeks.

2.4 In any other circumstance, ACE will refund the amount within 4 weeks after receipt of the completed and signed Refund Request Form together with appropriate supporting documents.

2.5 The date of the notification for application for refund is the date the completed and signed Application for Refund is received by ACE.

2.5 The Enrolment fee is not subject to a refund.

2.6 Overseas Student Health Cover Fees: If ACE has arranged the application and issuance of the OSHC of the student with an OSHC provider, ACE will assist the student to request for a refund with the OSHC provider, as per student's request.

### Tuition Protection Services

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 1<sup>st</sup> 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.

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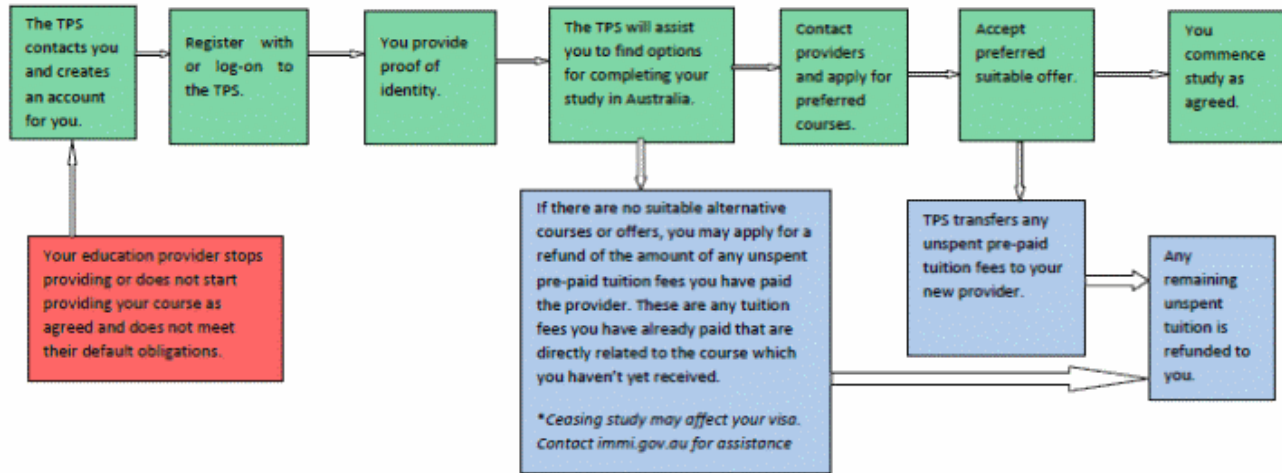


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- The TPS includes strengthened governance arrangements for greater accountability to government.
- A limit of up to 50 percent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less)
- Student refunds will be based on unexpected tuition fees (rather than on total course cost as previously)

## 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.

## Work Based Training Policy

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.

## Pre-Enrolment Information

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

## Learner Cohorts with Formal learning:

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Where an Assessment determines the learner has formal learning 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), ACE will grant credit for the unit of competency completed at another RTO. ACE will authenticate the information in the document provided by contacting the organisation that issued the document and confirming the content is valid. This course credit may reduce the length of a student's course there by recognising the equivalence of studies previously undertaken and completed successfully.

### Learner Cohorts with Non-Formal or Informal Learning:

Where an Assessment determines the learner has non-formal learning or informal learning through a structured program of instruction or through experience of work-related, social, family, hobby or leisure activities that did not lead to the attainment of an AQF qualification or statement of attainment; ACE will offer the learner Recognition of Prior Learning (RPL). Where any RPL is granted this will reduce the length of a student's course.

### Learner Cohorts with No Prior learning:

Where a learner has no prior learning ACE will give them the opportunity to fully absorb the required knowledge, and to develop skills over time in the different contexts they would experience in the workplace. This will require a longer timeframe than for those learners with formal learning or significant industry experience.

### 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.

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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, 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.***

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### COURSE DETAILS

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### HOSPITALITY COURSES

#### **SIT30816 Certificate III in Commercial Cookery CRICOS COURSE CODE - 094804G**

##### **Course Description:**

This qualification reflects the role of commercial 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.

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

##### **Course Duration & Location:**

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

Student contact hours = 20 hrs per week x 46 weeks

E-Learning = 280 hours

Delivery Location: Donald Street Campus

Work-Based Training Location: Aurora Receptions

##### **Course Entry & 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 DIBP's requirements for a student visa.

##### **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 in the classroom and supported by practicals within the kitchen environment prior to undertaking the work placement component of the course. This program also contains an e-learning component to be completed by the student (as supported by the trainer / assessor) to consolidate their learning. E-learning hours for each unit are indicated below.

##### **Work Based Training:**

Work-Based Training (WBT) for the Holistic unit SITHCCC020 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)

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### Assessments:

The following assessment methods but not limited will be used during this qualification: Formative Activities, Assignments, Student Presentations, Practical Demonstrations, Written Assessments and Log Book.

### Educational Pathways:

After achieving SIT30816 Certificate III in Commercial Cookery, individuals could progress to SIT40516 Certificate IV in Commercial Cookery.

### Training Package Rules:

To attain SIT30816 Certificate III in Commercial Cookery, 25 units must be completed by the student: 21 core units and 4 elective units

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

Note: Unit SITXFSA001 Use hygienic practices for food safety is a Pre-Requisite unit for the units marked in \*  
 Students will need to be competent in this unit prior to commencing units marked with an \*

### Units of Competency – SIT30816 Certificate III in commercial cookery

Unit Code	Unit name	Nominal Hours	Delivery Hours	e-Learning Hours
<b>Core Units</b>				
BSBSUS201	Participate in environmentally sustainable work practices	20	20	10
SITXWHS001	Participate in safe work practices	12	16	10
BSBWOR203	Work effectively with others	15	16	10
SITXHRM001	Coach others in job skills	20	20	10
SITXFSA001	Participate in safe food handling practices	40	36	15
SITXFSA001	Use hygienic practices for food safety	15	16	10
SITHKOP001	Clean kitchen premises and equipment*	13	16	10
SITXINV002	Maintain the quality of perishable items*	10	16	10
SITHCCC001	Use food preparation equipment*	25	24	10
SITHCCC005	Prepare dishes using basic methods of cookery*	45	44	15
SITHCCC007	Prepare stocks, sauces and soups*	35	32	10
SITHCCC006	Prepare appetisers and salads*	25	24	10
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes*	45	48	10
SITHCCC012	Prepare poultry dishes*	25	32	10
SITHCCC013	Prepare seafood dishes*	30	32	10
SITHCCC014	Prepare meat dishes*	50	48	15
SITHCCC018	Prepare food to meet special dietary requirements*	75	72	20
SITHKOP002	Plan and cost basic menus	30	28	10
SITHPAT006	Produce desserts*	100	96	10
SITHCCC019	Produce cakes, pastries and breads*	40	40	10

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SITHCCC020	Work effectively as a cook*	80	160	0
<b>Elective Units</b>				
SITHCCC003	Prepare and present sandwiches	10	16	10
SITXINV001	Receive and store Stock	10	16	10
SITXINV003	Purchase goods	30	28	10
SITHCCC015	Produce and serve food for buffets*	25	24	10
<b>Total Student Contact Hours</b>		<b>825</b>	<b>920</b>	<b>280</b>

Course Fees*	
Enrolment Fee	AUD \$200 (Non Refundable)
Textbooks/Materials Fee	
<i>Resources - \$350.00</i>	
<i>Knife Kit - \$140.00</i>	
<i>Uniform &amp; Shoes - \$160.00</i>	AUD \$650
Tuition Fee	AUD \$9,150
<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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### **SIT40516 Certificate IV in commercial cookery: CRICOS COURSE CODE -094805G**

#### **Course Description:**

This qualification reflects the role of commercial 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.

Possible job titles include: chef, chef de partie

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication

#### **Course Duration & Location:**

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

Student contact hours = 20 hrs per week x 69 weeks

Delivery Location: Donald Street Campus

Work-Based Training Location: Aurora Receptions

#### **Course Entry & Visa Requirements:**

There are no specific entry requirements for this qualification. However, students enrolling in this qualification with ACE must have first completed the Certificate III in Commercial Cookery. This is to ensure that the students meet the volume of learning requirements. Other 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 DIBP's requirements for a student visa.

#### **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 in the classroom and supported by practicals within the kitchen environment prior to undertaking the work placement component of the course.

#### **Work Based Training:**

Work-Based Training (WBT) for the Holistic units **SITHCC020 Work effectively as a cook** and **SITHKOP005 Coordinate cooking operations** must be undertaken in order 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 240 hours (80 Service Periods) will be completed in Work Based Training (WBT)

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### Assessments:

The following assessment methods but not limited will be used during this qualification: Formative Activities, Assignments, Case Studies, Student Presentations, Practical Demonstrations, Written Assessments and Log Book.

### Educational Pathways:

After achieving SIT40516 Certificate IV in Commercial Cookery, individuals could progress to SIT50416 Diploma of Hospitality Management or Diploma Qualification in any service field.

### Training Package Rules:

To attain SIT40516 Certificate IV in Commercial Cookery, 33 units must be completed by the student: 26 core units and 7 elective units

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

Note: Unit **SITXFSA001 Use hygienic practices for food safety** is a Pre-Requisite unit for the units marked in \*  
 Students will need to be competent in this unit prior to commencing units marked with an \*

### Units of Competency – SIT40516 Certificate IV in commercial cookery

Unit Code	Unit name	Nominal Hours	Delivery Hours
<b>Core Units</b>			
BSBDIV501	Manage diversity in the workplace	60	48
BSBSUS401	Implement and monitor environmentally sustainable work practices	40	40
SITXCOM005	Manage conflict	20	20
SITXWHS003	Implement and monitor work health and safety practices	30	32
SITHKOP004	Develop menus for special dietary requirements	15	16
SITXHRM4003	Lead and manage people	60	56
SITXMGT001	Monitor work operations	20	20
SITXFIN003	Manage finances within a budget	30	32
SITHKOP005	Coordinate cooking operations*	100	112
SITHCCC001	Use food preparation equipment*	25	24
SITHCCC005	Prepare dishes using basic methods of cookery*	45	44
SITHCCC006	Prepare appetisers and salads*	25	24
SITHCCC007	Prepare stocks, sauces and soups*	35	32
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes*	45	48
SITHCCC012	Prepare poultry dishes*	25	32
SITHCCC013	Prepare seafood dishes*	30	32
SITHCCC014	Prepare meat dishes*	50	48
SITHCCC018	Prepare food to meet special dietary requirements*	75	72
SITHCCC019	Produce cakes, pastries and breads*	40	40
SITHCCC020	Work effectively as a cook*	80	160
SITHKOP002	Plan and cost basic menus	30	28

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SITHPAT006	Produce desserts*	100	96
SITXFSA001	Use hygienic practices for food safety	15	16
SITXFSA002	Participate in safe food handling practices	40	36
SITXHRM001	Coach others in job skills	20	20
SITXINV002	Maintain the quality of perishable items*	10	16
<b>Elective Units</b>			
SITXFSA004	Develop and implement a food safety program	50	48
SITXCCS007	Enhance the customer service experience	40	36
SITXHRM002	Roster staff	30	28
SITXFIN002	Interpret financial information	60	56
SITXINV001	Receive and store stock	30	28
SITXINV003	Purchase goods	30	28
SITHCCC015	Produce and serve food for buffets	25	24
<b>Total Student Contact Hours</b>		<b>1310</b>	<b>1380</b>

Course Fees*	
Enrolment Fee	AUD \$200(Non Refundable)
Textbooks/Materials Fee	
<i>Resources - \$525.00</i>	
<i>Knife Kit - \$140.00</i>	
<i>Uniform &amp; Shoes - \$160.00</i>	AUD \$825
Tuition Fee	AUD \$13,975
<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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### **SIT50416 Diploma of Hospitality Management CRICOS COURSE CODE - 091066F**

#### **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 specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include: banquet or function manager ,bar manager ,café manager, chef de cuisine ,chef patissier ,club manager ,executive housekeeper ,front office manager ,gaming manager ,kitchen manager ,motel manager ,restaurant manager, sous chef ,unit manager catering operation

#### **Course Duration & Location:**

74 weeks Full time study (including 14 weeks break/public holidays)

Student contact hours = 20 hrs per week x 60 weeks

Delivery Location: Donald Street Campus

Work-Based Training Location: Aurora Receptions

#### **Course Entry & Visa Requirements:**

There are no specific entry requirements for this qualification. However, students enrolling in this qualification with ACE must have first completed the Certificate III & IV in Commercial Cookery. This is to ensure that the students meet the volume of learning requirements. Other 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 DIBP’s requirements for a student visa.

#### **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 in the classroom and supported by practicals within the kitchen environment prior to undertaking the work placement component of the course.

#### **Work Based Training:**

Work-Based Training (WBT) for the Holistic unit **SITHKOP005 Coordinate cooking operations** must be undertaken in order to achieve Diploma of Hospitality. 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 96 hours (32 Service Periods) will be completed in Work Based Training (WBT)

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## Assessment Methods:

The following assessment methods but not limited will be used during this qualification: Formative Activities, Assignments, Case Studies, Project, Student Presentations, Practical Demonstrations, Written Assessments and Log Book.

## Educational Pathways:

After achieving SIT50416 Diploma of Hospitality Management, individuals could progress to SIT60316 Advanced Diploma of Hospitality Management or Advanced Diploma qualification in any other service fields.

## Training Package Rules:

To attain SIT50416 Diploma of Hospitality Management, 28 units must be completed by the student: 13 core units and 15 elective units

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

Note: Unit **SITXFSA001 Use hygienic practices for food safety** is a Pre-Requisite unit for the units marked in \*  
 Students will need to be competent in this unit prior to commencing units marked with an \*

### Units of Competency – SIT50416 Diploma of Hospitality Management

Unit Code	Unit name	Nominal Hours	Delivery Hours
<b>Core Units</b>			
BSBDIV501	Manage diversity in the workplace	60	48
BSBMGT517	Manage operational plan	60	64
SITXCCS007	Enhance the customer service experiences	40	36
SITXCCS008	Develop and manage quality customer service practices	30	40
SITXCOM005	Manage conflict	20	20
SITXFIN003	Manage finances within a budget	30	32
SITXFIN004	Prepare and monitor budgets	30	40
SITXGLC001	Research and comply with regulatory requirements	80	80
SITXHRM002	Roster staff	30	28
SITXHRM003	Lead and manage people	60	56
SITXMGT001	Monitor work operations	20	20
SITXMGT002	Establish and conduct business relationships	60	64
SITXWHS003	Implement and monitor work health and safety practices	30	32
<b>Elective Units</b>			
SITXFIN002	Interpret financial information	60	56
SITXFSA004	Develop and implement a food safety program	50	48
SITHKOP005	Coordinate cooking operations*	100	112
SITKOP004	Develop menus for special dietary requirements	15	16
SITXFSA001	Use hygienic practices for food safety	15	16
SITXFSA002	Participate in safe food handling practices	40	36
SITHCCC001	Use food preparation equipment*	25	24
SITHCCC005	Prepare dishes using basic methods of cookery*	45	44
SITHCCC006	Prepare appetisers and salads*	25	24

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SITHCCC007	Prepare stocks, sauces and soups*	35	32
SITHCCC012	Prepare poultry dishes*	25	32
SITHCCC013	Prepare seafood dishes*	30	32
SITHCCC014	Prepare meat dishes *	50	48
SITHCCC008	Prepare vegetables, fruit, eggs and farinaceous dishes*	45	48
SITHCCC018	Prepare food to meet special dietary requirements*	75	72
<b>Total Student Contact Hours</b>		<b>1185</b>	<b>1200</b>

Course Fees*	
Enrolment Fee	AUD \$200(Non Refundable)
Textbooks/Materials Fee	
<i>Resources - \$700.00</i>	
<i>Knife Kit - \$140.00</i>	
<i>Uniform &amp; Shoes - \$160.00</i>	AUD \$1,000
Tuition Fee	AUD \$18,800
<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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## BUSINESS COURSES

### BSB40215 Certificate IV in Business CRICOS COURSE CODE -086976K

#### Course Description:

This qualification is suited to those working as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others. Possible job titles may include: Administrator; Project Officer.

#### Course Duration & Location:

26 weeks Full time (including 4 weeks break/public holidays)  
Student contact hours = 20 hrs per week x 22 weeks  
E-Learning = 110 hours  
Delivery Location: Donald Street Campus

#### Course Entry & 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 DIBP's requirements for a student visa

#### Mode of delivery:

This program is delivered in a simulated classroom based environment. Students will also have access to all the required equipment and facilities that are appropriate to the contexts and conditions of assessment (which may include considering whether the assessment reflects real work-based contexts and meets industry requirements).

Each unit is delivered and assessed as a standalone unit in a combination of face to face theory, demonstration/observation/role play sessions in the classroom and supported by practical group development and individual activities within the classroom and e-learning support.

#### Assessments:

The following assessment methods but not limited will be used during this qualification: Formative Activities, Projects, Observations / Role Plays and Written Assessments.

#### Educational Pathways:

After achieving BSB40215 Certificate IV in Business, individuals after achieving this qualification candidates may undertake: a range of Diploma level qualifications within the BSB Business Services Training Package, or other Training Packages

#### Training Package Rules:

To attain BSB40215 Certificate IV in Business, 10 units must be completed by the student: 1 core unit and 9 elective units

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

### Units of Competency – BSB40215 – Certificate IV in Business

Unit Code	Unit name	Nominal Hours	Delivery Hours	e-Learning hours
<b>Core Unit</b>				
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	50	48	15
<b>Electives Units</b>				
BSBADM405	Organise Meetings	20	32	10
BSBLED401	Develop teams and individuals	40	40	10
BSBMKG401	Profile the market	50	48	10
BSBRES401	Analyse and present research information	40	40	10
BSBHRM405	Support the recruitment, selection and induction of staff	50	48	10
BSBWRT401	Write complex documents	50	48	10
BSBSMB404	Undertake small business planning	50	56	10
BSBSMB402	Plan small business finances	50	40	10
BSBCMM401	Make a presentation	30	40	15
<b>Total Student Contact Hours</b>		<b>430</b>	<b>440</b>	<b>110</b>

<b>Course Fees*</b>	
Enrolment Fee	AUD \$200 (Non Refundable)
Textbooks/Materials Fee	AUD \$200
Tuition Fee	AUD \$5,600
<b>Total Course Fee</b>	<b>AUD \$6,000</b>

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

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### **BSB50215 Diploma of Business CRICOS COURSE CODE -087261D**

#### **Course Description:**

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions. Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities. Possible job titles may include: Executive Officer; Program Consultant; Program Coordinator.

#### **Course Duration & Location:**

52 weeks Full time (including 12 weeks break/public holidays)  
Student contact hours = 20 hrs per week x 40 weeks

Delivery Location: Donald Street Campus

#### **Course Entry & 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 DIBP’s requirements for a student visa.

#### **Mode of delivery:**

This program is delivered in a simulated classroom based environment. Students will also have access to all the required equipment and facilities that are appropriate to the contexts and conditions of assessment (which may include considering whether the assessment reflects real work-based contexts and meets industry requirements).

Each unit is delivered and assessed as a standalone unit in a combination of face to face theory, demonstration/observation/role play sessions in the classroom and supported by practical group development and individual activities within the classroom and e-learning support.

#### **Assessments:**

The following assessment methods but not limited will be used during this qualification: Formative Activities, Projects, Observations / Role Plays and Written Assessments.

#### **Educational Pathways:**

After achieving BSB50215 Diploma of Business qualification candidates may undertake Advanced Diploma of Business or another Advanced Diploma qualification from any other Training Packages

#### **Training Package Rules:**

To attain BSB50215 Diploma of Business, 8 units must be completed by the student: 8 elective units

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

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### Units of Competency – BSB50215 Diploma of Business

Unit Code	Unit name	Nominal Hours	Delivery Hours
BSBWOR501	Manage personal work priorities and professional development	60	112
BSBR501	Manage risk	60	112
BSBHRM506	Manage recruitment selection and induction processes	60	112
BSBADM506	Manage business document design and development	80	116
BSBADM502	Manage meetings	30	60
BSBLED501	Develop a workplace learning environment	60	112
BSBADV507	Develop a media plan	60	116
BSBADV509	Create mass print media advertisements	30	60
<b>Total Student Contact Hours</b>		<b>440</b>	<b>800</b>

Course Fees*	
Enrolment Fee	AUD \$200(Non Refundable)
Textbooks/Materials Fee	AUD \$200
Tuition Fee	AUD \$8,600
<b>Total Course Fee</b>	<b>AUD \$9,000</b>

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### **BSB60215 Advanced Diploma of Business CRICOS COURSE CODE - 088549B**

#### **Course Description:**

This qualification reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions. The qualification is suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

#### **Course Duration & Location:**

52 weeks Full time study (including 12 weeks break/public holidays)  
Student contact hours = 20 hrs per week x 40 weeks  
Delivery Location: Victoria Street Campus

#### **Course Entry & 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 DIBP's requirements for a student visa.

#### **Mode of delivery:**

This program is delivered in a simulated classroom based environment. Students will also have access to all the required equipment and facilities that are appropriate to the contexts and conditions of assessment (which may include considering whether the assessment reflects real work-based contexts and meets industry requirements).

Each unit is delivered and assessed as a standalone unit in a combination of face to face theory, demonstration/observation/role play sessions in the classroom and supported by practical group development and individual activities within the classroom and e-learning support.

#### **Assessments:**

The following assessment methods but not limited will be used during this qualification: Formative Activities, Projects, Observations / Role Plays and Written Assessments.

#### **Educational Pathways:**

After achieving BSB60215 Advanced Diploma of Business candidates may undertake Bachelor of Business or Bachelor in any Business stream

#### **Training Package Rules:**

To attain BSB60215 Advanced Diploma of Business, 8 units must be completed by the student: 8 elective units

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

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### Units of Competency – BSB60215 Advanced Diploma of Business

Unit Code	Unit name	Nominal Hours	Delivery Hours
BSBMKG609	Develop a marketing plan	50	100
BSBINM601	Manage knowledge and information	80	100
BSBINN601	Lead and manage organisational change	60	100
BSBSUS501	Develop workplace policy and procedures for sustainability	50	100
BSBMGT615	Contribute to organisation development	60	100
BSBMGT605	Provide leadership across the organisation	60	100
BSBMGT608	Manage innovation and continuous improvement	70	100
BSBHRM602	Manage human resources strategic planning	60	100
<b>Total Student Contact Hours</b>		<b>490</b>	<b>800</b>

Course Fees*	
Enrolment Fee	AUD \$200(Non Refundable)
Textbooks/Materials Fee	AUD \$200
Tuition Fee	AUD \$8,600
<b>Total Course Fee</b>	<b>AUD \$9,000</b>

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

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### AUTOMOTIVE COURSES

#### **AUR30616 Certificate III in Light Vehicle Mechanical Technology CRICOS COURSE CODE - 091626A**

##### **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 & Location:**

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

Student contact hours = 966(21 hrs per week x 46 weeks)

E-Learning = 252 hours

Delivery Location: Victoria Street Campus

##### **Course Entry & 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 DIBP's requirements for a student visa.

##### **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. This program also contains an e-learning component to be completed by the student (as supported by the trainer / assessor) to consolidate their learning. E-learning hours for each unit are indicated below.

##### **Assessments:**

The following assessment methods but not limited will be used during this qualification: Practical Demonstrations, Case Study, Written Assessments

##### **Educational Pathways:**

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

##### **Training Package Rules:**

To attain AUR30616 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.

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## Units of Competency - AUR30616 Certificate III in Light Vehicle Mechanical Technology

Core Units				
Unit Code	Unit Name	Nominal Hours	Student Contact Hours	e-Learning Hours
AURASA002	Follow safe working practices in an automotive workplace	20	21	7
AURAEA002	Follow environmental and sustainability best practice in the automotive workplace	25	21	77
AURTTK002	Use and maintain tools and equipment in an automotive workplace	20	21	77
AURETR025	Test, charge and replace batteries and jump start vehicles	15	14	77
AURETR012	Test and repair basic electrical circuits	40	42	77
AURETR029	Diagnose and Repair charging systems	30	38	77
AURETR030	Diagnose and Repair starting systems	30	28	77
AURTTA004	Carry out servicing operations	20	21	77
AURTTE004	Inspect and service engines	20	21	77
AURTTF001	Inspect and Service petrol fuel systems	25	28	77
AURLTD004	Diagnose and repair light vehicle steering systems	30	28	77
AURLTD005	Diagnose and repair light vehicle suspension systems	30	28	77
AURTTB001	Inspect and Service braking systems	20	21	77
AURLTB003	Diagnose and Repair light vehicle hydraulic braking systems	40	42	77
AURLTE002	Diagnose and repair light vehicle engines	60	56	77
AURTTCC003	Diagnose and repair cooling systems	20	21	77
AURETR031	Diagnose and Repair ignition systems	30	28	77
AURETR023	Diagnose and repair spark ignition engine management systems	60	56	77
AURLTZ001	Diagnose and repair light vehicle emission control systems	20	21	77
AURTTA018	Carry out diagnostic procedures	20	21	77
Elective Units				
AURTTK001	Use and maintain measuring equipment in an automotive workplace	15	14	7
AURETR028	Diagnose and repair instruments and warning systems	40	42	7
AURTTZ002	Diagnose and Repair exhaust systems	10	14	7
AURETR011	Install basic ancillary electrical systems and components	40	42	7
AURTTJ001	Balance wheels and tyres	10	14	7
AURLTJ003	Remove ,Inspect and refit light vehicle wheel and tyre assemblies	20	21	7
AURLTE001	Remove and install light vehicle engine assemblies	30	28	7

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AURTTF005	Diagnose and repair engine forced- induction systems	15	14	7
AURLTF001	Diagnose and repair light vehicle mechanical fuel injection systems	50	49	7
AURLTQ001	Diagnose and repair light vehicle final drive assemblies	20	21	7
AURTTQ002	Remove and refit driveline components	5	7	7
AURLTQ002	Diagnose and repair light vehicle drive shafts	20	21	7
AURLTX002	Diagnose and repair light vehicle automatic transmissions	50	49	7
AURLTX003	Diagnose and repair light vehicle clutch systems	30	28	7
AURTTA017	Carry out vehicle safety inspections	10	14	7
AURFA003	Communicate effectively in an automotive workplace	20	21	7
	<b>Total Hours</b>	<b>960</b>	<b>966</b>	<b>252</b>

Course Fees*	
Enrolment Fee (one-off fee)	AUD \$200.00 (Non Refundable)
Non-Tuition Fees	
Textbooks           \$250.00	
Steel Cap Boots   \$160.00	
Uniform             \$85.00	
PPE Safety Glasses \$5.00	
	AUD \$500.00
Tuition Fee	AUD \$9,800.00
<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*

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