



AUSTRALIAN
TECHNICAL &
MANAGEMENT
COLLEGE



Student Handbook | 2020

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We Teach Employability

Welcome to ATMC!

You are about to begin the study journey at ATMC, and we want to help you make your learning journey rewarding.

The Student Handbook contains all necessary information that is useful during your studying.

The information in this handbook may be updated from time to time; it is your responsibility to always visit ATMC's website for the latest version of this handbook and additional information which can be found on: <https://vet.atmc.edu.au/>

Please feel free to give suggestions and make comments regarding our standard of service to you, to help us to improve and make your learning experience enjoyable.

Work Health and Safety

ATMC takes its responsibilities seriously under the National Work Health and Safety legislation.

ATMC are responsible for providing a safe learning environment and ensuring that our facilities are safe for students, employees and visitors. Our senior management and staff strive to, so far as is reasonably practicable, to provide you with a healthy and safe environment in which to learn. However, we are all responsible for safety of yourself and others while studying.

Student responsibilities

You also have a responsibility under WHS legislation. This includes taking reasonable care for the health and safety of yourself and others, cooperating with teachers/trainers and ATMC staff and respecting any actions taken by ATMC to comply with WHS legislation.

Any personal property brought onto ATMC premises is your responsibility and ATMC does not accept any responsibility for the loss of or damage to your personal property. This includes your personal textbooks, PPE, tools and equipment issued to you.

Accidents, incidents and hazards

If you are involved in an accident or incident or on becoming aware of a hazard that could cause an injury or illness to yourself or others, you must report it to your teacher/trainer or Student Support staff as soon as possible.

In an emergency

Contact your trainers or Student Support staff immediately if you see an actual or imminent occurrence, which could endanger or threaten the safety or health of any person at ATMC or threatens to destroy or damage any property.

Entry requirements for workshops and practical learning centres safety b j h i WZ [dall ZY#

Workshops and practical learning centres may be hazardous or dangerous places and great care must be observed when working in these areas.

You must wear safety boots, overalls, long pants and shirts, uniforms, hearing protections and safety glasses.

Observe the personal protective equipment (PPE) and clothing signs displayed on entry doors, walls and on equipment itself.

Chemicals

Many of the chemicals we work with can be harmful to our health if we are exposed to them. Some pose a risk of injury or an incident if not handled properly. Your teacher/trainer will provide you with all the necessary information and training that is required for you to use these substances safely.

Machinery and Equipment

You may only use machinery and equipment that you have been instructed to use and are suitably trained in its operation. You must always follow safe work practices as provided by your teacher/trainer. At no time shall you operate any plant or equipment that you have NOT been trained in.

Ask for help if you are unsure about how to use a piece of equipment or undertake a task, particularly before carrying out new or unfamiliar work.

Restricted access areas

Some areas of the Institute are restricted access areas and only authorised persons are permitted to enter these areas. You are not permitted to enter any of these areas without the consent of authorized staff or your teacher/trainer.

Student Code of Behaviour

The code of behaviour is designed to give every student a clear view of what they can expect from ATMC and other students so that all members of our community can benefit from a collaborative supportive environment. In this environment students can then benefit from the training and teaching and support that is provided.

There are consequences for non-compliance with the Student Code of Behaviour including immediate suspension in the case of severe breaches and/or behaviour that may be constructed as threatening to the safety of the student, other students or any person on the Institute's premises. The Institute has a Complaints and Appeals procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

- The right to be treated with respect by others.
- The right to be treated fairly and without discrimination regardless of religion, racial and cultural differences, sexual preference, age, disability and socio-economic status.
- The right to be free from all forms of intimidation.
- The right to study in a safe, clean, orderly and cooperative environment.
- The expectation that ATMC's property will be protected from damage or other misuse. This includes obeying any signs that specify correct use of ATMC's property e.g. kitchen equipment, student printers etc.
- The right to have any disputes settled in a fair and rational manner in line with the Complaints and Appeals Procedure.
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions.

- The right to be treated with politeness and courtesy at all times.
- The expectation that students will not engage in cheating or plagiarism.
- The expectation that students will not be under the influence of drugs and/or alcohol on campus.
- The expectation that students will submit work when required by their trainers.
- The expectation that students will be punctual for classes.
- The expectation that students will treat ATMC's staff, trainers and fellow students with respect and without discrimination and any form of abuse.
- The expectation that proper Personal Protective Equipment (PPE) must be used in workshop and practical learning centres.
- The expectation that students will maintain full attendance by attending all required classes and assessments.
- Student attendance will be reviewed weekly for the total duration of the course from the commencement date.
- The expectation that all fees will be paid by the due date.



Respectful communication

- **R** – take Responsibility for what you say and feel without blaming others – Students and ATMC staff must all be responsible for their verbal and nonverbal communication with and about others
- **E** – use Empathetic listening - Students and ATMC staff must be empathetic towards each other whilst communicating, recognising issues that have arisen and using respectful communication techniques to overcome issues at hand
- **S** – be Sensitive to differences in communication/cultural styles - Students and ATMC staff must demonstrate sensitivity to individual communication/cultural styles in a respectful and lawful manner
- **P** – Ponder on what you hear and feel before you speak - Students and ATMC staff must take the time to reflect on communication issues arising and take time out to ensure a calm and productive and respectful conversation can proceed to resolve issues at hand
- **E** – Examine your own assumptions and

perceptions - Students and ATMC staff must recognise that we cannot always be neutral to an issue, thus having the ability to recognise this in ourselves and to evolve others that can provide a more neutral setting to ensure respectful communication with all

- **C** – keep Confidentiality - Students and ATMC staff must ensure they maintain confidential private information of other students and ATMC staff
- **T** – Tolerate ambiguity because we are not here to debate. There are no “winners” or “losers.” Students are here to study and improve our position as lifelong learners, and the staff at ATMC are here to facilitate this process in an educational and respectful setting.

Disciplinary Actions for Breaching the Code of Behaviour

For the below non-compliance with the Student Code of Behaviour, the following procedure for discipline will be applied:



Harm minimisation

If the student displays any signs of violence likely to cause harm to others, ATMC's staff will call the nearest police station and report the student. First aid and other medical assistance may be provided if required and where appropriate and if required 000 will be called for further assistance.

Attendance requirements

- The minimum required level of attendance is 80% of scheduled sessions. Attendance will be reviewed weekly for the total duration of the course from the commencement date.
- If students are more than 30 minutes late to a session, they can attend the class but their attendance will be recorded as late attendance. However, trainers have discretionary power to allow students to attend the session depending on the student's circumstances.

Unsatisfactory attendance

- If students are found to have less than 80% satisfactory attendance for scheduled classes, the attendance roll will reflect that

the students have unsatisfactory attendance.

- Students will be sent a first letter informing them that they have breached the code by having an unsatisfactory attendance record. Students will be asked to attend a intervention meeting session to formulate an attendance improvement plan.
- Students noted with unsatisfactory attendance will be monitored over the next five-week period. If the students continue to have unsatisfactory attendance and are not meeting their obligations under the improvement plan, they will be issued a second letter for their breach of the Student Code of Behaviour. Students will be asked to attend a intervention meeting to formulate a critical improvement plan.
- However, in another scenario, when students fail to attend the intervention meeting after receiving the first warning letter, a second warning letter requesting attendance at a intervention meeting will be issued in the subsequent week. After the second warning letter, and if the student is still absent or continues to have a record of unsatisfactory attendance at the end



of the improvement plan period, a third warning letter will be issued. This letter will inform them of ATMC's intention to suspend or cancel their enrolment and of their right to access ATMC's complaints and appeals process within 20 working days (plus two working days for postage and handling).

- The cancellation of the student's enrolment cannot take effect until the appeal process is completed. Students are to continue to attend classes whilst the appeals processes are in action.

- For students under a Skills First funding program, suspension or cancellation of enrolment has to be reported via SVTS as a withdrawal from the unit whilst the intervention and appeals process is in action. This may affect the students' Skills First funding entitlement. This does not apply to full fee paying domestic students.

- The suspension or cancellation of enrolment is subject to the discretion of ATMC.

Non-commencement

ATMC will initiate a cancellation of the offer and the eCoE when:

- A new student fails to commence within 15 working days of the orientation date as specified on the letter of acceptance. The student will not be entitled to refunds or an extension as a result of non-commencement (student default). The eCoE will be cancelled, the student and/or Education Agent will be notified prior to the cancellation and a copy of the cancelled eCoE will be sent for their reference. Appealing rights are not offered when the student has not commenced studies at ATMC.

- A student fails to commence within 15 working days of a deferral or approved holiday break. This is a breach of Student Code of Behaviour which can lead to the cancellation of student's enrolment.

- For international students, the Department of Immigration will be notified of the cancellation of enrolment, which may result in the cancellation of student's visa via Provider Registration and International Student Management System (PRISMS).

- For domestic students under Skills First funding it may impact the student's future entitlements.

- If the student does not agree with this decision, they have 20 working days from the date this letter is sent (plus 2 working days for the postal handling) to appeal. This can be done by accessing the Institute's Complaints and Appeals process. A copy of the application form SS116 Student Complaint & Appeal Form is available from the Institute's reception and also on the Institute's website. For more complaints and appeal procedures, please refer to P08- Complaints and Appeals on ATMC's website.

- The student will remain enrolled at the Institute during this time. Whilst the appeal is in progress, the student will be expected to attend classes and his/her academic performance will continue to be monitored.

Default tuition fees

- If students are found to have defaulted in the payment of tuition fees, they are sent a reminder letter detailing the late payment and advising them to see the Finance Department immediately.

- If students continue to default in the payment of tuition fees after seven days from the date of the initial reminder letter, they are sent a subsequent reminder letter.

- If students still do not pay after the second reminder letter, a final letter is sent outlining ATMC's intent to suspend or cancel their enrolment. This letter will inform the students of their right to access ATMC's complaints and appeals process within 20 working days (plus two working days for postage and handling).

- The cancellation of a student's enrolment cannot take effect until the appeal process is completed.
- The student will be excluded from class at the same time as the cancellation of the student's enrolment take effect (once the appeal process is completed).
- Suspension or cancellation of enrolment will be reported to the Department of Immigration and Border Protection and may affect the student's visa status (only applicable to international students). The default reason will be the date the student was excluded from class.

Plagiarism

- Students found cheating during assessment, or who have submitted plagiarized work, will be given an opportunity to explain their case during an intervention meeting. Depending on the situation, the Academic/Student Support Manager shall decide whether the student should repeat the unit and pay the repeat tuition fee or resubmit the assessment and have the breach dealt with under other provisions of the Student Code of Behaviour.
- Where applicable, an improvement plan will be developed to assist the student to complete the course.

Drugs and/or Alcohol distribution or consumption

- If a student is found to be, or is suspected of possessing, distributing, consuming or being affected by drugs and/or alcohol, ATMC will take appropriate action based on the severity of the student's breach of Student Code of Behaviour.
- If the student behaves in the above described manner, the student will be asked to leave ATMC's premises (where appropriate). The trainer in charge, or the Course Coordinator, must complete an incident form to record all the necessary



information (e.g. date, time, people involved, nature of the incident etc.). The student will also be issued a warning letter for breaching the Student Code of Behaviour. Any warnings can lead to the cancellation of the student's enrolment. Severe breaches of the Code of Behaviour, can lead to immediate cancellation of enrolment.

- Information about the abuse of drugs/ alcohol is a private matter. However, at the discretion of the CEO/Deputy CEO, and with the student's consent, information may be provided to staff who have direct responsibility for the student.

- ATMC's staff have a duty of care to pass on information to a member of management if they have knowledge about illicit drug use by students, irrespective of whether the use:

- is confirmed, suspected or likely to occur; and

- occurs on or outside ATMC's premises.

Note: Under this duty of care, ATMC's staff cannot promise unconditional confidentiality to students.

Smoking

Smoking is prohibited in all ATMC's premises.

Procedures for other breaches to the Code of Behaviour

- For any other breach of behaviour, a member of ATMC's staff will contact the student to arrange an intervention meeting to discuss the issue or behaviour and determine how the issue might be rectified. This meeting and its outcomes will be documented in the student file. A letter will be issued to inform the student of the disciplinary action to be taken as discussed in the meeting.

- This letter will inform the student of their right to access ATMC's complaints and appeals process within 20 working days

(plus two working days for postage and handling).

- Failure to attend scheduled intervention meetings may result in ATMC deciding to suspend or cancel a student's enrolment.

- Failure to have any reasonable grounds or exceptional circumstances when found to have disobeyed signage or deliberately disregarded notices causing damage or misuse of ATMC's property may result in the student being liable for associated costs.

FOR INTERNATIONAL STUDENTS:

- If ATMC intends suspending or cancelling a student's enrolment, and it is not at the student's request, the student must be informed they have 20 working days to appeal to ATMC. If the appeal is not upheld, or the student withdraws from the appeal process, ATMC must report the student to the Department of Home Affairs via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed.

- Suspension or cancellation of enrolment has to be reported to Department of Home Affairs and may affect the student's visa status.

- At any stage of this procedure students are able to access ATMC's Complaints and Appeals procedure if they do not agree with a decision.

For more information about student code of behavior, please refer to P01, Student Code of behavior available on ATMC's website: <https://vet.atmc.edu.au/policies/>



Summary of ATMC's policies and procedures

This summary includes, but not limited to, the following:

FOR ALL STUDENTS

P06 - CRITICAL INCIDENTS

A critical incident is 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.' The purpose of this policy and procedure is to recognise the duty of care owed by the Institute to its overseas and domestic students and to document the process for managing critical incidents if and when they occur.

P08 - COMPLAINTS AND APPEALS

Students have access to an internal complaints and appeals process.

- A complaint is an informal or formal notification of a grievance relating to one or more services provided by ATMC or

behaviour of a member of staff or other student(s). A complaint does NOT relate to an academic result given to a student, but may relate to the overall process or behaviour attached to that result.

- An appeal is a request to have a decision reviewed. The decision to be reviewed may be as a result of an academic result (e.g. grading), an Administrative Decision (e.g. Letter of Release), or as a result of a formal review of a complaint.
- An external appeal can be accessed by students to review that the ATMC process has been correctly followed and the appellant has been treated fairly in accordance with that policy. An external appeal is not available until the internal processes have been exhausted.

P10 - COURSE PROGRESS AND INTERVENTION STRATEGY

The purpose of this policy and procedure is to ensure that all students maintain satisfactory course progress to complete their studies within the expected



duration and where they show any signs of slipping, the students are supported and encouraged to get their studies back on track. In addition to support by Trainers and Assessors, course progress is subject to monitoring processes and the Institute takes intervention action when a student is in danger of not progressing satisfactorily or not completing their course and the requirements within expected duration.

Satisfactory progress means that students have successfully completed the competencies in 50% or more of the course requirements being scheduled for VIZp z and have not been identified as being “at risk.”

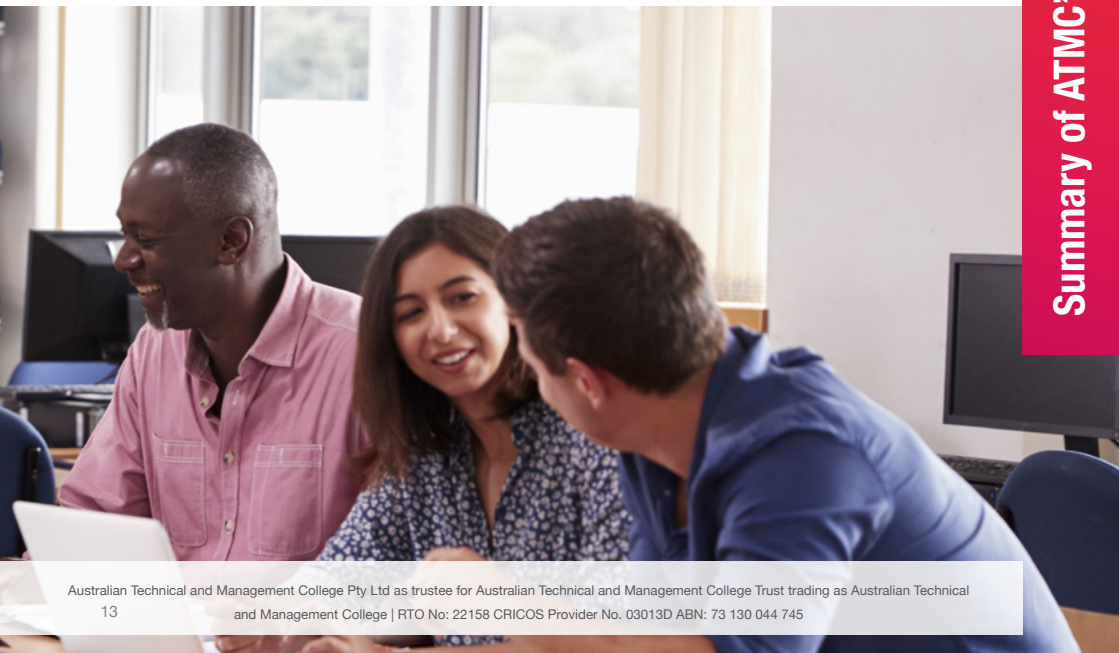
‘Unsatisfactory progress’ is defined as not meeting the course progress requirements or alternatively not successfully completing or demonstrating competency in at least 50% of the course progress requirements of that iZp as defined and implemented in the training plan.

Where ATMC has assessed the student as being “at risk”, it will inform the student

and implement an intervention strategy. All causes, academic and/or non-academic, such as personal issues that lead to unsatisfactory progress, will be discussed and reviewed. The formal intervention strategy implemented after the iZp ends is considered a formal intervention. A formal written warning letter will be issued to those students who have not successfully completed the assessments in 50% or more of the course progress requirements being studied for that iZp .

International students who have unsatisfactory academic progress will be reported to the Department of Home Affairs and may risk having their student visa cancelled. Students who, after intervention and/or due to compelling reason, decide to move to another field of study within ATMC, will not be reported to the Department of Home Affairs for unsatisfactory course progress.

Where the student has chosen not to access the complaints and appeals process or withdraws from the process or the process is completed with the outcome



supporting ATMC (i.e. the student's appeal was unsuccessful), the Department of Home Affairs must be notified as soon as practicable of the student not achieving satisfactory course progress through PRISMS. If the student's appeal is successful, or there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through ATMC's intervention strategy, and the student will not be reported.

By monitoring and supporting a student enabling him/her to keep up with the course schedule/ timetable, ATMC is assisting the student complete the course within expected duration.

P12 - NATIONAL RECOGNITION, CREDIT TRANSFER & RECOGNITION OF PRIOR LEARNING.

This policy and procedure is the process of applying for and granting either Credit Transfer or Recognition of Prior Learning (RPL) and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

P13 - DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT

This policy and procedure is in place for the application, assessment, approval and records management of leave, deferral, suspension and cancellation of study by students. The procedure ensures that students are informed of the grounds on which their enrolment may be deferred, suspended or cancelled. The acceptable reasons for deferral, suspension or leave of absence are listed in the policy.

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the institute by completing AD106.a Deferral form or AD106.b Suspension form and submitting supporting documents. Students wishing to take short leave from study that is less than 4 weeks must submit the Leave application form SS117 and supporting documents. Students wishing to cancel/withdraw their courses can do so by submitting the form SS115.a.



The Institute may initiate a cancellation of enrolment. The suspension or cancellation/ withdrawal of the overseas student's enrolment under Standard 9 of the CRICOS Standards cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

P20 - ASSESSMENT

This policy and procedure is in place for the application of Assessment Principles and the Rule of Evidence.

All candidates are eligible to sit for assessment, except:

- Candidates who do not demonstrate a regular attendance pattern (e.g. 80% or better) are deemed as not acquiring sufficient knowledge of the module/unit, will therefore not be eligible to do any assessment. Student may have to pay the fee to re-study the module/unit (this will be at the discretion of the Director of Studies).
- Candidates in English programs who do not achieve a minimum of 80% attendance.

Re-assessment: Candidates are permitted a maximum of 3 attempts for assessments; the assessor will review each attempt that is not satisfactory and recommend areas to focus on for further study. However, if after the 3rd attempt the student is still not satisfactory, the candidate will be counselled and advised of the options that are available to them to progress to completing their chosen course of study.

Candidates who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

P21 - ACADEMIC CONDUCT - PLAGIARISM AND CHEATING

Students at ATMC are expected to conduct their studies honestly, ethically and in harmony with the accepted academic standards established by VET institutions. Any form of non-compliance to such standards can result in penalties which may have severe impact on the student's academic future.

Students must assume responsibility for maintaining honesty for all assessable



tasks. The policy underlines the ATMC's intent promote integrity and academic honesty.

P54 - ATTENDANCE MONITORING

The expectation that students will maintain at least 80% of attendance by attending required classes and assessments.

Student's attendance is reviewed weekly across the total duration of the course starting from the commencement date. Unsatisfactory attendance (may result in ineligibility to sit for assessments at the discretion of the institute. Students will be sent a letter informing them that they have breached the student code of behaviour by having unsatisfactory attendance record. Students will be asked to attend a counselling session to build an attendance improvement plan. Student who fail to attend a scheduled counselling session or do not agree to follow an improvement plan will automatically be sent a subsequent letter which may lead to an earlier cancellation of enrolment. Students will be informed that they can access the complaints and appeals process during this process. The cancellation of the student's enrolment cannot take effect until the appeal process is completed.

P23 - AQF CERTIFICATION DOCUMENTATION ISSUANCE

This policy and procedure is to ensure that AQF certification documentation is issued only to learners who have met all requirements of the training products as specified in the relevant training package or VET accredited course.

Once students have completed the course, AQF certification documentation will be issued within 30 calendar days of the students being assessed as meeting the requirements of the training product if the training program in which the students is enrolled is complete, and providing all agreed fees the students owes to the Institute have been paid.

ATMC will not issue AQF certification

documentation without being in receipt of a verified Student Identifier unless an exemption applies under the Student Identifiers Act 2014.

For further information, please refer to the policies on the website <https://vet.atmc.edu.au/policies/>

Unique student identifier (USI)

All students need a verified USI in order to receive their AQF certification documentation unless an exemption applies under the Student Identifiers Act 2014.

Further information on USI exemptions can be found at

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-reporting-usi>

Where an exemption applies, the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

FOR INTERNATIONAL STUDENTS ONLY:

P07 - STUDENT TRANSFER

RTOs cannot enroll transferring students in the first six months of their principal course of study except in accordance with Standard 7 of the National Code. Students wishing to transfer in the first 6 months of their principal course of study must meet the requirements of the ESOS Act and the National Standards.

For further information relating to all the policies, please visit ATMC's website at:

<https://vet.atmc.edu.au/policies/>

FOR INTERNATIONAL STUDENTS ONLY:

THE ESOS FRAMEWORK

The ESOS Framework is the legal framework for the provision of education services to international students. The ESOS framework include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018. The framework provides a consistent national approach to the registration of education providers to maintain high quality of the training, and the care of students.

The ESOS Act protect the rights of international students as follows:

- Your right to receive, before enrolling, up-to-date and accurate information about the courses, fees, modes of study, and other information from your institution and your institution's agent.
- Your right to sign a written agreement with your institution before paying fees, setting out the services to be provided, fees payable, and information about refunds of course money. Make sure to keep a copy of your written agreement.
- The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your institution is unable to teach your course. Read more about this service on the Tuition Protection Service website.

THE ESOS REGULATIONS

The Education Services for Overseas Students (ESOS) Regulations 2001 support the implementation of the ESOS Act 2000. The ESOS Regulations set out detailed requirements for providers which covers a range of information that you have a right to know and services that offered to you, including:

- Orientation and support services to assist in the transition into life and study in Australia

- Legal services
- Emergency and health services
- Facilities and resources
- Student Contact Officers
- Course Credit information
- Complaints and Appeals Process
- Deferral, Suspension or Cancellation Policy
- Satisfactory Course Progress Requirements and academic support available if you are not progressing well

• Information on visa conditions relating to course progress and attendance (if applicable)

Your responsibilities as an international student:

- Satisfy your student visa conditions*
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your institution
- Inform the institution of the change of your contact details while enrolled in the course
- Maintain satisfactory course progress
- Follow your institution's attendance policy (if applicable)

For more information, please refer to <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

* ATMC do not take overseas students under 18 on student visa.

Indicative Course Related Fees

Information on all possible fees besides the course fee schedule

Enrolment Fee (International)	\$200
Enrolment Fee (Domestic)	\$200
Re-application Fee	\$150
RPL initial consultation fee	\$300
Initial assessment fee	subject to course selection
Credit Transfer	No charge
*OSHC Single	\$596/year (2020)
*OSHC Family	\$3,091/year (2020)
*OSHC Couple	\$2,120/ year (2020)
Repeat unit Fee ³	Same as at time of enrolment
Deferral Fee ²	\$200
Printing and copy (B&W) ⁴	\$0.10/A4 sheet and \$0.20/A3 sheet
Printing and copy (colour) ⁴	\$0.50/A4 sheet and \$1.00/A3 sheet
Charges for late payment	N/A
Re-assessment Fee ¹	\$150
Replace ID card	\$15
Replace Certificate	\$30
Extension of CoE ³	\$250 / week
Logbook replacement	\$75
Request postage of documents	\$20 (within Australia) or overseas postage is subject to location

Repeat unit fee usually applies to but not limited to students who are found to have plagiarised work and need to repeat the unit of competency.

*OSHC is correct at time of print. Please contact Bupa for a quote at the time you apply.

¹ Students are entitled to 3 assessment attempts for each unit of competency. They will be required to repeat the units of competency and pay repeat unit fee. Students found to have cheated or plagiarised work will not be entitled to re-sit assessments, instead they will be required to repeat the unit of competency and pay the repeat unit fee.

² Subsequent deferrals will incur a deferral fee. Student is expected to complete course within the duration stated in their CoE(s)

³ Any extension of course after the course end date will incur a fee "Extension of CoE". Student on early completion mode who has studied part or all units (or cluster of competencies) of the next study period would have incurred new study period fees. Fees for the new study period must therefore be paid accordingly.

⁴ Students are required to top up their Printing Cards in order to use printing and copying services. The balance of the printing cards are non-refundable. Fees listed are subject to change without notice due to review of policies and will be updated on the website periodically.



Fee and Refund Arrangement

Refund applications must be made by completing Refund Application form FN108 and sending it to the Finance Department of the Institute. The student Refund Application Form is available from the Institutes's website or at reception. Refund application form must be submitted by email to refunds@atmc.edu.au, in person or fax (03) 9654 1049, attention "Finance Department". Whether the student is entitled to a refund or not, they will receive written notification of the outcome which includes an explanation of how the refund was calculated within 20 working days of receipt of the refund application (for refunds that relate to provider default refer below). The refund will be paid to the student or another person nominated in writing by the student. Where an application is withdrawn or cancelled notification by submitting 'Cancellation Form SS115.a' (International students) and 'Cancellation Form SS115' (domestic students) must be provided. For refund calculations other than a student visa refusal, the refund is based on the commencement date of the first eCoE for that particular visa application, OR the commencement date of the CoE for which visa is granted. In the instance that an eCOE was not issued, refund will be based on the commencement date of the first Letter of Offer (LOF). Any deferred or subsequent COEs or LOFs will not be considered for the purposes of calculating refund.

Refunds will be made according to the following refund tables, each of which is tailored to a specific type of students (international, Fees for Service and Skills Frst students).

Refunds related to International students

Student has been refused an Australian Student Visa and has not started the course (refusal letter required)	100% tuition fee refund excludes enrolment, material equipment and administration fees*
Student has been refused an Australian Student Visa and has started the course (refusal letter required to determine default date)	100% tuition fee refund excludes enrolment, material equipment and administration fees **
ATMC fails to start course or the course ceases to be provided after it starts (provider default)	100% tuition fee refund excludes enrolment and administration fees **
Withdrawal notified in writing and received by the Institute 20 working days or more prior to course commencement (student default)	70% tuition fee refund excludes enrolment, material equipment and administration fees ^{1 2}
Withdrawal notified in writing and received by the Institute less than 20 working days prior to course commencement (student default)	50% tuition fee refund excludes enrolment, material equipment and administration fees ^{1 2}
Withdrawals notified in writing and received by the Institute on or after the course commencement date or student did not commence study at campus location identified (student default)	No refund of current study period course fees paid and material equipment fee ¹
Student's enrolment is suspended or cancelled by the Institute due to the student being in breach of the student written agreement (student default)	No refund of current study period course fees paid and material equipment fee ¹
Deceased Students: The personal legal representative of the Deceased Estate must apply for any excess payments which are to be refunded. The administrators must supply details about who the refund is payable to. ATMC reserves the right to request official documentation to support any such claims.	The proportion of fees paid for the unused delivery of training and assessment services i.e. the fees are calculated on for the days that were paid for that the deceased student did not attend after deceasing.
<p>* indicates amount minus 5% of the course fees received (including non-tuition fee); or \$500; whichever is less.</p> <p>** indicates unspent tuition fee of weeks in default period (period from after default day and the end of the period to which the unspent tuition fee relates).</p> <p>** Refund calculation:</p> <p style="text-align: center;">total tuition fee for the course</p> <p>a) Weekly tuition fee = $7 \times \left(\frac{\text{number of calendar days in the course}}{\text{(number of calendar days from the default day to the end of the period to which the payment relates)}} \right)$</p> <p>b) (Weeks in default period = $\frac{\text{number of calendar days in the course}}{7}$)</p> <p>c) Refund amount = weekly tuition fee × number of weeks in default period</p> <p>¹ Student defaults if 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 the student withdraws from the course at the location (either before or after the agreed starting day); or ATMC refuses to provide, or continue providing, the course to the student at the location because of one or more of the following: student fails to pay an amount payable to ATMC for the course; the student breached a condition of his/her student visa; misbehavior by the student.</p> <p>² A refund processing fee of \$300 will be deducted in cases that relate to student default (except when a student is refused a student visa)</p>	

Refunds related to Fee for service/ domestic students

Course cancelled or rescheduled by ATMC (provider default)	100% tuition fee refund excludes enrolment, material equipment and administration fees *
Withdrawal notified in writing and received by the Institute 20 working days or more prior to course commencement	70% tuition fee refund excludes enrolment, material equipment and administration fees ^{1 2}
Withdrawal notified in writing and received by the Institute less than 20 working days prior to course commencement	50% tuition fee refund excludes enrolment, material equipment and administration fees ^{1 2}
Withdrawals notified in writing and received by the Institute on or after the course commencement date	No refund of current study period course fees paid and material equipment fee ¹
<p>* A refund processing fee of \$300 will be deducted</p> <p>¹ Student defaults if 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 the student withdraws from the course at the location (either before or after the agreed start-ing day); or ATMC refuses to provide, or continue providing, the course to the student at the location because of one or more of the following: student fails to pay an amount payable to ATMC for the course or misbehavior by the student.</p> <p>² A refund processing fee of \$300 will be deducted in cases that relate to student default</p>	

Refunds related to Skills First program students

Course cancelled or rescheduled by ATMC (provider default)	100% refund of paid tuition fees and material equipment fee
Withdrawal notified in writing and received by the Institute prior to commencement date	100% refund of paid tuition fees
Cancellation after student commenced course	The paid tuition fee for subsequent calendar year
<p>*Material & equipment fees are non refundable if the packaging seal is broken and there is evidence that the materials have been used.</p> <p>If students have not received the kit at the time of refund, students receive 100%refund.</p>	

ATMC Student Support

- Career and course selection support
- Academic support including:
 - One on one learning support
 - Additional timetable/classes
- LLN support classes
- English support classes
- Reasonable adjustments to assessment
- Computer skill support
- Re-assessment (utilising reamaining attempts)

Information, referral and practical support for all international students can be found on the list of Support Options and Important Infomation on Course guide, which is available on ATMC website <https://vet.atmc.edu.au/>

Student Contact Officers

Students are encouraged to contact the Student Contact Officers at their respective campus as their initial point of contact. Your Student Contact Officers will help you and refer you to other sources of student support within the Institute, which are accessible at the Student Support Hub. Student Contact Officers are available during office hours (Mon – Fri, 8.30am – 6pm).

	SSO	Email	Phone	Address
Business & IT	: b 'an B XAZccVc	Zb and XZccVc5 WmiZgkX# ZYj #J	9650 0367	Level 1-4, 601 Bourke street, Melbourne, VIC 3000
English	Gail Robinson	grobinson@atmc.edu.au	9650 0367	Level 1-4, 601 Bourke street, Melbourne, VIC 3000
Early Childhood education and Care	Leah Dedman	ldedman@atmc.edu.au	9650 0367	Level 1-4, 601 Bourke street, Melbourne, VIC 3000

Please be advised:

Ensuring your well being is a part of our commitment to providing a safe study environment, if you witness anything that you perceive or believe to be unsafe please ensure you report this to your Teacher in charge or Emergency Hotline below.

First Aid kits are available, please notify your teacher if you have been injured. The First Aid Officer will report to the campus immediately to ensure you are taken care

Students safety and emergency hotline
+ 61 403 364 999 (Sophia Ng)

Students with Special Needs

We want you to have the greatest opportunity at successfully completing your training program.

- Did you know we can customise your training plan to suit your learning needs?
- Do you have language, literacy, or numeracy support needs?
- Do you have learning difficulties?
- Do you have any known disabilities that may affect your learning?
- Do you require guidance or welfare support services?
- Do you have a preferred learning method as it could improve your learning?

If the answer is Yes, we can offer you additional learning support. If you feel you need additional help after commencing your course, please talk to a student support officer or a trainer in charge as soon as possible.



Students with Special Needs



MAIN CAMPUS

601 Bourke street, Melbourne, VIC 3000

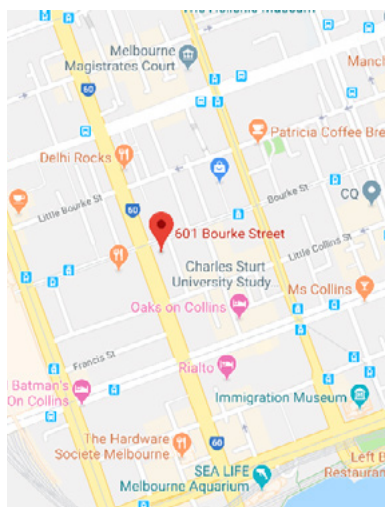


Student Lounge

ENGLISH, BUSINESS, IT & CHILDCARE

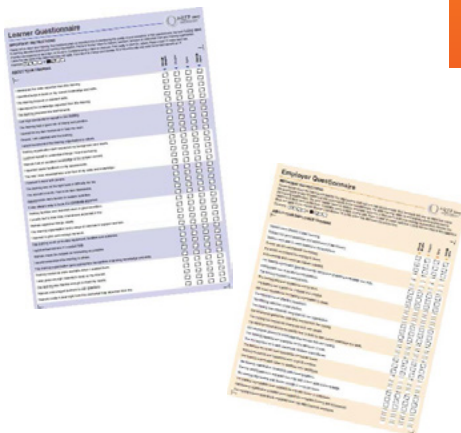
Level 3, 601 Bourke street, Melbourne, VIC 3000

- Student Support Hub (available 6 days per week)
- Computer lab
- Student lounge
- Student kitchen
- Printing facilities
- Library
- Learning Resource Centre (LMS)
- Student self-study areas
- Theory classrooms
- Projectors
- Restaurants and coffee shops in the arcade
- Business, IT & Accounting trainers' faculty room
- Easy access to public transport



The Australian Quality Training Framework (AQTF) Quality Indicators

During your studies you will receive surveys on your learning experience. Please cooperate in completing these to the best of your knowledge. This helps the college towards continuously improving our training services and reporting our quality to the regulators.



Privacy Notice

Under the Data Provision Requirements 2012, ATMC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by ATMC for statistical, administrative, regulatory and research purposes. ATMC may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research

relating to education, including surveys and data linkage;

- pre-populating ATMC student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).



Handwriting practice area with 18 sets of horizontal lines. Each set consists of a top blue line, a middle red line, and a bottom blue line, providing a guide for letter height and placement.

We Teach Employability

If you have any further queries or you would like to make an appointment to discuss your future just call, fax or email:

Telephone:

+61 3 9650 0367

Facsimile:

+61 3 9654 1049

Email: info@atmc.edu.au

For additional information about ATMC visit our website: <https://vet.atmc.edu.au/>