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Apex Australia

Vocational Education

STUDENT HANDBOOK

Emergency Contact Information

EMERGENCY CONTACT
In case of fire, medical or police emergency DIAL 000 Apex Australia Emergency Contact 24 hours **Phone:** +61 413 844 955
NON-EMERGENCY ASSISTANCE
Non-Emergency Assistance **Email:** support@apexaustraila.edu.au **Phone:** (02) 8007 6262

OUR CAMPUSES

Sydney CBD

Level 3, 22-26 Goulburn Street
Sydney NSW 2000
+ 61 8007 6261

Parramatta Campus

Office 5, 2 Sorrell Street,
Parramatta NSW 2150
Phone: +61 2 8007 6262

Melbourne Campus

Level 7, 123 Lonsdale Street, Melbourne VIC 3000
Phone: +61 2 8007 6262 (transfer from Sydney Campus)

Website: Apex Australia Vocational Education
Apex Institute of Education t/a Apex Australia Vocational Education
ABN: 38 130 193 207
CRICOS Code: 03156M
RTO No: 91606

Disclaimer

Apex Australia Vocational Education attempts to ensure that the information provided in this handbook is accurate and up to date, but some sections may be amended without notice. Interested parties intending to act on any information contained herein should first check with the college to ascertain whether any later information is available in respect of the relevant material.

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Welcome Message

Welcome to Apex Australia Vocational Education (Apex), a Registered Training Organisation (RTO No. 91606 and CRICOS Provider No. 03156M).

It gives me great pleasure to know that you have chosen to study with us and benefit from our quality training programs at Apex.

The qualifications offered by Apex are built around the needs of the students and with focus on true practical skills and job readiness but also in light of the needs of the community and the industry in the hope of producing job ready graduates.

I agree that your decision to study with Apex is a very important step, either to build a successful career as a professional to work in a professional area of your choosing, or as a step to further academic achievement. Apex is committed to providing you with high quality education and support services to ensure that you meet your expectations.

During your studies with us, all staff at Apex will endeavour to:

- Take utmost care to support your learning needs to ensure that your studies with us will be productive, fulfilling and rewarding.
- Strive to provide you with assistance and guidance so that you will gain the maximum benefit from your study with us.
- Provide qualified, knowledgeable, and devoted staff who are passionate about being mentors and who are excited to share their work experiences and stories with you.

Thank you once again for choosing Apex Australia Vocational Education for your learning journey and we look forward to a fun and rewarding time together.

Best wishes,
Livleen Sodhi
CEO

1.0 Introduction

The purpose of this handbook is to assist you to become a successful student at Apex. It provides you with some vital information that will guide you while you're studying with Apex. It is of prime importance that you fully read and understand the contents of this Student Handbook.

We require all new students to read this handbook and sign the acknowledgement form upon receiving this handbook.

As a Registered Training Organisation (RTO No: 91606) and a registered CRICOS Provider (Provider No: 03156M) in Australia, Apex operates in compliance with the VET Quality Framework (VQF) and the Education Services for Overseas Students (ESOS) Framework, in particular:

- Standards for Registered Training Organisations (RTO's) 2015
- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

If you would like a printed copy of the above-mentioned legislations, please email Student Support. Alternatively, you can access them at the web links provided.

Apex assures the protection of overseas students' pre-paid fees through its membership of the Tuition Protection Service (TPS), operated by the Australian Government Department of Education.

2.0 Vision, Mission, and Values

Vision

Apex's vision is to continuously improve to become a leading education provider in delivering quality education to its students and providing them with the skills and knowledge to excel in their chosen field.

Mission

Apex's mission is to be a leading private provider of vocational education by offering high quality training, excellent student support and real academic pathways for its students.

Values

Our values are to:

- Act at all times ethically, fairly, honestly and accurately.
- Strive to provide a student-centred environment.
- Unleash the potential within each student by providing them with opportunities, skills, and knowledge.
- Maintain high standards of financial probity, marketing, and advertising integrity.

3.0 Studying at Apex

Obtaining a Student Visa.

All international students planning to come to Australia to study must obtain a student visa. For more information about obtaining student visas, please visit www.immi.gov.au

Pre-Arrival Information.

Once your enrolment is confirmed by the college and you have obtained the student visa to come to Australia, you need to plan your trip and arrival in Australia. For useful pre-arrival information, please visit Study Australia. If you need help with finding accommodation or airport pickup, please contact us before arrival so that we can make necessary arrangements.

Cost of living in Australia for International Students

The Department of Home Affairs has financial requirements you must meet to receive a student visa for Australia. The approximate 12- month living costs are:

- You (Student) – AUD$29,710 per year.
- For partner coming with you – AUD$10,394.
- For a child coming with you – AUD$4,449.

Refer to Subclass 500 Student Visa for more information.

Refer to 'Study Australia' for further information regarding living costs in Australia.

On the First Day of your course.

On the first day of your course, you need to attend the orientation program in the college. This program is aimed at providing you important information about the college.

You will be asked to undertake a placement test so that the college can determine your English level to place you in the appropriate class. Our staff will be there to help with your enquiries.

Seeking help.

If you have any questions relating to your studies, classes, and assessments, you can talk to your teacher first. If there is any issue you can't speak to your teacher, you can speak to the Student Support Officer.

Facilities and Resources.

Apex maintains suitable and up-to-date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. Apex maintains administration and training facilities and equipment to ensure smooth and effective operations. Facilities and equipment are set up, cleaned, and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials, and equipment.

Facilities and resources include:

- Well-equipped classrooms with chairs, tables, and audio-visual equipment.
- Computer lab.
- WI-FI access.
- Student common area with kitchenette facility.
- Independent student learning area with reference books.
- Printing and photocopying facility (you need to pay to for printing and photocopying.
- Students' personal noticeboard for personal advertisements and messages.

Social Activities

Apex arranges social activities to enhance students' learning and these activities are planned in consultation with students and class teachers. Suggestions for any relevant activities are always welcome from students and teachers.

Texts and References

Apex has made available the texts and references that are required by students for study purposes. E-books will be provided to students along with their Learner Assessment Pack for every unit enrolled.

4.0 Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that create a lifetime record for an individual of all the nationally recognised training that has been completed.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrols in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

You can access the following for information about USI exemptions here

If you are providing us with permission to access or create your USI we will need a valid form of identification.

You can create your own USI here

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

During orientation, Apex student support officers/admissions officer will assist you to apply for your USI and collect details of the USI from you. Administration staff sends email alerts to students who have not provided their USI.

5.0 ELICOS AND VET Policies and Procedures

Apex is committed to high standards in the provision of English courses and other services to all Apex clients.

Apex has implemented policies and procedures to ensure students' rights are protected and the students are aware of their obligations under relevant legislative and regulatory requirements.

All students are required to familiarise themselves with and abide by all relevant policies and procedures of Apex Australia Vocational Education. Below are some of Apex Australia Vocational Education's policies and procedures. You can access our comprehensive policy documents by referring to the list provided on our website.

5.1 Student Discipline and Code of Conduct

This code outlines your rights and responsibilities as a student in regard to participating in training programs at Apex.

Student's rights

As a student you have the right:

- To be treated fairly and respectfully by other students and staff.
- Not to be victimised, harassed and discriminated against on any basis.
- To receive competency-based training and assessment that meets relevant quality assurance requirements.
- To have the training delivered in a comfortable venue with appropriate resources and facilities.
- To receive support services that enable you to adjust to life and studies and to complete your course.
- To have the training and assessment conducted by appropriately qualified trainers and assessors.
- To access Apex complaints and appeals process and have your complaints dealt fairly and confidentially.
- To access the information that apex holds on you.
- To provide suggestions and feedback on training, assessment, services, facilities and resources.
- To access the Australian Consumer Law.

Student's responsibilities

As a student you are expected:

- To follow Apex's policies, procedures, rules and health and safety signs.
- To attend classes regularly.
- To maintain satisfactory course progress and attendance.
- To notify Apex within **7 days**, if personal or contact details change.
- To be polite, courteous and honest in all dealings.
- To treat all people fairly equally and with respect regardless of their race, colour, ethnic origin, religion, gender, age or disability.
- Not to discriminate, harass, victimise, bully or disturb others.

- Not to abuse (verbal or physical) others.
- To respect opinions of people from other backgrounds and cultures.
- To respect the need of others to work and learn in a safe environment.
- To take appropriate steps to help those who need assistance.
- Not to bring anything onto Apex premises anything that may compromise the health and safety of others.
- To provide true, accurate and relevant information to Apex in a timely manner.
- To come to classes on time, prepared and ready to learn.
- Not to bring or consume alcohol on to the premises.
- Not to bring or take drugs on to the premises.
- Not to come to classes under the influence of alcohol or drugs.
- Not to smoke on the premises.
- Not to damage or remove any property or resource of Apex.
- To ensure the safety of themselves and that of others.
- To comply with the instructions given by Apex staff members.
- To take responsibility for their actions and decisions.
- To complete all required learning and assessment activities on time with honesty and without plagiarism.
- To make any payments within the required timeframe.

Disciplinary Procedure

- If disciplinary action is required to be taken, the RTO Manager will notify you of the reason for the action.
- A verbal warning will be given to you and documented on your individual student file.
- Where the behaviour continues after the verbal warning, the RTO Manager will counsel you.
- If a written warning is to be issued to you, the RTO Manager shall notify the Student Administration Staff to send a Warning Letter for misbehaviour.
    - A copy of this warning letter will be noted and kept on your individual student file, and
    - In the event that the behaviour continues beyond the written warning, your enrolment will be either suspended or cancelled depending on the seriousness of the breach.
- You will be given the opportunity to access the internal complaints and appeals procedure within ten (10) days of the decision.

5.2 Access and Equity and Anti-Discrimination Policy and Procedure

Apex is committed to:

- Ensuring that our selection processes are non-discriminatory and staff and students know their responsibilities and obligations under the Commonwealth and State legislation.
- Providing information about access and equity through staff induction and student orientation.
- Providing fair access to its training for all persons eligible for enrolment subject to meeting the course entry requirements and having sufficient places in the class.

- Ensuring that enrolment procedures are free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.
- Preventing unlawful discrimination, harassment, victimisation and vilification in the workplace.
- Ensuring that no member of the college (staff or students) unlawfully discriminates, harasses or victimises other members of the college.
- Ensuring that all members of the college comply with policies and respect others.
- Taking all reasonable steps to prevent the discrimination, harassment and victimisation and will continue to improve policies in line with the staff and student feedback.
- All staff and students, in their induction, are made aware of the policies, codes of practice and instructed in their responsibilities regarding access and equity principles.

For more information our 'Access and Equity Policy and Procedure', please visit the policies page on our website

5.3 Bullying and Harassment

Apex is committed to ensuring a non-threatening place for learning and working free of harassment, bullying and discrimination for all students and staff.

If you feel that you are being bullied, harassed, or discriminated against you should approach a staff member as soon as possible and inform them of your concern or you can raise the matter by completing a 'Complaint and Appeal Form' available from the Student Services Officer.

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers/assessors.

Apex has a formal process for dealing with allegations of bullying, harassment, or discrimination.

All reports are treated seriously, impartially, and sensitively and are investigated immediately and appropriate actions identified to address them.

In handling any allegation, both the person making the allegation, and the person against whom the allegation has been made, will receive information, support, and assistance in resolving the issue.

Apex follows its Privacy Policy in the handling of personal information and concerns of students / employees in relation to harassment and discrimination preserving confidentiality.

5.4 Provision for Language, Literacy and Numeracy (LLN) Assistance

Students undertaking a study program are required to have well developed language, literacy, and numeracy (LLN) skills relevant to the requirements of their proposed work role.

The Student Enrolment Form requests students to provide information advising if they may need support to meet LLN requirements or have any other special learning needs.

An LLN online diagnostic assessment will be conducted for all students prior to the commencement of their course. This is to ensure that students enrolled in the program have adequate LLN skills to complete the requirements of the training and assessment of the course.

- The LLN test is required to identify if any student will require additional learning support and if the identified level of additional support is within Apex capabilities to deliver.
- Apex aims at all times to provide a positive and rewarding learning experience for all of its students.
- Applicants who are identified as having LLN needs may be referred to undertake an ELICOS course prior to enrolling into the program.
- Students must ensure that they have discussed with their Trainer/Assessor any concerns they may have about their capacity to participate in class because of any Language, Literacy or Numeracy difficulties.

Apex will make every effort to ensure that students are adequately selected, enrolled, and supported to enable them to complete their training.

5.5 Monitoring Attendance Policy and Procedure – ELICOS

As Apex is a place for training and learning, certain rules apply during the conduct of courses for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to Apex.

Attending classes is a visa requirement and key component of your course and provides you with the opportunity to progress successfully in your studies. You are expected to attend all classes and actively participate in the learning experience.

Inline with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) – Standard 8.6, Apex will:

- Record the attendance of each student for the scheduled course contact hours for each ELICOS course in which the student is enrolled.
- Systematically monitor students' compliance with student visa conditions relating to attendance.
- Contact and counsel students who are at risk of failing to meet attendance requirements.
- Report students (on student visas) to the Secretary of the Department of Home Affairs (DHA) who have breached the attendance requirements.

For additional information on attendance monitoring (ELICOS Students) refer to the 'Monitoring Attendance Policy and Procedure'.

5.6 Privacy Policy and Procedure

Apex ensures that it operates consistently with the Australian Privacy Principles (APPs) and only collects the personal information that is necessary for the conduct of its business, and that it will use that information in

the manner for which it was intended. Apex will ensure that it respects the privacy of past, current and prospective staff and students by implementing the Australian Privacy Principles.

For more information on how Apex applies the requirements of the Privacy Act, please see our 'Privacy Policy and Procedure', available on our website.

5.7 Critical Incident Management Policy and Procedure

This policy and procedure relate to critical incidents directly involving staff and/or students of Apex Australia Vocational Education (Apex or Apex Australia) on campus which impact not only on the individual but also on other members of the community.

Definition

Defined as a traumatic event where: physical safety or life is threatened such as rape, personal assault, an armed robbery, hostage situation, act of violence, accident, natural disaster, or suicide.

Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people.

Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational, and social effects and the related human and financial costs to organisations in particular work-cover.

Apex has a responsibility to abide by relevant Acts of Parliament such as Work Health and Safety Act 2011, Mental Health Act (NSW) 2007, Disability Services and Inclusion Act 2023.

Apex has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.

Co-ordinated, systemic institutional procedures enable rapid, appropriate, and comprehensive responses to a critical incident.

For more information, please access our 'Critical Incident Management Policy and Procedure' available on our website.

5.8 Work Health and Safety Policies and Procedure (WHS)

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 (NSW) prescribe the employers' duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of themselves and others within the workplace.

For more information, please access our 'WHS Policy and Procedure' is available on our website.

5.9 Complaints and Appeals Handling Policy and Procedure

Apex is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body, if necessary.

What is a grievance?

- A grievance is defined as a "cause for complaint, especially of unjust treatment".
- Common sense should be used before expressing a grievance and it should be addressed directly with the person involved.
- If not resolved, the grievance can be escalated to a "complaint".

What is complaint?

- A complaint is unsolicited feedback about services, other students or staff which has not been resolved locally.
- Complaints may be made by any person but are generally made formally and in writing by students and/or employers.

What is an appeal?

- An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment.
- An appeal must be made in writing and specify the particulars of the decision or finding in the dispute.

For more information, please access our 'Complaint and Appeal Policy and Procedure' is available on our website.

5.10 Recognition of Prior Learning and Course Credit Policy and Procedure

In accordance with the requirements of the Standards for RTOs 2015, Apex provides the opportunity for students to apply to have their prior learning recognised towards the qualification or units of competence for which they are enrolled.

Recognition of Prior Learning (RPL) and Credit Transfer are available for students to access and for the partial or complete fulfilment of the relevant VET qualifications in compliance with the VET Quality Framework.

For more information, please access our 'Recognition of Prior Learning and Course Credit Policy and Procedure' is available on our website.

5.11 Student Support Service Policy and Procedure

As a student of Apex, we provide you with support services to help you adjust to life and study in Australia and to give you the best opportunity to complete your course successfully and within the duration agreed to.

This includes:

- Providing a diverse and culturally appropriate orientation program.

- Assisting you with course progress and providing access to services that enable you to complete your studies.
- Providing access to welfare-related support services and referrals to external agencies, where appropriate.
- Having critical incident policy and procedures and staff to respond to incidents in a timely manner to support students.
- Having designated staff members (currently the student services officers) who will act as a point of contact for students to enable them to access support services available at Apex.
- Having sufficient support staff available to meet the needs of students.
- Ensuring that the staff members you may interact with are fully aware of their obligations under the ESOS framework.

For more information, please access our 'Student Support Service Policy and Procedure' is available on our website.

5.12 Course Progress Monitoring and Intervention Policy and Procedure

The purpose of this policy is to outline the Apex Australia Vocational Education (Apex Australia) approach to monitoring, documenting, and reporting student course progress to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely interventions are implemented for students at risk of failing to meet course progress requirements as per Standard 8 of the National Code 2018.

For more information, please access our 'Course Progress Monitoring and Intervention Policy and Procedure' is available on our website.

5.13 Enrolment Policy and Procedure and Course Transfer Policy and Procedure

Apex is committed to ensuring that all enrolling students are provided with necessary, timely and accurate information that relates to its training and assessment services available to overseas students.

For more information, please access our 'Enrolment Policy and Procedure and Course Transfer Policy and Procedure' are available on our website.

5.14 Fees and Refunds Policy and Procedure – VET and ELICOS

Apex will publish its course related fees information in course outlines and in 'Other Fees and Charges' list which will be made available to students through the Apex website and in printed form.

Students seeking enrolment in a course at Apex will be advised of the course related fees and charges, any non-refundable fees and refund provisions. This information will be provided to students prior to the signing of their written agreement.

For more information, please access our 'Fees and Refund Policy and Procedure' is available on our website.

5.15 Issuing Qualifications Policy and Procedure

- The qualifications and statements of attainment (as appropriate) issued by Apex will meet the requirements of the AQF Certificate Issuance Policy and the Schedule 5 (Application of the AQF Qualifications Issuance Policy within the VET Sector) of the Standards for RTOs 2015.
- Records of certification documentation are held by Apex and are accessible to both current and past learners for the duration of thirty (30) years from the time it was issued.

For more information, please access our 'Issuing Qualifications Policy and Procedure' is available on our website.

5.16 Deferring, Suspending or Cancelling Enrolment Policy and Procedure

- Deferral relates to postponing an offer of a place before the program has commenced whereas suspension refers to temporary abandonment of the studies after the commencement of the course.
- Apex enables students to defer or temporarily suspend their studies due to compassionate or compelling circumstances/

For more information, please access our 'Deferring, Suspending or Cancelling Enrolment Policy and Procedure' is available on our website.

6.0 General Information

Student Input and Feedback

- All students at Apex are encouraged to provide continual input and feedback. This input and feedback may be provided either informally through conversation, observation, or suggestion or formally through interviews and surveys. Apex will attempt, whenever and wherever possible, to incorporate feedback in planning and development.
- Staff, trainers, and student's surveys will be collected online, and unsolicited feedback form is available at reception. You are welcome to make appointments with staff members to discuss issues personally.

Access to Records by Students

- You can have access to your personal records on request. In all cases Apex will protect the privacy of all student information.

Change of Student Contact Details

- You must communicate to Apex any change in your current contact details within seven (7) days of it happening.
- This is important to ensure that you receive any Apex or authority correspondence, which could in some cases affect your visa status.

Security Systems and Smoke Alarms

- Apex has CCTV monitoring 24 hours a day and the video data is captured on hard drive. Apex premises are also protected by security alarms.
- All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In case of an emergency, students are requested to remain calm and follow staff instructions. You should familiarise yourself with the Emergency Procedures as posted on the student notice board and attached at the end of this Student Handbook.

Student ID Cards

- You will be issued with a student ID card after course commencement. Student Administration Staff will take a photo of you to use for ID card purposes. Apex recommends that you carry your ID card with you when attending classes or your work placement. Staff and Trainers/Assessors may ask you to show your student ID card. If you lose your card, you can request a replacement card. There is a fee for a replacement card.

7.0 Safety

- Apex has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the Work Health and Safety Act 2011.
- Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.
- The following are some of those situations that may cause problems and some advice on how to avoid them.

Unsafe locations

- World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same.
- If you are not familiar with the areas in which you need to be careful of, you can ask a local person or visit a tourist information centre, they may be able to recommend areas which are safe.

Drugs and alcohol

- In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.
- Apex has a strict rule of no drugs or alcohol allowed on its premises.

On campus

- Building Alarms OR other Emergencies
- In the Event of Fire – dial “000”
- Alert other occupants and evacuate.
- Do not use the elevator, use the emergency evacuation stairs.
- A First Aid kit is located at reception.

- If an emergency, always follow instructions given by Apex staff.

In the Evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from APEX. Be careful of your personal belongings.
- Do not leave them unattended. Notify your flatmates or friends if you are not coming home or staying out late.
- Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver.
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade.

Beach safety

- Find the red and yellow flags and swim between them.
- Rips are the number one hazard on Australian beaches. The best way to avoid a rip is to swim at a patrolled beach between the red and yellow flags.
- The beach is one of Australia's most recognisable and enjoyable features.
- Here is how you can enjoy a day at the beach safely and help prevent accidents or injury.

To make sure you are safe when swimming at the beach:

- Find the red and yellow flags and swim between them.
- Look at, understand, and obey the safety signs.
- Ask a lifeguard or lifesaver for advice before you enter the water.
- Get a friend to swim with you.
- Stick your hand up, stay calm, and call for help if you get into trouble.

You should also conserve your energy by floating on your back and staying calm if you are in trouble. This will ensure you have the energy to remain afloat until assistance arrives.

8.0 Training delivery

Competency Based Training

- All training at Apex is based on the principles of Competency Based Training. Delivery and assessment will involve you accomplishing the tasks required to demonstrate competency in any unit and you will be provided with every opportunity to demonstrate that you can carry out required tasks.

Training Package Requirements

- All Apex courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages. You may access Apex website for course outlines and familiarise yourself with all competency unit criteria.

Professional Staff Recruitment

- All Apex staff are employed based on having the requisite qualifications, skills, knowledge, experience and attitude for the position.

Guest Trainers

- At Apex we recognise the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore, lectures may incorporate guest trainers from industry or professional association whenever possible.

Flexible Delivery

- Apex practices the principles of flexible delivery. Programs are designed to maximise the opportunity for access and participation by all students. It is Apex policy that trainers adopt a modified lecture approach i.e., 50% of tuition time may be lecturer-led explanation and discussion, with the remaining 50% focusing on student-led activities. Apex is delivering up to one third of units online.
- At all times learning at Apex is:
  - Student focused.
  - Based on dialogue, using current business English
  - Practical involving students in hands-on activities, where appropriate.
  - Current in terms of the information and case studies used.
  - Applied – not theory only.
  - Online for up to one third of the units being studied.
- At the start of each unit, trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.
- Delivery alternatives may include, but not limited to:
  - presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualised learning, library use, magazines and newspapers, video and audio-visual.
- Apex provides an English learning environment and class discussions are conducted in English only.

Training Outcomes

- All delivery and assessments are geared towards one final outcome only - that is the awarding of a nationally recognised qualification or statement of attainment. Hence delivery and assessment are conducted according to the competency unit criteria as stipulated in the training package.

Excursions

- Apex encourages relevant activities beyond the classroom.
- Suggestions for furthering links with outside organisations and sites are always welcome. Students at Apex may also be required to attend knowledge-based excursions as part of certain units.

Training facilities have:

- Apex maintains suitable and up-to-date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary.
- Accessible amenities such as toilets and drinking water facility.
- Apex maintains administration and training facilities and equipment to ensure smooth and effective operations.
- Adequate acoustics without disturbance from external noise, lighting for normal viewing, writing, and reading, without glare, brightness, or distractions and ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study.
- Facilities and equipment are set up, cleaned, and maintained regularly to provide a pleasant and efficient working environment.
- Comfortable, ergonomic chairs, designed for use over a sustained period and tables that have appropriate space for writing and training activities.
- Fully operational commercial kitchens for students studying commercial cookery.
- Suitable audio visual and presentation equipment and tools and equipment set up safely and securely.

Computers and the Internet

- Apex has computers with network connection with saving devices. You are given unlimited access to computer and internet facilities for educational and study purposes only.
- You will have to supply your own saving device (USB drive).
- A student printing facility is available at the reception area. Students must pay for the printing.
- Students are encouraged to bring their own laptops.

Equipment

- Equipment is available for educational purposes for both staff and students.
- Please ensure that you use all equipment safely and always follow WHS procedures.

Texts and References

- Apex will make available a list of texts and references that are required by students for study purposes. You will need to purchase these books.
- Further, students may also make use of Apex resources borrowing facilities for study purposes and trainers may take students to outside libraries and organise a library representative to explain membership and research techniques.

Work Placement

Work placement is a mandatory requirement for students undertaking the SIT40521 Certificate IV in Kitchen Management, SIT50422 Diploma of Hospitality Management, CHC52021 Diploma of Community Services and SIT60322 Advanced Diploma of Hospitality Management qualifications.

The purpose of work placement is to provide students with practical experience working in an actual hospitality industry environment. It gives students the opportunity to apply the knowledge and skills they

have developed in the classroom and Apex's facilities. The practical experience broadens the students` range of skills and so improves their chances of gaining future employment in the industry.

Work Placement is conducted in accordance with Apex's Work Placement Policy and Procedures.

Vocational Education and Training (VET) Data Use Statement

Under the Data Provision Requirements 2020 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training.

For more information on how Apex deals with data collection, please see our 'Privacy Policy and Procedure', available on our website.

9.0 ELICOS – General Information

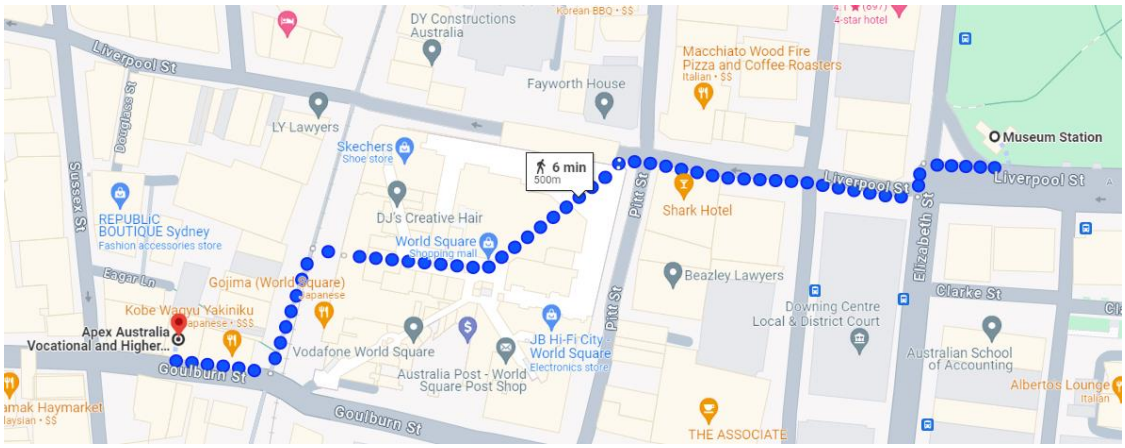
- ELICOS will be offered at the Sydney (Goulburn St) Campus Only.
- Apex ELICOS students are monitored by the teaching staff and the Academic Manager to ensure that they are progressing.
- You will complete weekly tests and the results from these tests give us an indication of your course progress.
- You will receive feedback from your teachers.
- If you show unsatisfactory course progress, you will receive caution letters.
- Apex will implement intervention and support strategies to assist you to comply with the course progress requirements.

10.0 Location Maps

GETTING TO APEX CAMPUS – CBD

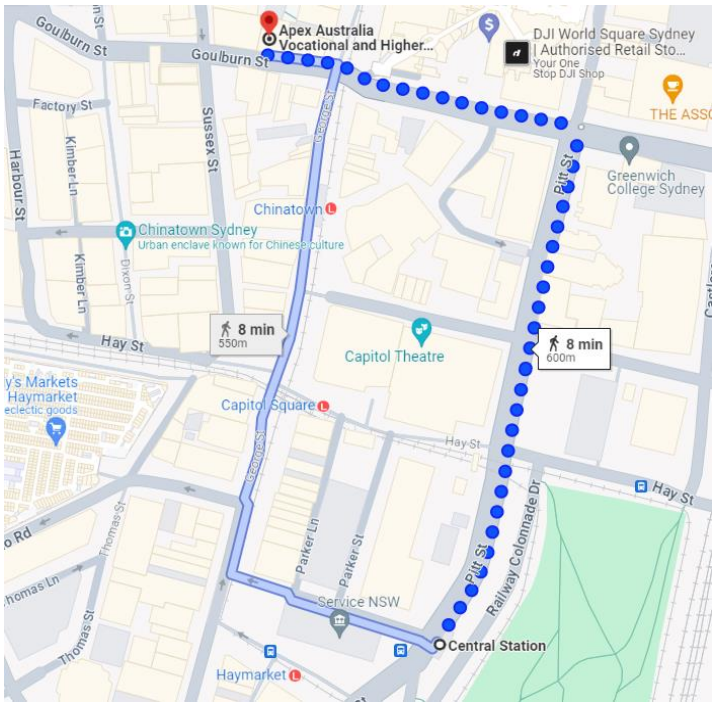
Apex Australia Vocational Education
Sydney CBD Campus
Level 2 & 3, 22-26 Goulburn Street Sydney

From Museum Station

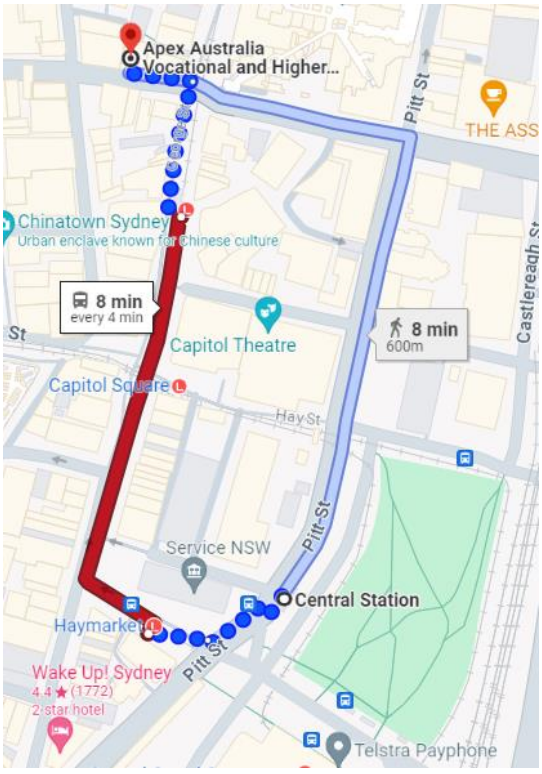


From Central Station (walking and light rail)

Walking:



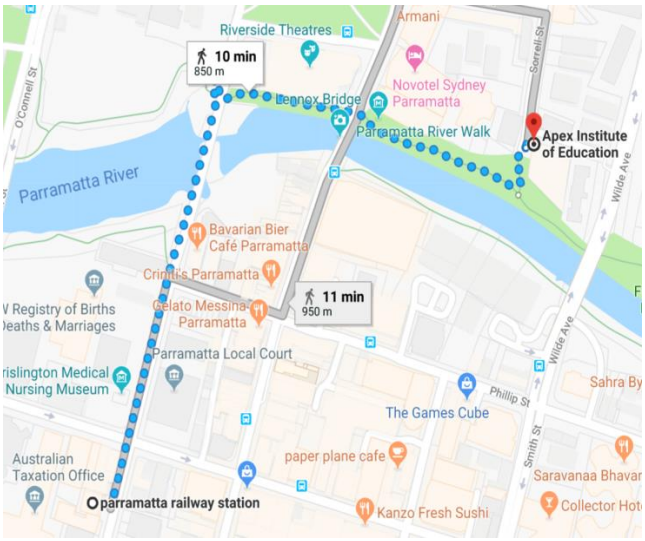
Light Rail



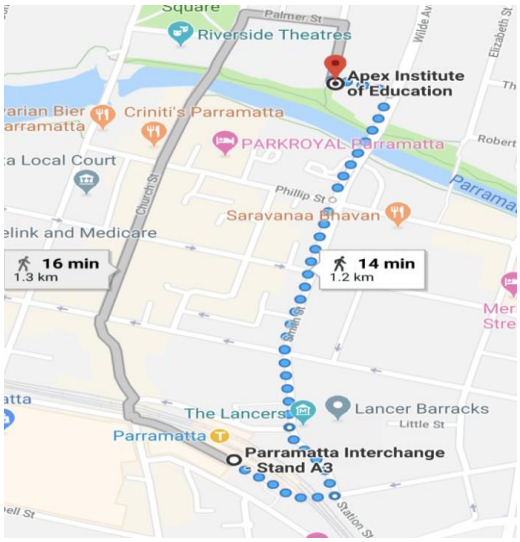
GETTING TO APEX CAMPUS – PARRAMATTA

Apex Australia Vocational Education
Parramatta Campus
2 Sorrell Street, Parramatta NSW 2150

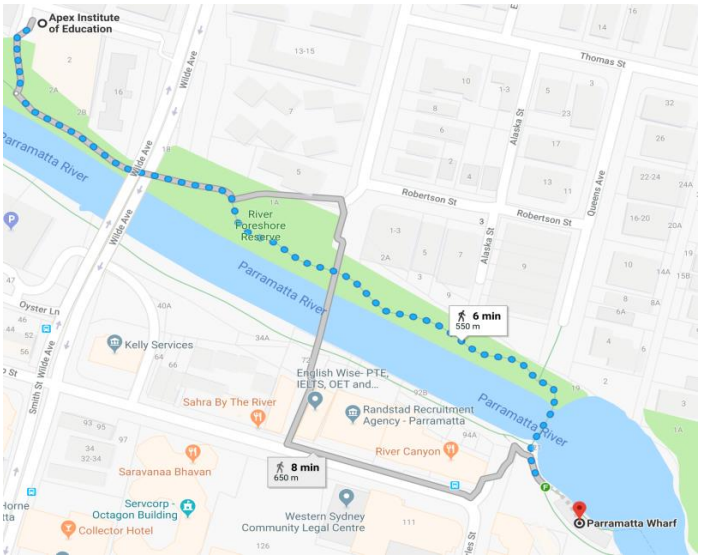
Parramatta Train Station



Parramatta Interchange



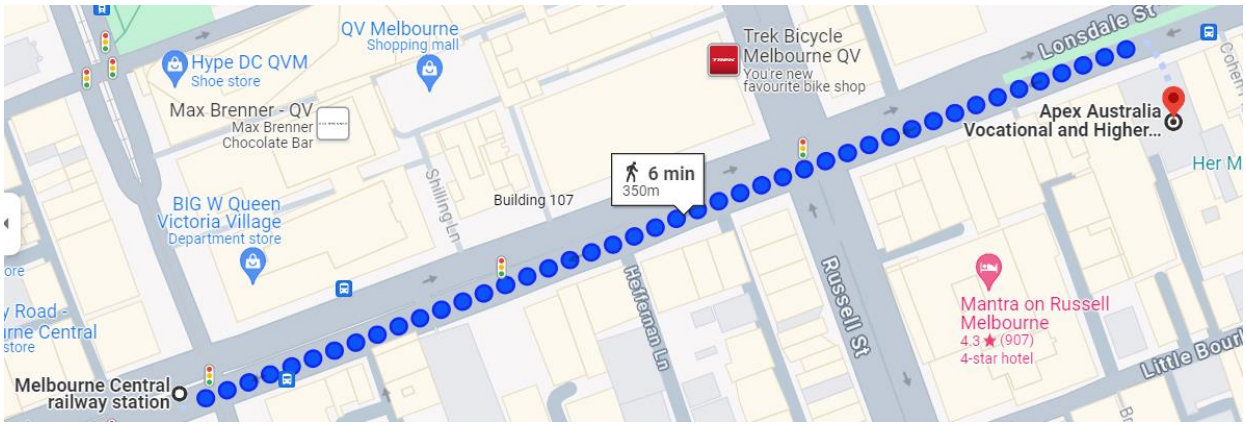
Parramatta Wharf (Ferry Access)



GETTING TO APEX CAMPUS – MELBOURNE

Apex Australia Vocational Education
Melbourne Campus
Level 7, 123 Lonsdale St, Melbourne VIC 3000

From Melbourne Central Station



Transport:

Sydney CBD Campus:

Central station is located 8 min away by walking. The tram service is also from outside Central Station to Goulburn Street, alighting at the Chinatown stop. Museum station is located 6 min away by walk from Apex.

Melbourne Campus

Melbourne Central Station is located 6 min away by walking. There is both buses and trams available to and from the station to Lonsdale Street.

Public Facilities:

Sydney CBD Campus:

Nearest Commonwealth Bank is located on 546 George Street, Sydney.
Nearest National Australia Bank is located World Square Shopping Centre; Shop 10 – 33, 686 George Street, Sydney.

Melbourne Campus

Nearest Commonwealth Bank is located on 121 Exhibition St, Melbourne.
Nearest National Australia Bank is located on 395 Bourke St, Melbourne.

In General:

There are many restaurants and other places of interest close to Apex Campuses.

- Darling Harbour is just 10 min away walk. Darling Harbour is a harbour adjacent to the city centre of Sydney. It is also a large recreational and pedestrian precinct that is situated on western outskirts of the Sydney central business district.

11.0 Emergency Evacuation Procedure Student Information

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

- All students are to follow the primary safety principles during any emergency.
- Follow the instructions of Public Safety and Fire or Police Department personnel and Apex staff:
  - **DO NOT PANIC**
  - **DO NOT USE ELEVATORS**

- If an emergency condition arises here is what to do:
  - When you hear the fire bell.
  - Don't panic.
  - Listen for a warning that the alarm may only be a test.
  - If requested to evacuate remain calm and proceed with orderly evacuation.
  - Follow Apex staff to the exit signs and use the Fire Exit stairwells only.
  - Go to the designated safety area and wait with staff and students.
  - Your trainer will check your name against the class roll.
  - Do not return to fire/smoke floor until instructed to do so.

12.0 Support Services

VET Student Support Officers:

- Sagar Giri – Student Support Officer
- Nipa Patel – Training Coordinator
- Ronando Capistrano – Academic Manager

Contact: 02 8007 6262
After hours contact: +61 413 844 955

ELICOS Student Support Officers:

- Sharon Lau – Administrative Coordinator
- Tahreem Fatima – Student Support Officer

Contact: 02 8007 6262 or
After hours contact: +61 413 844 955

Emergency Telephone Numbers:

Police: 000 or 112 from a mobile phone.
Fire: 000 or 112 from a mobile phone.
Ambulance: 000 or 112 from a mobile phone.

Department of Home Affairs (DHA)
Fair Work Commission

Emergency and Support Services – NSW

Parramatta Campus

Parramatta Medical Centre –02 9762 1041
Westmead Hospital –02 8890 5555

Sydney Campus (Goulburn St)

St Vincent's Hospital Sydney – 02 8382 1111
Sydney Central Medical Centre – 02 9212 3953

Other Emergency Numbers

State Emergency Service – 132 500
Police Station (Parramatta) – 02 9633 0799
Police Station (Day St, Sydney) – 02 9265 6499
Police Station (Melbourne) – 03 8628 3270

Emergency and Support Services – Melbourne

St Vincents Hospital Melbourne – 03 9231 2211
The Royal Melbourne Hospital – 03 9342 7000

Document Control

Document Name	Student Handbook – VET and ELICOS			
Document Code	VEL-STI01			
Approved By	CEO	**Date Approved**	May 2024	
Department	Student Admissions			
Revision History				
Version	Date of Changes	Change Summary	Author	Review Due
V1.0	May 2024	New Document	Senior Compliance and Risk Manager	May 2025
V1.1	May 2024	Added in 'Living Costs' and relevant links.	Senior Compliance and Risk Manager	May 2025
Organisation	Apex Australia Vocational Education			
Document Controller	Senior Compliance and Risk Manager			