Welcome to Australian Pacific Travel & Tourism. This handbook should be your guide as a student at Australian Pacific Travel & Tourism. You should be aware of what is expected of you and what your options are. We hope the handbook will be useful to you. If you have any queries please don’t hesitate to look on our website, email us, or call us. These details are provided to you in the handbook. Please take the time to read this student handbook and familiarise yourself with the contents. Updates to this handbook will be available on the Australian Pacific Travel & Tourism website. You should check regularly for updates.
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WELCOME TO ALL STUDENTS

We congratulate you on being accepted in to Australian Pacific Travel & Tourism. The quality of our graduates contributes greatly to our excellent reputation and we look forward to developing your skills to equip you for a long and rewarding career in the travel industry.

Australian Pacific Travel & Tourism (APTT) is regarded by the travel industry as one of the leading providers of travel education in Australia. To retain this position we are continually striving for excellence and our course is constantly being refined to meet the ever-changing needs of the industry and government requirements.

At APTT we are committed to the achievement of excellence, as demonstrated by the College being a finalist (as nominated by the travel industry) in the category of Best Registered Travel Industry Training Institution at the AFTA National Travel Industry Awards for Excellence in 2009, 2010, 2011, 2013 and 2014.

Due to the intensity of the course, it will be necessary to exercise your time management skills. Should you have difficulty at any stage throughout the course please ensure you seek the assistance of your Trainer or College Manager immediately. Your success is ultimately up to you. The trainers’ focus will be towards facilitating your development. Your focus should be on personal development towards your career. A professional approach is expected and a positive, enthusiastic attitude should always be maintained.

This time marks the beginning of what we hope will be a personally satisfying experience for you. The knowledge, skills and competencies you gain from this program will form the basis of your career in the travel and tourism industry.

On behalf of Australian Pacific Travel & Tourism trainers and staff we wish you every success during the course and in your future travel career.

Pam Segal
College Manager
BACKGROUND TO AUSTRALIAN PACIFIC TRAVEL & TOURISM

Australian Pacific Travel & Tourism traded as AFTA Travel & Tourism College NSW until December 2010 when it reverted to its legal entity name. AFTA is the Australian Federation of Travel Agents and the college maintains a good relationship with AFTA.

Australian Pacific Travel & Tourism still utilises some of the Australian Travel Education Program (ATEP) workbooks which are AFTA branded.

Australian Pacific Travel & Tourism (APTT) is fortunate to have a large sister school in Australian Pacific College (APC). This enables us to share resources and management skills when and if required. APC has campuses in the city, Bondi Junction, Manly Beach and Brisbane.

Australian Pacific Travel & Tourism is a Registered Training Organisation (RTO) in its own right, accredited by Australian Skills Quality Authority (ASQA) and Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) for international students.

The college, its course delivery and graduating students are also recognised and held in high regard by the Australian travel industry as demonstrated by the industry continually voting APTT into finalist status for Best Registered Travel Industry Training Institution in the National Travel Industry Awards for Excellence, and the continuing high number of work experience and employment offers our students receive. This industry confidence has placed our college in the position to be able to offer our local students a JOB GUARANTEE. This is unique to Australian Pacific Travel & Tourism.

**Australian Pacific Travel & Tourism - Creating Career Opportunities through Education and Training!**
OUR COURSES

Students can complete the following courses through face-to-face tuition at Australian Pacific Travel & Tourism.

- Certificate III in Travel SIT31312
- Diploma of Travel & Tourism SIT50112

Entry requirements:

Year 11 High School (or equivalent) for local students wishing to enter Certificate III in Travel. Students must successfully complete the pre-requisite Certificate III in Travel before being eligible to enter Diploma of Travel & Tourism.

Year 12 High School (or equivalent) for international students together with a verified English level equivalent to at least IELTS 5.5 (or Upper Intermediate) applies for both Certificate and Diploma courses, not precluding the Certificate III in Travel pre-requisite for entry into Diploma of Travel & Tourism.

The certificate course that students are studying at this College is the SIT31312 ‘Certificate III in Travel’. This qualification is recognised nationally. The following, including ATEP modules, are covered in this course and are directly related to the travel industry:

⇒ Tourism Office Operations
⇒ Australian Destinations and Attractions
⇒ Make Presentations
⇒ International Destinations and Attractions
⇒ Work, Health & Safety
⇒ Travel Products
⇒ Cruise Specialist
⇒ Normal International Airfares (equivalent to Industry Fares 1)
⇒ Promotional International Airfares
⇒ Computer Reservations Systems (CRS) /Crosscheck Travel Enterprise (CCTE)
⇒ Customer Service
⇒ Tourism Sales Techniques
⇒ Consultancy Practise

The aforementioned modules incorporate the following Nationally Recognised Units of Competency:

<table>
<thead>
<tr>
<th>Competency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITTIND201</td>
<td>Source and Use Information on the Tourism and Travel Industry</td>
</tr>
<tr>
<td>SITTTL301</td>
<td>Provide Advice on International Destinations</td>
</tr>
<tr>
<td>SITTTL302</td>
<td>Provide Advice on Australian Destinations</td>
</tr>
<tr>
<td>SITTTL303</td>
<td>Sell Tourism Products &amp; Services</td>
</tr>
<tr>
<td>SITTTL202</td>
<td>Access &amp; Interpret Product Information</td>
</tr>
<tr>
<td>SITTTL304</td>
<td>Prepare Quotations</td>
</tr>
<tr>
<td>SITTTL306</td>
<td>Book Supplier Services</td>
</tr>
<tr>
<td>SITTTL307</td>
<td>Process Travel-related Documentation</td>
</tr>
<tr>
<td>SITTTL308</td>
<td>Use a Computerised Reservations or Operations System</td>
</tr>
<tr>
<td>SITTTL310</td>
<td>Construct Normal International Airfares</td>
</tr>
<tr>
<td>SITTTL311</td>
<td>Construct Promotional International Airfares</td>
</tr>
</tbody>
</table>
Diploma of Travel & Tourism (SIT50112) students will study the following subjects:

- Human Resource Management 1 and 2
- Finance 1 and 2
- Business Relationships
- Business Management
- Quality Customer Service
- WHS Practices
- Complex Documents
- Staff Management
- Normal International Airfares (or another elective to be advised in advance by the college)

The aforementioned subject modules incorporate the following Nationally Recognised Units of Competency:

<table>
<thead>
<tr>
<th>Competency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBWRT401A</td>
<td>Write complex documents</td>
</tr>
<tr>
<td>SITXCCS501</td>
<td>Manage quality customer service</td>
</tr>
<tr>
<td>SITXCOM401</td>
<td>Manage conflict</td>
</tr>
<tr>
<td>SITXFIND401</td>
<td>Interpret financial information</td>
</tr>
<tr>
<td>SITXFIND402</td>
<td>Manage finances within a budget</td>
</tr>
<tr>
<td>SITXFIND501</td>
<td>Prepare and monitor budgets</td>
</tr>
<tr>
<td>SITXHM402</td>
<td>Lead and manage people</td>
</tr>
<tr>
<td>SITXMGT401</td>
<td>Monitor work operations</td>
</tr>
<tr>
<td>SITXMGT501</td>
<td>Establish and conduct business relationships</td>
</tr>
<tr>
<td>SITXWH501</td>
<td>Implement and monitor work health and safety practices</td>
</tr>
<tr>
<td>SITXHSM503</td>
<td>Monitor staff performance</td>
</tr>
<tr>
<td>SITXHSM401</td>
<td>Roster staff</td>
</tr>
<tr>
<td>SITXHSM501</td>
<td>Recruit, select and induct staff</td>
</tr>
<tr>
<td>BSBMT415S</td>
<td>Manage operational plan</td>
</tr>
<tr>
<td>SITTSLS310</td>
<td>Construct normal international airfares</td>
</tr>
<tr>
<td>SITXHSM301</td>
<td>Coach others in job skills</td>
</tr>
<tr>
<td>SITXFIND201</td>
<td>Process financial transactions</td>
</tr>
</tbody>
</table>
WHAT POLICIES SHOULD I BE AWARE OF?

If you are an International Student of Australian Pacific Travel & Tourism you must be aware of the policies below. Extracts from the full policy are in this handbook but, you must refer to the complete policy for more information at the college website [http://www.aptt.edu.au/](http://www.aptt.edu.au/) in the Policy and Procedures section.

- Access and equity policy
- Assurance and payment of fees
- Deferment, suspension and cancellation policy
- Complaints and appeals policy
- Course progress and attendance policy
- International student transfer request policy
- Recognition of prior learning (RPL)/Credit transfer
- Records management policy
- Refund policy
- Student code of conduct
- Student assessment policy
## STUDENT CODE OF CONDUCT

### 1. Rights and responsibilities

<table>
<thead>
<tr>
<th>Area</th>
<th>My Expectations</th>
<th>My Responsibilities</th>
</tr>
</thead>
</table>
| Environment       | • I should feel safe  
• I should feel happy  
• I should enjoy clean surroundings | • I should consider the safety of others at all times  
• I should consider the happiness of others at all times  
• I should put litter in the bin and show consideration for others |
| Harassment        | • I should not be bullied at college  
• I should not be teased at college | • I should not bully others  
• I should not tease others |
| Politeness        | • I expect to be spoken to politely  
• I expect to be treated fairly  
• I expect consideration from others | • I should speak to others politely  
• I should treat others fairly  
• I should be considerate to others |
| Respect           | • I expect my property to be safe  
• I expect college property not to be vandalised  
• I expect my beliefs and ideas to be tolerated | • I should not touch the property of others without permission  
• I should not vandalise college property  
• I should tolerate the beliefs and ideas of others |
| Co-operation /obedience | • I expect to be able to do my work without interruption  
• I am here to learn and achieve my best  
• I expect everyone to act responsibly | • I should not interrupt others  
• I should be prepared for lessons and do my best at all times  
• I should act in a responsible manner and do as I am told |
2. Good manners

Please be polite to trainers and classmates and the other Australian Pacific Travel & Tourism staff including the administration staff. Swearing and insulting language (including threats, racist language and sexist language) are not welcome at Australian Pacific Travel & Tourism.

Your trainers at Australian Pacific Travel & Tourism are male and female. Your classmates come from many different parts of the world. We ask that you show respect to all trainers and classmates and all Australian Pacific Travel & Tourism staff regardless of their age, gender, nationality, religion or the way they look. This helps others to respect you and brings an important dividend - a good reputation for your country!

3. Noise

It is courteous and considerate not to make excessive noise at the college. Please refrain from running and shouting as you are in a professional, business environment. Mobile phones must be switched off whilst on college premises.

4. Lateness

Lateness to class is both annoying and inconvenient. Note that lateness will affect your attendance record. If a student is more than half an hour late to class, the student will be marked absent for half of that session. Attendance in all classes is essential and only under exceptional circumstances should there be absences. If you are running late for any reason, you must contact the College as soon as possible so that your trainer can be informed. It is therefore a good idea to include APTT’s phone number (9387 4230) in your mobile phone.

Please try to be on time for class/lecture as lateness inconveniences the whole class.

5. Responsibility for equipment used

Students are responsible for any equipment they use at the College. Any deliberate damage to equipment or property by students may mean they have to pay for the damage. Please notify trainers and/or Reception staff if any breakage occurs or if any equipment is not in good working order.

6. Cleanliness and hygiene

Showering or bathing is expected each morning before coming to class. In Australia, both men and women usually apply a deodorant (antiperspirant) under their arms every day. Brush your teeth morning and evening after meals. Wash your hands before meals and after using the toilet. Wash your clothes regularly and wear clean fresh clothes to College.

CLEAN UP AFTER YOURSELF!

Make sure you don’t leave your notes, learning resources, homework, assignments, notebooks or lecture pads behind in the classroom after a class has finished. Do not eat in the classrooms, or leave litter in the classrooms or around the entrance to the building.

Place ALL RUBBISH in the rubbish bin provided in each classroom or other areas.
7. Dress Code

Smart casual dress is an acceptable classroom standard. Please do not wear jeans, shorts, thongs, runners, tracksuits or beach-wear. Bare-midriffs and bare shoulders are also unacceptable. Industry personnel regularly visit the College and your personal presentation may have a bearing on employment and/or work placement prospects.

Business clothing is required when attending Work Placement Program, special industry events, site inspections and when otherwise specified.

8. Speaking in English (for International Students)

At the College you should be speaking English at all times because it will help you to learn and will also improve your English. Please do not speak your own language whilst in the college; it is rude to students from Australia and other countries and also rude to staff. You will get much more English practice if you make friends with Australian students and those from other countries who are also studying in Australia.

9. Smoking

Smoking is not permitted inside Australian Pacific Travel & Tourism building. This includes toilet and stairwell. Those who wish to smoke in BREAK TIMES need to go OUTSIDE for this.

PLEASE DO NOT SMOKE around the entrance to the building. Section 6A(1)(i) of the Smoke-free Environment Act 2000 Section 6A(1)(i) bans smoking within 4 metres of a pedestrian access point to a public building effective from 07 January 2013. Penalties of up to $550 apply for anyone who fails to comply with the law. For more information refer to:

DISPOSE OF CIGARETTE BUTTS AND OTHER RUBBISH THOUGHTFULLY: DO NOT DROP THEM ON THE GROUND.

**Warning**: Smoking is addictive and causes injury to your health.

10. FINES FOR LITTERING (THROWING RUBBISH ON THE GROUND)

In Australia you will be fined if you are caught throwing rubbish on the ground. Council Rangers can impose on-the-spot fines if they catch you littering. Council fines for littering are:

- $60 for littering of small items such as confectionary wrappers, ATM statements, cigarette packets, bus or train tickets and stubbed out cigarette butts;
- $200 for a lit cigarette;
- $200 for littering any item from a vehicle and for general littering ($400 for corporations); and
- $375 for aggravated littering for example littering of a lit cigarette, a syringe or broken glass bottle that could be dangerous or harmful ($700 for corporations).
COURSE PROGRESS AND ATTENDANCE FOR INTERNATIONAL STUDENTS

1) Course progress

Students are required to maintain a satisfactory academic progress and, to maintain course progress, the student is required to pass at least 50% of scheduled subjects in any given study period.

A study period is defined as the length of time it takes to complete two modules (6 - 24 days depending on the modules).

If an international student fails to maintain satisfactory academic progress in a study period, Australian Pacific Travel & Tourism Intervention Strategy (refer to Intervention Policy on college website) will be activated and the student will be notified of the risk of not maintaining satisfactory academic progress and continuing risk of the Colleges intention to report to the Department of Immigration and Border Protection (immigration) for unsatisfactory progress.

If an international student is identified as not making satisfactory course progress in a second consecutive compulsory study period, the student will be contacted by Australian Pacific Travel & Tourism to notify the student of our intention to report them to immigration for unsatisfactory progress.

International Students who fail to meet this requirement will be in breach of their student visa, and will be advised that they have 20 working days in which to access the college’s internal complaints and appeals process.

Additionally, students must pass all modules pertaining to their qualification in order to be awarded that qualification.

Students may be eligible to be reassessed and a reassessment fee will apply in such cases. Please speak to your trainer or College Manager for more information.

2) Attendance

Attendance for each scheduled lecture is recorded and monitored for academic progress purposes. Australian Pacific Travel & Tourism expects 100% attendance of scheduled course contact hours. Satisfactory attendance is 80% of scheduled course contact hours.

Students at risk of breaching Australian Pacific Travel & Tourism attendance requirements will be counselled and offered any necessary support when their attendance has dropped to 85%.

If the calculation of attendance at 4.f of the Course Progress and Attendance policy indicates that an international student has not passed the required attendance threshold for the study period, Australian Pacific Travel & Tourism will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the Australian Pacific Travel & Tourism internal complaints and appeals process except in the circumstances outlined in 4.j of the Course progress and attendance policy.
Recording attendance

- If a student is absent from the college because he/she is sick, they should see their doctor or dentist and obtain a medical or dental certificate (letter). The student may have this copied after presenting the original to College.
- It is the student’s responsibility to come to class every day and to maintain a satisfactory attendance rate.
- Class rolls are marked using the following codes:
  - P = present for the whole lesson (attendance for the lesson is 100%)
  - P1 = arrived late (attendance for the lesson is 50%)
  - P2 = arrived more than half way through the lesson (attendance for the lesson is 0%)
  - P3 = left class early (attendance for the lesson is 50%)
  - P4 = Return late after lunch break (attendance for the lesson is 50%)
  - A = absent for the whole lesson (attendance for the lesson is 0%)
  - B = removed from class for behavioural reasons

NOTE: Should Australian Pacific Travel & Tourism adopt the Department of Education/Department of Immigration and Border Protection Course Progress policy (https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Documents/DIISRTE-DIAC%20Course%20Progress%20Policy.pdf) for international students in future, attendance will still be monitored but will not be reported on.

Related Policies, Documents

- Intervention Strategy
- Complaints and Appeals policy
- Student Assessment Policy
- Student handbook: refer to Health and Safety: Medical Certificates, Code of conduct: Lateness

NOTE: Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.aptt.edu.au/ in the Policy and Procedures section.
INTERVENTION STRATEGY

Australian Pacific Travel & Tourism is committed to the delivery of high quality academic outcomes for students through the regular monitoring and assessment of course progress and through the provision of high quality support. Standard 10 of the *National Code of Practice for Registration Authorities and Providers of Education Training to Overseas Students 2007* requires providers to “systematically monitor students’ course progress” and be “proactive in notifying and counselling students who are at risk of failing to meet course progress requirements”. This policy sets out the means by which the College meets that commitment, and ensures that the legislative requirements of the National Code are met in relation to international students.

Should the student be at risk of not maintaining satisfactory academic progress, the student will be notified and advised:

- on the suitability of the course in which the student is enrolled;
- of opportunities for the student to be reassessed for tasks in units or subjects previously failed, or demonstrate the necessary competency in areas in which the student had not been previously able to demonstrate competency; and
- that unsatisfactory course progress for international students in two consecutive study periods for a course could lead to being reported to DIBP and cancellation of the student’s Visa, depending on the outcome of any appeals process.

Table 1 - Intervention strategy process for international students

<table>
<thead>
<tr>
<th>Stage</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study period</td>
<td>6 – 24 days depending on the modules</td>
</tr>
<tr>
<td>“at risk”</td>
<td></td>
</tr>
<tr>
<td>Pre-Intervention stage</td>
<td>When student fails one module, students are given a verbal warning from the Trainer/Assessor if they are at risk of failing the subject. Trainer advises the College Manager that this has been done.</td>
</tr>
<tr>
<td>Intervention stage</td>
<td>Students failing the first study period are required to attend a formal intervention meeting (Intervention stage) and are given a letter regarding the outcome of their intervention meeting and any conditions attached.</td>
</tr>
<tr>
<td>Mid-intervention stage</td>
<td>After the next module the student is verbally advised of their increased risk of being reported. Trainer advises the College Manager that this has been done.</td>
</tr>
</tbody>
</table>
Intention to report stage

Students who have failed more than 50% of subjects in two consecutive study periods are issued with an “Intention to report” letter and given 20 working days to appeal.

Appeals stage

Internal and external appeals process (refer to Complaints and Grievances policy).

Reporting stage

Students who fail to lodge an appeal or whose appeal is unsuccessful are reported on PRISMS.

Post reporting stage

Student is sent a copy of the PRISMS update and a copy is kept on the student’s file.

**Related Policies, Documents**

- Course Progress and Attendance policy
- Complaints and Appeals policy

**NOTE:** Above are extracts from the full policy, you must refer to the complete policy for more information at the college website [http://www.aptt.edu.au/](http://www.aptt.edu.au/) in the Policy and Procedures section.

**INTERNATIONAL STUDENT TRANSFER**

International Student Transfer refers to international students currently enrolled at Australian Pacific Travel & Tourism who wish to transfer away from the College to another institution.

**Transferring to another institution in under the first six months of study**

Overseas students are restricted under the National Code 2007 Standard 7 from transferring from their principal course of study for a period of six months and, only under certain circumstances, can the student transfer their course in under six months. This restriction also applies to any course(s) packaged with their principal course of study.

**Applying for a letter of release**

Students can apply for a letter of release to enable them to transfer to another education provider. But Australian Pacific Travel & Tourism will only provide a letter of release to students in the first six months of their principal course under certain circumstances.

**Related Policies, Documents**

- Complaints and Appeals policy

**NOTE:** Above are extracts from the full policy, you must refer to the complete policy for more information at the college website [http://www.aptt.edu.au/](http://www.aptt.edu.au/) in the Policy and Procedures section.
DEFERMENT, SUSPENSION AND CANCELLATION OF STUDY

Deferral

Deferral is the postponement of your studies for a limited period of time.

Australian Pacific Travel & Tourism will only grant a deferment of commencement of studies for compassionate and compelling circumstances.

Suspension

Suspension means the course is halted for a limited period of time after the student has commenced studying. NOTE: International students who suspend their course will have their suspension recorded against their Confirmation of Enrolment (CoE) and this may impact their student visa.

a) Once the student has commenced the course, Australian Pacific Travel & Tourism will only grant a suspension of study for compassionate and compelling circumstances.

b) The period of suspension will not be included in attendance calculations for Australian Pacific Travel & Tourism.

c) International students who suspend their studies for more than 28 days are recommended to return to their home country unless special circumstances exist (e.g. the student is medically unfit to travel).

The final decision for assessing and granting a deferral or suspension of studies lies with the College Manager.

Exclusion from class (1 – 28 days)

Australian Pacific Travel & Tourism may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Australian Pacific Travel & Tourism’s Code of Conduct.

College initiated suspension of studies (28 days+)

Australian Pacific Travel & Tourism may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Australian Pacific Travel & Tourism’s Code of Conduct.
Cancellation of enrolment

Australian Pacific Travel & Tourism will cancel the enrolment of a student under certain conditions. Please refer to the Deferment, Suspension and Cancellation policy on our website http://www.aptt.edu.au/ for the conditions of the cancellation of enrolment.

Student Advice (International Students)

Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students will be directed to contact the Department of Immigration and Border Protection for advice.

Related Policies, Documents

- Complaints and Appeals policy
- Code of Conduct

NOTE: Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.aptt.edu.au/in the Policy and Procedures section.

COMPLAINTS & APPEALS

A grievance is any concern, difficulty or problem that a student or staff member has concerning their studies or Australian Pacific Travel & Tourism ("the College").

Students are encouraged to discuss any concerns or difficulties with the staff members or students in question. Students should contact the Trainer or Student Administrator in the first instance to attempt mediation/informal resolution of the complaint. If a student has a grievance with his/her trainer or teacher, the student may choose to refer the matter directly to the College Manager or the Student Counsellor.

If the difficulties cannot be resolved informally then the student should utilise the Complaints and Grievances Procedure. At this point, the student should notify Australian Pacific Travel & Tourism in writing of the nature and details of the complaint. Receipt of the grievance will be acknowledged within five working days. All internal appeals processes will be at no cost to the student or staff member.

If grievances are not resolved after discussion with the College, students will have the right to refer to an external agency at minimal or no cost.

Related Policies, Documents

- Grievance form
- Critical Incident policy
- Critical Incident Flowchart

NOTE: Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.aptt.edu.au/in the Policy and Procedures section.
RECOGNITION OF PRIOR LEARNING (RPL) / CREDIT TRANSFER

RPL is the recognition of existing skills and knowledge, attained from previous study or from work and life experiences, against course outcomes (learning outcome). These can include skills and knowledge from previous study or from work and life experiences. Australian Pacific Travel & Tourism recognises AQF qualifications and statements of attainment issued by other VET or non-VET training institutions but evidence must be provided to receive RPL.

All RPL must be claimed via the submission of the official RPL form. It is the student’s responsibility to complete the RPL form completely and include all relevant evidence, certified if necessary. A fee will apply to RPL, please see fees section of the handbook.

Students who have previously studied and successfully completed one or more subjects containing the same competencies as those offered by Australian Pacific Travel & Tourism can apply for Credit Transfer.

Credit Transfer is the recognition of VET study which has been conducted in Australia only.

Credit transfer assesses the initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF framework. Australian Pacific Travel & Tourism accepts qualifications of other RTOs.

To apply for Credit Transfer students will need to submit certified copies of their transcript prior to starting with Australian Pacific Travel & Tourism. Fees may apply if application is submitted after the student has commenced with the college.

Related Policies, Documents

- RPL and Credit Transfer form
- Course outline

NOTE: Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.aptt.edu.au/in the Policy and Procedures section.
VOCATIONAL (UNPAID) WORK EXPERIENCE PLACEMENT: ON-THE-JOB TRAINING

This is an important component of your course and you can benefit tremendously from the program. However you will only get out of it what you put into it and you must maximise this time to reinforce what you have studied at the College.

It is expected you will conduct yourself professionally at all times. It is important to pay attention to your personal presentation, punctuality, reliability, honesty and willingness to learn. This is a fantastic employment opportunity for local students and also an opportunity to establish contacts in the industry. Travel Agencies (retail and corporate), Airlines, Tour Operators (outbound and inbound), Cruise Operators, Tourism Offices etc, willingly give their time and support to the College enabling students to gain invaluable experience in the everyday operations of the industry.

Your host travel agency/airline/tour operator will be asked to complete an assessment (for office use only) of your performance based on criteria which includes:

<table>
<thead>
<tr>
<th>Attendance</th>
<th>Initiative</th>
<th>Punctuality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attitude</td>
<td>Presentation</td>
<td>Tasks Undertaken</td>
</tr>
</tbody>
</table>

Similarly, we welcome feedback and impressions of the value of your Work Experience Placement location. A report form will also be supplied for you to complete. This form must be returned upon completion of your placement.

A College Assessor (often your trainer) may also visit you to assess your competence in various areas of which you will be informed prior to Work Experience Placement commencement.

Attendance at Vocational Work Experience Placement during the Certificate III in Travel is a mandatory requirement. A written request to the College is essential if a student does not wish to attend Work Experience Placement. Approval not to attend is required from both the College and the Agency.

If you are unable to attend Work Experience Placement through illness or some unforeseen circumstance, it is essential that you notify BOTH the College and your Work Experience Placement Supervisor, at the start of business or the preceding day if possible, or the morning of the day you are unable to attend at the very least.

For full-time students, your timetable will indicate the exact period you will be placed in the industry for Vocational Work Experience Placement. We will endeavour to place you in line with information given on the Student Timetable, however if you have any specific requests please contact the College Manager well in advance. Vocational Work Experience Placement arrangements cannot be altered without prior consent from the College Manager. We allow for ten (10) days On-the-Job Vocational Work Experience Placement Training.

Work Experience Placement is not included for part-time, evening (local) students, although we encourage part-time students to partake of some industry work experience. Note: part-time students are not covered by the college’s workers compensation insurance and must find their own work experience.
Insurance Coverage

Personal Accident and Public Liability coverage is in place throughout your course and includes Vocational Work Experience Placement for full-time students. If additional on-the-job training is undertaken you will need to organise your own Public Liability Insurance - this also applies to part-time evening students wishing to partake in Vocational Work Experience.

PLAGIARISM/CHEATING

Definitions:

Cheating: "obtaining an unfair advantage” or “a deliberately dishonest transaction to obtain gain”.

Collusion: All parties who collude (get together) and copy an assessment item(s) for the purpose of deception will fail. A result of "not yet competent" will be issued. This failure will extend to the author of the original assessment item(s).

Plagiarism: is "the act of taking and using another person’s work as one's own". Any of the following acts constitutes plagiarism unless the work is appropriately acknowledged:

- Copying the work of another student
- Directly copying any part of another's work
- Summarising the work of another
- Using an idea derived from another person’s work.

Cheating, collusion and plagiarism constitute major infringements of academic values. As such, any cheating, collusion or plagiarism will result in an automatic fail and may result in suspension from further classes. The student must provide a written application addressed to the College Manager showing due cause as to why the student should be allowed to return to study. The application will be reviewed by the Director of Studies who will decide on appropriate action.

In the event of a student being found to have cheated, colluded or plagiarised in some way in an assessment task, that student will be given a zero mark in that assessment task. Similarly a student who fails to submit an assessment task will also receive a zero mark.

The College Manager will deal with any dishonest assessments/examinations.

Dishonest assessments/examinations include:

- Deliberate copying or attempting to copy the work of other students with or without their consent
- Deceitful conduct by submitting the work of another student (as their own).
- Using or attempting to use information the trainer, college or industry has prohibited from use in that sort of assessment or prohibited by law.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
Students involved in any of the above will be set a new examination/assessment and will be counselled by the College Manager. A fee of up to $200 will be charged to the student and must be paid prior to the re-assessment. Further academic misconduct will be recorded in the student’s file and further action such as suspension/dismissal will be at the discretion of the College Manager. Students involved in any of the above will be set a new examination/assessment and will be counselled by the College Manager.

For more information please see your trainer, the Student Administrator or make an appointment with the College Manager.

**Related Policies, Documents**

- Course Progress and Attendance policy
- Student Assessment Policy
- Student Handbook: refer to Student Records

**COMPLETION OF THE COURSE**

For students to pass the course, they must be graded as “competent” for each unit of competency in the relevant course. This means they must gain a PASS (or higher) grade in all certificate modules before a qualification document will be issued.

Students must satisfy all relevant learning outcomes for all modules before being issued a qualification (Certificate) for the course in which they are enrolled. Students will only be issued a qualification upon successful completion of their course (usually 4-12 weeks after the end of term) and payment of all course and other fees. When requested, the College will issue each student an interim academic transcript.

**RECOGNITION OF EXCELLENCE**

**Galileo (by Travelport) Agent of the Future: for local students**

Each trainer may nominate a local student (sometimes more than one student may be nominated per-class) for the Galileo Agent of the Future Award. There are three preliminary winners as judged by Galileo by Travelport and its judging panel from nominations made annually (exact submission date/s are subject to change by Travelport and its sponsors). The final winner is announced in December at the annual Galileo by Travelport College Training Symposium. Full details of this exciting award may be found on the Galileo by Travelport Agent of the Future website [www.agentofthefuture.com](http://www.agentofthefuture.com).

There is also the opportunity for students to nominate their trainer for “Instructor of the Year” by simply completing the nomination on the same website [www.agentofthefuture.com](http://www.agentofthefuture.com).

**NSW Tourism Minister’s Award for Student Achievement**

One student per course (Certificate) will be nominated by the College Manager through consultation with the college trainers.

Professional Registration – Australian Travel Professional Program (ATPP)

Each Australian Pacific Travel & Tourism student can apply for Affiliate Membership to AFTA’s Australian Travel Professional Program (ATPP). This program recognises professionals in the industry and commits them to ongoing professional development. Once students have been employed within the travel industry for two years and have successfully completed the Certificate III in Travel, students are then able to upgrade the membership to become a Certified Travel Consultant (CTC). Further study and experience could see you become a Certified Travel Manager (CTM). A registration fee applies. Refer to: http://www/ATPP

EMployment Opportunities

Australian Pacific Travel & Tourism (APTT) will assist local students with direction in seeking employment. Resume preparation and interview technique handbook is distributed during the first week of your course. You can obtain assistance on Supervised Study Days (SSD), however one-on-one resume preparation advice is also available if required. The College also provides any assistance that may be required for preparation prior to an interview.

Whereas we cannot offer guarantees in regard to employment*, we are available for support and career advice to maximise employment opportunities. Prior to completion of the course please ensure that the College has an updated resume on file by means of USB or email, also containing current contact details. In the event of a position becoming available, we (or the potential employer) need to be able to contact the student immediately.

*Please refer to the College website for current Job Guarantee special offer for local students only.

As Australian Pacific Travel & Tourism has strong industry relationships, we are able to involve all of our students in selected industry events and activities that occur during the period of the course. Functions may vary from the Visit USA Seminars, Northern Territory Muster, Aloha Down Under, Product Updates, etc. Participation in these events is usually voluntary, and provides the opportunity to meet and network with industry personnel. We also endeavour to obtain certificate confirmation for each student attending these functions – these can be included in resumes as proof of industry involvement.

STUDENT EVALUATION FORMS

Through your course, students will be issued with an evaluation form to complete, giving personal opinion on the course materials, trainer, presentation etc. Comments made by students are treated seriously and suggestions for improvement or change are always considered. These forms may be given directly to the Student Administrator or College Manager. It is optional as to whether students write their name on these forms or wish to remain anonymous.

SUPERVISED STUDY DAYS (SSD)

Students are expected to attend college on Supervised Study Days – these are not considered free days. Excursions and site visits may be arranged for these days including, but not limited to, hotel inspections, visits to tour operators and some excursions such as Tarmac Tours (at additional cost). Industry guest speakers may also attend on these days. A schedule is advised to students when excursions and guest speakers are confirmed.
**RECORDS MANAGEMENT**

Australian Pacific Travel & Tourism maintains student records in hard-copy and computerised forms. All hard-copy student records are kept on campus in a secure location and are accessible only to Australian Pacific Travel & Tourism personnel. Students are entitled to view their file. They can do so by asking the Student Administration Officer.

All Student files are kept in hardcopy and electronically for 7 years after enrolment has expired. Records of student results, amendments to results, qualification, statement of attainment and transcripts will be kept by Australian Pacific Travel & Tourism for 30 years after enrolment has expired.

For privacy reasons, information about a current or former student of Australian Pacific Travel & Tourism will not be released to any one without written permission of the student unless where the college is legally required to release such information.

**NOTE:** Above are extracts from the full policy, you must refer to the complete policy for more information at the college website http://www.aptt.edu.au/in the Policy and Procedures section.

**FEES**

Students must pay their fees before starting their course, unless prior arrangements have been made. Failure to pay in time will result in the student being unable to obtain a timetable for study.

If international students do not commence studies on the course start date as stated on your eCOE, immigration will be notified and you may lose your visa.

<table>
<thead>
<tr>
<th>STUDENT (local and international)</th>
<th>2014*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class text/materials, hand-outs, internet</td>
<td>$715 includes GST certificate $550 includes GST diploma</td>
</tr>
<tr>
<td>Student Card – 1st Free, each paid enrolment</td>
<td>$0</td>
</tr>
<tr>
<td>Replacement Student Cards (lost/stolen/reissue etc.)</td>
<td>$5</td>
</tr>
<tr>
<td>Replacement textbooks, materials</td>
<td>Between $80 and $125 per book</td>
</tr>
</tbody>
</table>

Charged to the student after enrolment and orientation has already been completed once:

<table>
<thead>
<tr>
<th>ITEM (local and international)</th>
<th>2014*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Changes</td>
<td>$100</td>
</tr>
<tr>
<td>Timetable Changes</td>
<td>$100</td>
</tr>
<tr>
<td>Re-assessment (assignments) per item</td>
<td>$50</td>
</tr>
<tr>
<td>Re-examination - failed or missed</td>
<td>$50</td>
</tr>
<tr>
<td>Re-examination - failed or missed for Galileo</td>
<td>$100</td>
</tr>
<tr>
<td>Replacement Certificate /Reports (each)</td>
<td>$100</td>
</tr>
<tr>
<td>eCOE administration &amp; re-issuing (per eCOE per 6 months or part thereof)</td>
<td>$15.50</td>
</tr>
<tr>
<td>Repeating any subject (per subject) after prepaid period (excludes textbook)</td>
<td>$510</td>
</tr>
</tbody>
</table>

* Fees are subject to change at any time. Please add 10% GST where applicable.
Payment of tuition fees

The first course instalment fee must be paid before the start of your course, unless prior arrangements have been made. Make sure you have paid your fees before the next due date. We cannot accept more than $1,500 per instalment.

Please note that you may not be allowed into class if you have not paid your tuition fees by each due date and this may lead to loss of attendance. You will also incur late fees. Please keep your receipt as proof of payment.

Payments are accepted in Australian dollars and can be made by:

- Cash
- Traveller’s cheques (please bring your passport)
- Instalment Plan available to local students (service fee applies)
- Bank draft/Money order
- EFT Bank Savings/Cheque card (surcharge fees applies)
- Credit card (surcharge fee applies): MasterCard and Visa cards accepted

Note: Personal cheques can only be accepted if prior arrangements have been made.

REFUND POLICY

Students must refer to the complete policy for more information at the college website http://www.aptt.edu.au/in the Policy and Procedures section. You can also find the policy in your Application form.

STUDENT SUPPORT SERVICES

Student cards

All students in Australian Pacific Travel & Tourism will need a student card for access to the campus (security may ask for it to be shown), admission to exams, etc.

A photograph will be taken during orientation. Student cards will be ready for collection within 2 weeks of the course start. See APTT Student Administrator to collect the student card.

Learners support (Tutoring)

Should a student require additional tutorial assistance outside that which is provided within the course, this must be arranged individually between the student and the trainer. A student may be charged for a scheduled tutorial. This charge will be at the discretion of the college but $40 - $50 per hour may be used as a guide.
Counselling

Hopefully, your time at the College will be a happy one. However, inevitably, sometimes problems occur in your life that can’t be controlled. Australian Pacific Travel & Tourism understands that these problems often feel worse when you are a long way from home and family. The Student Administrator can provide information about counselling services if you need to speak to a counsellor.

A counsellor can help you with the following, or any other, problems:

- Crises in your life (your own or your family’s);
- Difficulty in making an important decision;
- Feeling depressed;
- Feeling highly stressed;
- Alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting your health or social functioning, including your study;
- Eating disorders;
- Suicidal thoughts.

Stress

Many things can happen in life, some good and some bad. If you have problems while you are studying at Australian Pacific Travel & Tourism, a counsellor may be able to help. Please see ‘Counselling’ for details.

Lost property

Any lost property found will be kept in the APTT office or reception area. Please ask the Student Administrator.

Interpreter service

The Student Administrator can help students with any Interpreter assistance. We have access to interpreters 24 hours per day. Students should also be aware of the 24 hour Translating and Interpreting Service. Call 131 450 any time if you are having difficulty communicating in English.

Student Notice Board

This is located on in the student lunch room area. Please check regularly for important notices or general information of forthcoming travel industry events.

Students MUST NOT put any unauthorised notices on the College notice board.
LEGAL SERVICES

Legal Aid NSW can provide free legal advice by calling Law Access NSW legal help line on 1300 888 529 (cost of a local call from within NSW).

FACILITIES

Photocopying facilities

Student photocopies can be done through Australian Pacific Travel & Tourism administration. Please ask the person at the desk to make copies. The print out will be charged at a cost of 20c per sheet. Blank paper can be purchased at 10c per sheet. Copyright legislation does not allow photocopying of more than 10% of a published text.

Computer facilities

These are located on campus. Students need to make a booking to use computer room facilities outside of class time. Bookings should be made with the Student Administrator.

Rules for the Computer Room
1) Do not eat or drink in the Computer Room (smoking is not permitted in the building).
2) Do not alter any settings on your computer. If there is a problem, speak to your trainer about it.
3) Report any malfunctioning or broken equipment promptly to your trainer.
4) Do not save files to the computers. All computers are reset each day and your files will be lost.
5) CDs, DVDs and USB drives can be purchased from your local stationery supplier.
6) Read and observe the instructions for Internet use on the door of the computer room.
7) Downloading of anything is prohibited.
8) The viewing of any pornographic or illegal material is prohibited.

Child minding

There are no child minding facilities at the College. Please make arrangements with your local child care centre for the care of pre-school aged children. School aged children are required to be enrolled at a local primary or high school.
HEALTH AND SAFETY

WH&S

Australian Pacific Travel & Tourism has a number of policies to facilitate a safe and harmonious working environment and to meet various statutory compliance requirements.

In brief, under our WHS policy students:
- are required to take reasonable care of themselves and others in the college
- have a responsibility to co-operate with all health & safety provisions
- have a responsibility to comply with relevant WH&S management system policies, procedures and programs, as appropriate
- must not bypass or misuse systems or equipment provided for WH&S purposes
- are required to carry a student identification card at all times whilst on Australian Pacific Travel & Tourism premises.

Safety

Australia is considered to be one of the safest countries in the world. However, like in all countries/major cities, undue risks should not be taken in Sydney. For example, avoid poorly-lit areas at night time, do not provoke undue attention to yourself with loud behaviour, dress etc. and take care of your valuables and belongings at all times. If you are not familiar with Sydney, or if you must travel at night, please travel with a friend. Also do not accept a ride in a car from someone you do not know, even if they seem friendly or helpful.

Emergency Telephone Numbers:
Police/Fire Department/Ambulance 000 from a landline, or 112 from a mobile

Overseas Health Cover

Overseas Student Health Cover (OSHC) is a Student Visa requirement. If you are holding a Student Visa you must maintain your health cover for the period of your stay.

For those students who have just arrived in Australia on a Student Visa, your Overseas Student Health Cover has already been paid on your behalf by Australian Pacific Travel & Tourism.

MediBank Private will send your membership card to Australian Pacific Travel & Tourism approximately 2-4 weeks after your first day of study.

MediBank Private has retail outlets in most major shopping centres including Shop 2054 on Level 2 of Westfield Bondi Junction as well as in World Square, 644 George Street, Sydney. MediBank Private is generally open Monday - Friday, 9:00 am - 5:00 pm (Wednesdays open at 9:30 am at Bondi Junction).

You can still see a doctor while you are waiting for your membership card to arrive. You do not have to wait for your card to arrive before you see a doctor. Please remember to keep your receipt.
**Personal health**

In terms of sexual activity, AIDS and other sexually transmitted diseases are a reality and precautions must always be taken. If you have sex, you should **always** use a condom. Condoms can be bought from supermarkets, chemists and vending machines.

If it is a life-threatening medical emergency please call 000 from a landline or call 112 from a mobile (this is the Australian emergency services number and will connect you to the police, ambulance and fire department).

Medibank Private OSHC offers Free 24 Hour Nursing Advice hotline for all its members (local and international students). Call Toll Free 1800 644 325

**Medical Certificates**

The college will only accept certificates from registered medical and dental practitioners. Receipts from doctors are not acceptable.

**MediBank Private OSHC - Free 24 Hour Nursing hotline**

Medibank Private OSHC offers Free 24 Hour Nursing Advice hotline for all its members (local and international students). Call Toll Free 1800 644 325

**Fire procedures**

Study the emergency exit map in each classroom. If there is a fire:-

1) You will be notified by an area warden.
2) Follow your trainer to the allocated EXIT. Leave books etc but take your wallets and keys with you.
3) Walk calmly out of the building and refrain from excessive talking.

**Exits**

Make sure you are familiar with the location of exits at each of the campuses. A map in each classroom indicates the closest exits.

In EMERGENCIES, please observe the following:

- Please use the emergency exits, marked with a green **EXIT** light.
- In case of fire, follow procedure outlined in *Fire Procedures* in this manual. There is also an emergency procedures guide in each classroom.

Your trainer will instruct you on how to exit the building in case of an emergency.
First aid

Any personal injury sustained at the College must be reported immediately to the first aid officer. A basic first aid kit is available for emergencies at reception.

Critical Incidents

Australian Pacific Travel & Tourism recognises the duty of care owed to its students and that planning for the management of a critical incident is essential. A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury.

In the event of a critical incident please contact the Student Administration Officer on tel.: (02) 9387 4230, or email: info@aptt.edu.au

Related Policies, Documents

- Critical incident flow chart

LIVING IN SYDNEY AND STUDYING AS AN INTERNATIONAL STUDENT

About Sydney

Australian Pacific Travel & Tourism is located in the beautiful city of Sydney. Sydney is recognised as a safe, clean city with fresh air and numerous trees, parks and green spaces. It also has stunning beauty including wonderful supervised surfing beaches where you can walk and swim in safety. If sport appeals to you, there is a great variety from which to choose. Australians love sport and either participate in their favourite sport or watch it regularly.

Famous Bondi Beach is located a short distance away (10 minutes by bus) from the campus and the College is located next door to the very large Westfield Shopping Centre, Bondi Junction.

Australians also enjoy eating out in many of the fine restaurants available in Sydney. Restaurants cater for every taste and budget. The cosmopolitan nature of Sydney has enabled the development of a wide variety of ethnic restaurants providing the opportunity to experience cuisine from around the world.

Weather in Sydney

Sydney’s climate is temperate with up to 342 days a year of sunshine on average. The wettest months are generally March to May; the coldest month is July and the hottest months are generally January and February.
Clothing

Layered outfits are the most practical clothing for Australian conditions. A waterproof jacket is also useful. Australian dress is generally casual by international standards. Remember the smart casual dress code whilst attending classes at the college. No jeans, running shoes, thongs, bare midriffs etc permitted.

Living costs

The average international student in Australia spends about $360 per week on:

- accommodation
- food
- clothing
- entertainment
- transport
- international and domestic travel
- telephone
- incidental costs


While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

When you are structuring your budget also take into account the following:

- tuition fees
- health insurance
- working while you study

VISAS

If you have a problem or question about your visa talk to the Student Administration Officer or you can talk to the Department of Immigration and Border Protection (DIBP) about your visa or other immigration matters, located at: 26 Lee Street, Sydney 2000 Ph: (02) 13 18 81

Under the ESOS framework overseas students on a student visa have responsibilities to:

- 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 education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider’s attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

### Work

If you are on a student visa you are permitted to work up to 40 hours per consecutive fortnight during your course. You will be in breach of your visa if you work more than 40 hours per fortnight (starting on a Monday). Additionally you are required to make study your priority. Although the college endeavours to be as flexible as possible with your timetable, the college may be unable to work your time around all of your work hours. Please ensure that you restrict work to weekend shifts and shifts that don’t conflict with your study commitments.

### Libraries

- Macquarie University: Balaclava Rd, North Ryde. Tel: 9850 7501 for opening hours. [www.mq.edu.au](http://www.mq.edu.au)
- The University of New South Wales: Anzac Parade, (High Street entrance) Kensington. Tel: 9385 2687 for opening hours. [www.unsw.edu.au](http://www.unsw.edu.au)
- The University of Sydney: (fisher library) entrance off Parramatta Rd, Camperdown. Tel: 9351 3711 for opening hours. [www.usyd.edu.au](http://www.usyd.edu.au)
- The University of Technology: 1 Broadway, Broadway. Tel: 9514 3666 for opening hours. [www.uts.edu.au](http://www.uts.edu.au)
- The University of Western Sydney (Bankstown). Tel: 9772 6285. [www.uws.edu.au](http://www.uws.edu.au)

### Accommodation

A variety of high standard student accommodation is available to suit different budgets and needs. Students can opt to live in university accommodation or with an Australian family. Shared accommodation with other students is common and popular.

Institutions provide students with help in finding accommodation and understanding lease and tenancy conditions. Temporary accommodation can be arranged before you leave home allowing you time on arrival to consider where and how you would like to be accommodated in the longer term. Student notice boards and newspapers often advertise rooms, apartments and houses for rent.

Please ask the Student Administrator for more information.

You can check out [www.realestate.com.au](http://www.realestate.com.au) or your local newspaper for accommodation advertisements.

### Student with dependents

If you plan to bring your child with you to Australia they must be between the age of 5 and 15 years old. You must enroll them into a school, and full fees are payable to both government and non-government schools.


Check with DIBP (Department of Immigration and Border Protection) for more information.
LEGISLATION

For more information about the legislation (laws) in NSW and Australia, please refer to the following websites.

(NSW) = State (NSW) legislation
(Cth) = Federal (Commonwealth) legislation

For information regarding Australian law (state & commonwealth laws) see:

http://www.comlaw.gov.au
http://www.austlii.edu.au
http://www.scaleplus.law.gov.au
http://www.lawlex.com.au

For information about NSW state legislation refer to “legislation in force” at
http://www.legislation.nsw.gov.au

For information about privacy of information see:
http://www.privacy.gov.au

Legislation and guidelines regarding privacy of information
Privacy Act 1988 (Cwth)
National Privacy Principles
Privacy and Personal Information Act 1988 (NSW)
Health Records and Information Privacy ACT 2002 (NSW)

For information about Human rights
See the Human Rights & Equal Opportunity Commission website http://www.hreoc.gov.au

Disability Discrimination Act 1992 (Cwth)
Human Rights and Equal Opportunity Commission Act 1986 (Cwth)
Racial Discrimination Act 1975 (Cwth)
Racial Hatred Act 1995 (Cwth)
Sex Discrimination Act 1984(Cwth)
Anti-Discrimination Act 1977 (NSW)
Industrial Relations Act 1996 (NSW)

Legislation specifically referring to Work Health and Safety
See Workcover NSW website
(http://www.workcover.nsw.gov.au)
Work Health and Safety Act 2011 (NSW)
Work Health and Safety Regulation 2011 (NSW)
Workers Compensation Regulation 2003 (NSW)
Workers Compensation Act 1987 (NSW)

Legislation specifically referring to overseas students
Education Services for Overseas Students (Assurance Fund Contributions) Act 2000 (Cwth)
Education Services for Overseas Students (Registration Charges) Act 1997 (Cwth)
Education Services for Overseas Students Act 2000 (Cwth)
Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 (Cwth)
Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012 (Cwth)
Education Services for Overseas Students (TPS Levies) Act 2012 (Cwth)

Legislation specifically referring to vocational training
Vocational Education and Training (Commonwealth Powers) Act 2010 (NSW)
IMPORTANT INFORMATION AND EMERGENCY CONTACTS

Education Provider Main Contact Details
100 Ebley Street, Bondi Junction NSW 2022
☎ (61 2) 9387 4230 Fax: (61 2) 9388 9626
e-mail: info@aptt.edu.au
Internet: www.aptt.edu.au

Manager and Trainer/Assessor
Ms Pam Segal ☎ (61 2) 98288 8139
Mr Phil Benson ☎ (61 2) 98288 8101
Trainer/Assessor ☎ (61 2) 9387 4230

24 Hour Emergency Contact
For medical, police or fire emergencies please contact 000 from a landline or 112 from your mobile telephone.
To contact the college after hours please send an inbox message to our Facebook page: https://www.facebook.com/pages/Australian-Pacific-Travel-Tourism/168171373217169

Counsellor
See the Student Administrator for information about counsellors near the college.

Department of Immigration and Border Protection (DIBP)
General Enquiries: ☎ 131 881
Postal Address:
GPO Box 9984 Sydney N.S.W 2001

Sydney CBD Office: 9am – 4pm, Mon – Fri
Street Address:
Ground Floor 26 Lee Street, Sydney, N.S.W 2000
Courier Access: Level 3

Parramatta Office: 9am – 4pm, Mon – Fri
Street Address:
9 Wentworth Street, Parramatta, N.S.W 2000

Translating and Interpreting Service
☎ 131 450

Medical Centres
Spring Street Medical Centre
32 Spring Street, Bondi Junction NSW 2022
☎ (61 2)9369 1177

Bondi Junction Medical Centre
3a Bronte Road, Bondi Junction NSW 2022
☎ (61 2) 8305 7777

After Hours Eastern Suburbs Medical Service
Bondi Junction
☎ (61 2)9389 3133
**Hospitals**

The Prince of Wales Hospital and Community Health Centre
Barker Street, Randwick NSW 2031
☎ (61 2) 9382 2222

Royal Prince Alfred Hospital
Missenden Road, Camperdown NSW 2050
☎ (61 2) 9515 6111

War Memorial Private Hospital
125 Birrell Street, Bondi Junction NSW 2022
☎ (61 2) 9369 0100

Bondi Junction Private Hospital
21 Spring Street, Bondi Junction NSW 2022
☎ (61 2) 9387 6622

**Emergency Telephone Numbers**

Police, Fire, Ambulance – 000 from a landline or 112 from your mobile telephone.

**Transport**

www.131500.info

**Public facilities**

Location of Police Station

- 77 Gould St, Bondi Beach NSW 2026, (02) 9365 9699
- Waverly Police Station 153 Bronte Rd, Waverley NSW 2024 - (02) 9369 9899

STUDENT DECLARATION

I have received the College Handbook and have read, understood and accept the course procedures. In particular I acknowledge:

• Assignments and projects must be submitted within the time frame nominated by the lecturers.

• Re-sits of exams / assessments will occur at the discretion of the College: a non-refundable fee of $50.00 will apply for each re-sit (with the exception of Galileo which costs $100 per re-sit). These re-sits must be taken within 6 months of the applicable course of study.

• Course fees are non-refundable/non-transferable once the course commences.

• Smart casual dress is the acceptable classroom standard and students are expected to be courteous and respectful to both lecturers and fellow students.

• Attendance in classes is essential. Communication with the college if unable to attend for any reason is also essential.

• Acceptable standards of conduct will be upheld in the College precincts, during Vocational Work Placement and external visits arranged by the College.

• Maximum time to complete the course (including re-sits) is two years from the date of original commencement.

• Overseas students’ responsibilities to comply with student visa conditions.

I understand the College offers assistance and counselling and is committed to servicing my professional development according to the course syllabus. I accept that it is my responsibility to act on my own initiative if I require academic assistance or counselling beyond scheduled classes.

I have read and understood the Australian Pacific Travel & Tourism Student Handbook.

_______________________________________
Student’s signature

_______________________________________  __________ __________
Student’s name (please print)    Date

* Please detach and return this page to the Student Administration Officer*