

2017

STUDENT HANDBOOK & DIARY

Campus Locations



Fiji



Papua New Guinea



Samoa



Solomon Islands



Vanuatu

APTC is supported by the Australian Government



WELCOME FROM THE CHIEF EXECUTIVE OFFICER

It is my pleasure to welcome you to the Australia-Pacific Technical College (APTC) and congratulate you on choosing us to help further your learning, work and career prospects. The APTC is an Australian Government aid and development project which has a goal to support a more prosperous Pacific driven by a skilled, competitive and productive workforce. This will be achieved through the delivery of high quality Australian qualifications that are targeted at areas of jobs growth in our Pacific Countries as well as some international destinations. By undertaking your studies with APTC you will gain additional skills that will enhance your employment and career prospects now and into the future.

We are pleased to present you with this Student Handbook and Diary which will assist you in understanding your rights and responsibilities as an APTC student as well as organising your time while attending and studying at APTC. You can also use it to plan your other activities and to remind you of information we have provided to you.

APTC provides a range of specialist student services to help you with your studies. The Student Handbook and Diary is designed to give you the information you need to fully access these services. Our professional team of trainers, tutors and administrative staff are here to assist in any way they can so that you can enjoy the most rewarding study experience and maximise your opportunities for success.

We also want to ensure you have access to personal development and the ability to build your professional networks and develop expertise to enable you to be a valuable employee and contributor to your family, community and Country. My advice to you is to study hard, be a great ambassador for your Country and do everything in your power to make the most of the opportunity that has been presented to you with this place at APTC.

On behalf of all at APTC I wish you every success during your time with us - we look forward to helping you in "creating skills for life".

A handwritten signature in black ink, which appears to read "Denise O'Brien".

Denise O'Brien

Chief Executive Officer

Australia-Pacific Technical College

APTC STUDENT CODE OF CONDUCT

At APTC, we regard our students as adults, capable of reasonable and responsible behaviour. We respect your right to be treated fairly and to learn in an environment free of violence, discrimination, racial, sexual or any other form of harassment. Accordingly, you are required to adhere to public laws and APTC policies and directions.

Our Student Code of Conduct applies to all students and any breach is taken seriously. Disciplinary actions might include warnings, student behaviour contracts, being suspended from training, or having your enrolment terminated. To help support your learning and that of other students, your rights and responsibilities are explained below.

STUDENT RIGHTS

You have a right to:

- be treated fairly and with respect, regardless of your background, gender, culture, race, physical or mental capabilities or any other differences
- learn in a supportive and safe environment, free of discrimination, harassment and violence
- have access to learning and personal support services
- have personal records kept private and confidential, subject to statutory requirements
- have access to your personal records on request
- have your existing skills and knowledge recognised
- be given information about assessment procedures at the beginning of your study
- receive regular feedback on your academic progress and encouragement to succeed
- be provided with study materials and safety equipment required for your occupational training
- make a complaint to or about any staff member without fear of recrimination
- have complaints dealt with fairly, promptly, confidentially and without retribution

STUDENT RESPONSIBILITIES

You have a responsibility to:

- treat people fairly and respectfully regardless of their background, gender, culture, race, physical or mental capabilities or any other differences.
- show respect for others by not using offensive language or gestures.
- not endanger the safety of others or display aggressive behaviour, which may include bullying, harassment or violence.
- not possess or use any weapon in a public place or education facility.
- maintain the required level of attendance and participate fully in all training activities.
- complete all assessment requirements within the agreed time allocation.
- not disrupt APTC training/activities.
- provide encouragement/support to other students.
- make truthful statements about your personal/financial situation and education/employment/criminal history.
- follow any Workplace Health and Safety practices required (including wearing protective clothing and equipment and using machinery in accordance with the safety procedures).
- not damage or steal property, training equipment or other resources of the APTC or other people.
- return any borrowed materials and equipment on time and in good repair.
- abide by all campus /vocational placement /accommodation rules including curfews, room access restrictions, illegal drug or substance abuse (e.g. alcohol, kava, betel nut, chewing tobacco, inhalants).The consumption of these behaviour-altering substances by all participants (including staff and students) is strictly prohibited for the entire duration of an excursion. If students are required to participate in a traditional ceremony involving the drinking of kava, formal permission must be sought from the relevant Country Manager prior to commencing the excursion.
- behave in a manner that will not bring yourself, your country, or APTC into disrepute.
- adhere to local laws and respect local cultures.
- abide by any requirements of partner training organisations.
- follow all travel bookings made for you, to ensure you meet departure times/dates. Only in exceptional circumstances will changes be approved, by the Executive Director Training Delivery.
- Advise APTC if you know or suspect that you have a communicable disease.

Important:

A particular action or behaviour may be deemed inappropriate by the effect on the recipient, independent of the intentions of the perpetrator. It is not sufficient for you to assume that your behaviour is acceptable and will not constitute inappropriate behaviour.

STUDENT RULES

Personal and Workplace Health and Safety

APTC is committed to the protection of all employees, students and visitors from risk of injury or illness in the training environment. Each employee or student shall be committed to the elimination of workplace risks, and is responsible for ensuring their work practices are safe. Please advise a staff member if you notice a risk or potential safety issue.

Safety Responsibilities

When on APTC premises or any premises used by APTC for training, vocational placement, live work or accommodation, you have the additional responsibility to:

- follow all Workplace Health and Safety (WH&S) policies and procedures, for example wearing approved clothing, footwear and protective equipment.
- follow APTC and vocational placement/ live work emergency procedures (e.g. fire, cyclone, tsunami, political upheaval).
- follow any spoken or written directions given by APTC staff or the host vocational placement/live work provider.
- ensure you are properly instructed in the use of machinery and other equipment.
- use all equipment according to safe operating procedures (SOP).
- not enter any of APTC premises with illegal drugs, alcohol, weapons, or be under the influence of drugs, alcohol, kava or betel nut.
- If you are taking prescription medication, it is your responsibility to ensure that it does not affect your safety or the safety of others, for example in operating machinery or equipment. In addition, prescription medication should be kept secure at all times and never given to another person, to whom it is not prescribed.

Incident, Accident or Injury

If you are injured or involved in an incident or accident, you must report the accident or incident to APTC staff who will help you with any First Aid, medical or counselling needs. Refer to page 23 for information on Insurance Cover.

Child Protection

APTC has a Child Protection Policy which has a zero tolerance approach to child abuse and child pornography.

Gender Access and Equity

APTC encourages and supports the empowerment of women through improved access to training and employment. As a student of APTC, you will be expected to support this approach. APTC does not tolerate gender based violence.

Discrimination

Discrimination occurs when a person is treated less favourably than another person because of perceived attributes such as age, gender, sexuality, race, ethnicity, cultural background, disability status or socio-economic status. Acts of discrimination will be considered as acts of behavioural misconduct and will result in disciplinary action.

Sexual Harassment

Unwanted and unwelcome sexual attention will not be tolerated by APTC. What constitutes sexual harassment to one person may not necessarily be considered sexual harassment to another.

A particular action or behaviour may be deemed inappropriate by the effect on the recipient, independent of the intentions of the perpetrator.

Types of sexual harassment may include, but are not limited to:

- touching or brushing up against you
- sexual innuendo (words that suggest something sexual or unpleasant but do not refer to it directly)
- display of offensive print material
- leering or staring
- inappropriate or unwelcome sexual or physical contact
- the use of electronic media to send unwelcome messages, including using social network websites (such as Facebook or Twitter) to make threatening or derogatory statements about staff or students

If you are concerned about sexual harassment, talk to a staff member who can assist and provide you information on services available to students for resolving issues.

Other Harassment

Bullying, intimidation, discrimination on the basis of race, age, religion, appearance or gender and abuse of power, are other examples of harassment or workplace abuse.

APTC has zero tolerance on all forms of harassment and breaches of this clause will result in disciplinary action and even termination of enrolment.

Personal Hygiene and Cleanliness

Personal hygiene and cleanliness are part of WH&S requirements, particularly for those working in the field of hospitality, tourism and community services. Personal hygiene requires attention to washing and grooming thoroughly daily, using deodorant, keeping hair, teeth, hands and nails clean and regular laundering of clothing. Remember that first impressions are very important.

Dress Code

APTC is predominantly an adult learning environment that prepares you for employment in business or industry and further career-related training. As such, you are expected to dress in a manner that is neat, clean and safe at all times, including as expected in the workplace. It is a WH&S requirement that all students attend classes appropriately dressed. You must not wear clothing that is likely to offend others in terms of cultural appropriateness.

APTC will provide uniforms for practical classes, including footwear and safety equipment where necessary. You are required to wear these items as directed. Your trainer will advise you of specific dress code and safety wear requirements at the commencement of the course.

HIV, AIDS and Other Communicable Diseases

Your training locations may be located in a 'high risk' area for the transmission of HIV and AIDS or other communicable diseases (e.g. typhoid, flu, hepatitis, zika, etc.). Detailed information on how to avoid the risk of infection will be provided to you during Orientation.

Information about voluntary testing for HIV and AIDS can be provided by your doctor and during Orientation.

Food and Beverages in Learning Areas

It is acceptable to carry food and beverages (drinks) that are stored securely inside bags. The consumption of food in classroom is strictly prohibited. Drinks must be carried in secure bottles to minimise spills and leakages. You are responsible for proper disposal of drink containers from classrooms.

There will be strictly no beverages or drinks permitted in computer laboratories.

Restricted Areas

All APTC classrooms and workshops are off-limits to students during non-training times unless a trainer or supervisor is present.

STUDENT ACCOMMODATION RULES

- Servicing of accommodation/rooms will be your responsibility.
- You will be assisted in general cleaning by the caretakers.
- Keep the accommodation premises clean including kitchen, toilet and bathrooms, bedrooms, sitting and study rooms, and refrigerators.
- Laundry – if a washing machine is available on the premises, you can use this for washing clothes and other linen as required. Please consult the caretakers if not sure on instructions on how to use. Use water wisely.
- Security – Please keep your room doors locked with your valuables when not at home, and keep grilles and doors locked at all times. The caretakers will not accept any liabilities.
- Visitors are not permitted to stay overnight. Please refer to your campus accommodation rules regarding approved visiting hours.
- If you leave the accommodation to visit friends or family and if you need to stay overnight you will be required to inform the caretakers/ Student Support & Welfare Officer and provide them with the contacts and names of the people you will be with.
- All students are to be back at the accommodation no later than the stipulated time.
- Noise – In consideration of neighbours and your well-being and respect to owners and caretakers, parties (drinking, merry-making etc.) are not permitted on the premises. Alcohol is not permitted on the premises at all.
- Smoking, alcohol, kava, betel nut and inhalants are not to be consumed at the accommodation.
- Respect other people's privacy.
- Members of the opposite sex are not allowed in bedrooms.
- Garbage must not be left in any part of the common areas, corridors, communal kitchen or laundry.
- No pets or animals are allowed.
- Any damage caused by you to furniture, equipment or otherwise must be reported to the Student Support & Welfare Officer immediately (if after hours, first thing in the morning). If you break something, you may have to pay for or replace it (this will be determined by the Student Support & Welfare Officer).

DOS AND DON'TS

You are expected to abide by the APTC Student Code of Conduct and local laws as well as show your respect and willingness to work with others at all times during your training. Disrupting class activity or distracting others from their work will be considered behavioural misconduct. Any behaviour that brings you, your country or APTC into disrepute will result in disciplinary action.

Students under the influence of behaviour-altering substances, including alcohol, drugs, kava, and betel nut will not be tolerated.

Alcohol

Consumption of alcohol on campus premises, including student accommodation, sites for excursions, field trips and vocational placements is strictly prohibited. Alcohol brought into APTC premises will be confiscated and destroyed.

Drugs

You are not allowed on campus premises when in possession of or under the influence of illegal drugs or controlled substances. The possession, use or sale of illegal drugs and controlled substances (including stimulants, depressants, betel nut or marijuana) is a criminal offence and suspected cases may be reported to the police.

Smoking

Smoking is not permitted in or near campus premises including accommodation. There may be marked designated smoking areas, away from classrooms and accommodation where smoking may be permitted. Students are not permitted to leave class during lesson times to smoke.

Some countries, such as Fiji, have Tobacco Control Regulations in place prohibiting smoking in public places such as bus stations and certain restaurants, bars and nightclubs. Governments may also impose hefty penalties for breaches of such regulations.

Weapons

You are not to bring knives or other weapons onto APTC premises unless the implement is to be used for educational purposes, for example, possession of a knife for cookery training. It is not a reasonable excuse to possess a weapon for self-defence purposes. Any threats to staff, students or property will be considered serious misconduct and maybe reported to the police.

Stealing

Unlawful taking of tools, equipment or resource from the APTC, or the property of other students or persons, is considered a criminal act. If you would like to use APTC equipment or resource, you should ask the appropriate staff member for permission before doing so. Acts of stealing will be considered as acts of misconduct and will result in disciplinary action.

Campus Environment and Resources

Students are not permitted to remove any APTC equipment from campus premises. All equipment will be used in the designated areas and pre-approved access provided to enable you to complete the study and tasks required for your course. You are required to assist in maintaining campus resources and equipment by:

- not interfering with campus infrastructure and resources including security systems and fire alarms.
- reporting breakages/faults with equipment to relevant staff. Should you be found responsible for breakages, you may be required to pay the costs of repair.
- leaving classrooms, workshops and laboratories neat and tidy after classes, practicals and tutorials and ensuring that equipment and tools are cleaned and correctly stored.
- ensuring all electrical and gas appliances are switched off.
- returning library resources according to policies and instructions by staff.

Computing and Electronic Resources

APTC recognises that computing and electronic resources are valuable sources of learning and information relevant to educational courses including internet and intranet services provided by APTC, e.g. through computer laboratory services.

During classroom learning, you are encouraged to make use of these resources for APTC study purposes only and to abide by guidelines for reasonable use. Misuse or unlawful use (e.g. using computer resource to harass, hack or deliberately vandalise) of computing or electronic resources may lead to disciplinary action.

Mobile Phones, Sound/Photographic and Electronic Devices

The use of mobile phones, sound and photographic equipment (including smartphone, portable media players, tablets, computers and cameras) and other electronic devices in campus classrooms should be limited. Students must comply with the instructions of APTC staff regarding use of these items.

PERSONAL SAFETY

- You might feel comfortable in your neighborhood, because it's your home. But you should always be aware of what's going on around you, especially at night.
- If you have concerns regarding your security, please discuss them, in the first instance, with your trainer or APTC staff in your campus.
- Look after your valuables (money, phone, laptop, camera, personal protective equipment (PPE)). Remember to keep valuables locked when not used.
- Be careful where you place your money. If money is stolen then report to Student Support & Welfare Officer.
- APTC will not be responsible for any transactions between students. Be careful when lending/borrowing money or selling/buying items from other students.
- There are many scams and techniques, so always be aware of those around you. Try not to use ATM at night, but if you must, go with a friend, and avoid deserted or poorly lit areas.
- Don't hang about once you've got your money out. Never write down your PIN.
- If your phone is stolen, contact your network provider and request to have your number/SIM card deactivated and report to Student Support & Welfare Officer.
- Robbers look for easy targets. If you are returning home late at night, walk in a group or take a taxi. If you go out together, come home together.
- Avoid confrontation. It's better and safer to walk away if you are being hassled or provoked.
- If you regularly go jogging, stick to well-lit roads and consider changing your route. If you wear a headset, remember that you cannot hear traffic, or somebody approaching from behind you.
- Most muggings and assaults happen outside clubs, between 10pm and 6am. But you must be careful at all times.
- If you are attacked, call police immediately. By attending the scene quickly, the police are more likely to catch your attackers. You must also report the incident to Student Support & Welfare Officer as soon as possible.

EMERGENCY PROCEDURES

Evacuation procedures are in place for all APTC campuses and workplaces. It is your responsibility to learn and remember as well as abide by instructions of APTC staff members, should there be an event of emergency (e.g. tsunami, fire, earthquake or political upheaval).

In an emergency situation, under no circumstances should you re-enter any building until the “All Clear” has been given by the relevant authorised person.

Fire Safety

Generally, the risk of fire at APTC facilities is low, but the kitchen and workshops have a higher risk of fire breaking out. Familiarise yourself with the locations and type of fire extinguishers in your building. Know the nearest exits in your classrooms, accommodations, and kitchen and workshop areas.

Building Evacuation

In the event of an evacuation from the classroom or accommodation, leave the building quickly by the nearest exit door and do not run.

Assemble at the designated assembly point for everyone to be accounted for. Keep a lookout for your roommate or classmates. Do not re-enter the building until an “All Clear” is given by a designated Officer.

Cyclones

Monitor cyclone advice and cyclone level from reliable sources. Tune in to your local radio/TV for further information and warnings. Stay indoors until officially advised that it is safe.

Earthquakes

It is not possible to give warning of impending earthquakes and earth tremors.

During an earthquake, stay calm and try to reassure others. If you are outside - move to an open area away from any buildings with high walls, electric power lines and coconut trees. If you are inside a building - take cover under a sturdy desk, table or other furniture, desks or in doorways. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms.

Stay away from windows, bookcases, file cabinets, shelves, large free standing furniture, hanging plants and other heavy objects that could fall. Hold position until the ground stops shaking and it is safe to come out. Do not attempt to vacate buildings during an earthquake. If it is safe to do so, leave the building as soon as possible.

A tsunami can occur after an earthquake – move to high ground.

Tsunamis

If you feel earth tremors, see the warning signs of a tsunami, or if you receive an official warning, evacuate immediately to higher ground or well away from the water's edge.

Wait at a safe place until an appropriate official issues the "All Clear".

STUDENT SUPPORT SERVICES

General Enquiries and Support

At Orientation, you will be provided with information about accessing local support agencies. If needed, during your training, you may be offered assistance by specialist agencies for personal counselling or health issues. If you have any particular support questions during your training, you are encouraged to contact your Trainer, Student Support & Welfare Officer or the local APTC office.

Student ID Card

You will be issued with a student photo identification card at Orientation. This card contains valuable information about you and your enrolment at APTC. You should keep this card in a safe place at all times, and produce it when asked by an APTC staff member at any of the APTC locations, including campus accommodation.

Access to Resources

Each APTC location will have information for you about access to resources needed for your training e.g. books, manuals, computers and internet. You will be provided with more information at Orientation.

Photocopying

Each APTC location has access to photocopy services. This information will be provided at Orientation or by your trainers.

Learning Support

Before and during training, you will be assessed to determine if any tutorial support is needed to help you with literacy, numeracy or general English. APTC will organise this for you if required, at no cost to you. You are encouraged to use the support provided to you, as it will give you a greater chance of success in your training.

If you think you need any further help with your studies you should talk to your trainer first. Your trainer is in the best position to determine what support you may need and will organise this extra help, if required.

Disability Assistance

APTC is committed to assisting people with a disability to achieve their full potential. Students who have a disability, confirmed by a doctor's certificate, may be eligible for specific support at no cost.

This support may be one of the following:

- additional learning support (as determined)
- modification to training and assessments (reasonable adjustment)

Please contact the APTC Office to discuss your specific support requirements. The earlier APTC is aware of your individual needs the sooner we are able to ensure the appropriate support is in place for the commencement of your study.

Messages

If there is an emergency and family need to contact you, the APTC Office will take a message and make every effort to contact you.

Compassionate Leave

On provision of supporting documentation (e.g. doctor's certificate, death certificate) students may be granted one-off leave which may be approved by the Executive Director Training Delivery under special, compassionate circumstances which could include the death of a student's immediate family member. The immediate family members are confined to parents, brothers, sisters, spouse and children.

Student Bank Account

Allowances are paid directly into your local bank account. Local students should already have a bank account. If you don't have a bank account, you may be assisted to set one up by the Student Support & Welfare Officer.

Scholarship Information

The following information is for students on scholarship. This information will help you understand your scholarship entitlement.

Establishment Allowance (for international students only)

Your Establishment Allowance will be paid in two equal payments; 50% at the beginning of your training and 50% at the end of your training.

The Establishment Allowance is paid to assist you with the following costs:

- visa expenses including medical and police check (if necessary)
- international banking fees associated with your APTC payments
- refundable accommodation bond (if necessary)
- excess baggage or unaccompanied luggage when returning home
- transit expenses including meals, telephone and internet charges
- general expenses including meals, medical and miscellaneous
- unexpected costs such as departure tax and levies

Fortnightly Living Allowance (for both local and international students)

Living Allowance is intended to support a modest standard of living for the duration of your study. The rate of Living Allowance paid to you will depend on the level of your scholarship. Living Allowance will be paid while you are undertaking training in an APTC training facility or while participating at an APTC approved vocational placement. It is not a replacement for employment-related wages.

Living Allowance is paid to scholarship students to assist with the following costs:

- food
- transport to and from campus
- medical, dental, optical and chemist costs (full international scholarship students are covered by emergency Health Insurance only)
- incidental living expenses such as personal hygiene and recreation

The stipulated amounts for allowances, as noted in your offer letter, will not be changed. As such, if you incur costs that exceed these rates, you will be personally responsible for the additional expenses.

You will not be paid your Living Allowance for days that you are absent from classes except where there is a legitimate reason, for example in the case of sickness. In the case of sickness you will be required to provide a medical certificate from a recognised doctor.

STUDENT PERSONAL ACCIDENT INSURANCE

Benefits

APTC insures all students for personal accident or injury resulting in permanent or temporary disability or death during approved APTC training and/or training-related activities such as practical, vocational placement and live work. Benefits provided under the insurance are also subject to the terms and conditions of the Policy.

Note: To ensure you are covered during your vocational placement, you are to consult with your campus administration as written approval is required before commencement, and an agreement will be required between the APTC and the host organisation.

Procedures during an accident/incident

If you are injured and involved in an accident, you must notify your vocational placement supervisor immediately or an APTC staff member who will:

- call an Ambulance immediately or get you to the nearest hospital if required
- help you initially with any First Aid medical or counselling needs as required
- complete an Incident Report Form which you will be asked to provide details on to fulfil insurance requirements and to help prevent this type of incident from recurring
- organise relevant medical report and statements by witnesses if required
- send complete forms and documents to relevant authorities for further assessment

Exclusions

Insurance protection does not apply where:

- an injury/accident was self-inflicted
- a student is undertaking unsupervised or unauthorised training activity
- a student is receiving salaries/wages and undertaking vocational placement with own employer
- a student is receiving a form of gratuity or wage as part of vocational placement (such as existing employees)

Eligible Student		Eligible Campus	Type of Incident Covered	Responsibility for Medical Cost	Responsibility for Claims Submission
Personal Accident	All Students	All Campuses	Accident occurring during a supervised training activity	APTC	APTC
	<ul style="list-style-type: none"> Scholarship, Fee Paying, Fee Waiver FFS if approved 				
Travel Insurance	Full Scholarship Students	Fiji, Vanuatu, PNG, Samoa	Travel related loss e.g. mislaid luggage, missed transport connection	Student	Student
	<ul style="list-style-type: none"> International Fee Paying (covered and invoiced to employer) 				
Medical Insurance	Full Scholarship Students	Fiji, Vanuatu, Samoa	General Medical, Inpatient Care, Emergency Transport and Repatriation	Student (unless major illness requiring approval for APTC to pay)	Student/APTC as applicable
Bel Isi Medical Insurance	Full Scholarship	PNG	General Medical, Inpatient Care, Emergency Transport and Repatriation	Student	Student
	Level 1 & 3	PNG	General Medical	Student	Student

Travel and Basic Health Insurance (International Students)

Benefits

International scholarship students enrolled with APTC are insured whilst studying away from their home country. The insurance provides a basic health cover and includes limited optical and dental costs. It will cover most medical and ambulance treatments and related costs. The insurance also provides basic travel related loss e.g. mislaid luggage, missed transport connection.

For emergency situations and where an international student requires surgery or admission for life-threatening conditions, the Country Manager may approve for APTC to pay on behalf of the student and claim back on Insurance.

Procedures for using Insurance

- a. International students will pay 100% for medical service and obtain receipts/invoices
- b. Complete the Insurance Claims Form with receipts and submit to APTC for processing
- c. APTC may choose to either reimburse you and then claim from Insurer or submit to Insurer for direct reimbursement into your account

Exclusions

- pre-existing medical conditions e.g. diabetes, pregnancy, heart diseases etc
- travel whilst the student is residing or studying in their country of residence
- any other exclusion as identified on the Travel Insurance policy

Bel Isi Medical Insurance (PNG Campus)

Due to high risks and high medical costs in PNG, nominated students are covered for general medical insurance. Medical costs are fully paid by the student (100%) at the time of consultation. Depending on the scholarship level, students may claim back 85% or 100% of the cost by submitting signed Claims Form with accompanying receipts to the APTC.

ATTENDANCE, ASSESSMENTS AND PROGRESS OF STUDY

Attendance

You should attend classes, vocational placement and any other scheduled study-relevant activity as part of your course on time. Unsatisfactory attendance will be reported to Country Managers and may result in disciplinary actions.

- i. It is your responsibility to advise your trainer or vocational placement supervisors (before 8am or one hour before your shift if on placement) of your inability to attend classes or scheduled training. You should keep a record of your communication about your absence.
- ii. Student attendance will be monitored and recorded by the trainer. If you are undertaking vocational placement, you are required to have an attendance sheet signed off by your vocational placement supervisor and return it to the College on a fortnightly or weekly basis or at the completion of your placement.
- iii. If your absence is for medical reasons, you will be required to produce a medical certificate.
- iv. Remember – it's not ok to be away. You must attend classes and you must be on time. The following excuses will not be accepted for missing classes:
 - I don't like the unit of competence
 - I was sick (a medical certificate supplied by a doctor is required for every day you are sick)
 - I had a doctor's appointment
- v. Legitimate absence (family issues) - if there is serious sickness or a death in your family and you need to be absent from class you will need to discuss the matter with your trainer and Country Manager who will advise you of your responsibilities and what APTC can do to assist you under these sad circumstances.
- vi. You will not be paid your living allowance for days that you are absent from classes except where there is a legitimate reason, for example in the case of sickness.

Satisfactory Student Performance

APTC will continue to monitor your study and personal progress during your course. Remember:

- if you have any problems with your study, you should talk to your trainer
- if you have problems with your vocational placement supervisor, you should raise these issues with your trainer
- if your progress is not satisfactory for any reason, you will be provided with assistance
- unsatisfactory progress may put your enrolment at risk

Course Progress

You are expected to make satisfactory progress in your studies. At times in your studies, you may have difficulty in attending classes, completing assignments and passing exams. There can be very good reasons for this which are sometimes beyond your control. APTC has learning support frameworks to ensure you receive adequate study support and have every opportunity to complete your studies.

If you are having difficulty maintaining acceptable progress, you must discuss the situation with your trainer as soon as possible.

Confidentiality

As an enrolled student of the APTC, you may be required to attend vocational placement or live work as part of your studies. During these activities, you may become familiar with information that is confidential to that workplace (for example financial or business affairs, personal affairs and family background of staff and clients, technical information). You must not divulge any confidential information that you become aware of during live work or vocational placement. Breaches of confidentiality will be considered to be acts of behavioural misconduct and will result in disciplinary action.

Recognition of Prior Learning (RPL) or Credit Transfer

You may have the opportunity to be granted RPL or credit transfer for a unit of competency based on skills and knowledge gained through previous work and life experiences, education or training.

If you believe you have the experience and previous learning to be assessed for RPL or credit transfer, you should speak to your trainer so they can advise you. Further information is available on the APTC website.

Assessment

There will be a variety of assessment methods used during your training and this may include written and practical tasks, work-based activities and assignments. These assessment guidelines apply to all assessment methods.

You are responsible for:

- i. Complying with all assessment instructions, submissions and collection instructions
- ii. Submitting assessment items by the due date, unless an extension has been approved by your trainer for extenuating circumstances or personal illness. You will be required to produce documentary evidence
- iii. Undertaking assessment tasks honestly, without any form of cheating, plagiarism or collusion
- iv. Retaining a copy of all assessment items until the appeal is finalised (in case of appeal)

Reasonable Adjustment

If you have a disability or medical condition and believe you may require adjustments to assessment, please discuss options with your trainer. It is important to provide documentation from a medical or other health professional to help guide this process.

There are basic requirements of each course that must be met by all students to be deemed competent and these cannot be changed. Your trainer can provide you with more information.

Special Consideration

Special consideration is given when you cannot complete an assessment or course work due to exceptional and unexpected circumstances. If you consider that your assessment will be adversely affected by illness, disability or bereavement, you may apply for special consideration. If you consider you will be disadvantaged, due to literacy/language competency, disability or unusual circumstance, you may request an alternative assessment. These requests:

- Should be submitted directly to the trainer
- Will be verified with specialist staff
- Will be approved/ not approved and documented by the trainer
- Must be made in a reasonable timeframe, determined by the College. For further information, contact relevant APTC staff

Feedback and Results

APTC uses a competency based, skills-orientated learning system that is different from schools, colleges and universities. For each assessment task completed, you will receive an outcome of satisfactory (S) or unsatisfactory (U).

Assessment Feedback

Your trainer will provide you with feedback on all assessments submitted.

Re-submission/re-assessment

If you do not satisfy the assessment requirement on your first attempt, you will receive feedback and may negotiate a second attempt or resubmission of the assessment item. Second attempts or resubmission of an assessment item may be granted, only when the trainer considers that you have made a genuine attempt at the first assessment.

Only one reassessment or resubmission attempt may be granted for each assessment item. You may be given a different assessment item, although it must assess the same elements of competency.

If you do not attempt the reassessment or fail to resubmit the assessment item on/by the negotiated due date, you will be given an 'unsatisfactory' result for the assessment item. If you attempt the reassessment and it is again assessed as unsatisfactory, you will be given an 'unsatisfactory' result for the assessment item. This may mean you do not pass the unit of competency or obtain the qualification.

No reassessments or late submissions are permitted after the due date and/or final result for the unit/s of competency has been issued and you will be required to re-enrol and pay.

Where possible, you are required to retain a copy of all assessment items for a minimum period of 14 calendar days after the end of the course (unless an appeal is being lodged). In the case of an appeal, copies of the relevant assessment items should be retained until the appeal is finalised.

Re-evaluation of assessment item/review of final grade

If you are dissatisfied with the result of an assessment result and believe it to be wrong, you should first discuss the matter with your trainer. If there has been a mistake, a recommendation will be made to the delegated officer for the result to be amended. If you are still not satisfied, you may make application for a review of final grade to the Country Manager.

Assessment appeals

If following the re-evaluation and/or assessment or review of your final grade, you are still dissatisfied, you may lodge an academic appeal to the Disciplinary and Appeals Committee based on the following grounds:

- that the decision is grossly unreasonable
- that procedural requirements were not followed
- that relevant evidence was not considered in reaching the decision or that irrelevant evidence was relied upon in reaching the decision
- that fresh evidence has become available
- that a penalty imposed was excessive or inappropriate

For instances of major or exceptional cases of unresolved appeals or misconduct, further appeals can be made in writing to the APTC CEO within 10 business days of receiving notification from the APTC Disciplinary and Appeals decision and must fully set out the grounds for appeal.

Should you still be dissatisfied with the outcome of the internal appeals process, you have the right to take your case to an external independent body. The purpose of an external appeal is to review the decision-making processes undertaken by APTC to determine the fairness of the decision. APTC can provide you with a list of independent reviewers, if required.

Results

When you have completed all assessment tasks for a unit, you will receive a final result.

- You must satisfactorily complete all assessment tasks for a unit to be awarded “Competency achieved” (J)
- You must have attempted all the assessment tasks for a unit and been judged as being unsatisfactory in one or more assessment tasks to be awarded “Competency not achieved” (M)
- You will be ‘Withdrawn / Discontinued’ (AW) if you have engaged in learning activity, but have not attempted all assessment tasks or officially withdrawn

A Record of Results will be provided to you with your Certificate at the graduation ceremony.

MISCONDUCT AND CONSEQUENCES

Student misconduct includes both academic misconduct and behavioural misconduct.

Academic Misconduct (Cheating, Plagiarism and Collusion)

This refers to study related breaches including cheating, plagiarism and copying work from textbooks or the internet, without acknowledgement and authority. You are asked to express your own ideas and not copy them from someone else. Remember to reference copyright works you use.

The following are also classified as academic misconduct:

- copying work from other students, textbooks or the internet
- cheating or helping others cheat
- plagiarism or using other people's work

Plagiarism is considered serious academic misconduct and any breach will result in disciplinary action and even termination of enrolment.

Behavioural Misconduct

Behavioural misconduct relates to inappropriate behaviour at any time, and may include but is not limited to breaches of the APTC Student Code of Conduct, rules or requirements.

Consequences of Misconduct

In accordance with the Student Conduct Management Policy, student misconduct is categorised into three levels. The levels and consequences are noted in the policy excerpt provided on page 32 for your information.

<p>LEVEL 1</p>	<p>Consequences</p>
<p>Allegations of Criminal Behaviour</p> <p>APTC will report any allegations of criminal behaviour to the local authorities. These may include (but are not limited to):</p> <ul style="list-style-type: none"> • assault • threatening behaviour • drug possession or trafficking • theft • sexual harassment • airport security breaches • serious alcohol offences <p>APTC will take a zero tolerance approach to any of the above as well as the conviction of a current student in regard to a pre-existing crime.</p>	<p>Zero tolerance</p> <hr/> <p>Reported to Police</p> <hr/> <p>Suspension</p> <hr/> <p>Extended suspension or termination of enrolment and scholarship</p>
<p>LEVEL 2</p>	<p>Consequences</p>
<p>Serious Misconduct</p> <p>May include (but not limited to):</p> <ul style="list-style-type: none"> • risking health and safety of self and others • damaging or not returning property • damaging APTC's or partner countries' reputation • harassment • bullying • disrupting APTC training activities • inappropriate use of property • deliberately disrespecting local laws or customs • dishonest statements • being under the influence of alcohol, kava, betel nut, inhalants, etc. at any APTC event, location, or accommodation • multiple cases of General Misconduct • plagiarism, collusion, cheating 	<p>Extended suspension period for up to one week</p> <hr/> <p>Student Behaviour Contract</p> <hr/> <p>Extended suspension or termination of enrolment and scholarship</p>
<p>LEVEL 3</p>	<p>Consequences</p>
<p>General Misconduct</p> <p>May include (but not limited to):</p> <ul style="list-style-type: none"> • inappropriate behaviour not resulting in physical or emotional harm • lack of respect for others • non attendance • non participation in APTC/ class activities • non completion of assessment requirements • inadequate effort in study requirements • distracting or discouraging other students • breaches of guidelines for computer use • non-compliance with rules and regulations e.g. APTC or accommodation house 	<p>Exclusion from study</p> <hr/> <p>Extended suspension period for up to one week</p> <hr/> <p>Student Behaviour Contract</p> <hr/> <p>Extended suspension or termination of enrolment and scholarship</p>

GRIEVANCES (COMPLAINTS) AND APPEALS

APTC is committed to providing a fair, safe and productive learning environment for you. As a student of APTC, you have the right to be able to lodge a grievance and appeal decisions if you believe you have been treated in a manner which is likely to have an unreasonable negative impact on you. You have the right to:

- raise a complaint or grievance informally or formally according to policies
- appeal any decision made in relation to any alleged misconduct
- have your grievances and appeals managed equitably, fairly and in a confidential and timely manner
- lodge an appeal while maintaining your enrolment (while the grievance procedure is ongoing)
- be accompanied or supported by another person (other than a legal practitioner) during informal or formal processes
- appeal against the final decision made through the formal process

Complaints or Grievances

If you wish to make a complaint you should raise your concerns as soon as possible with the individual concerned, the aim being to resolve the problem directly and informally. If you feel you are unable to approach the individual or are not satisfied with the initial response, you should contact your relevant trainer or staff member.

You may lodge a formal grievance in writing to APTC and it will be managed in accordance with the APTC Student Grievances and Appeals Policy. Your grievance will be documented and managed fairly under the Policy. Grievances are classified into academic and non-academic matters:

Academic Grievances (these include but are not limited to):

- provision of accurate academic course information and selection criteria
- selection and enrolment decisions
- credit recognition, course content and structure, assessment methods or processes
- decisions about course content, structure, assessment methods made by training staff which affect an individual student or group of students, or individuals seeking to enrol

Non- Academic Grievances (these include but are not limited to):

- administration and application of APTC policies, procedures and guideline
- access to learning and assessment materials and resources
- administration of payment of fees
- penalties applied for non-payment of fees and charges
- administration of scholarships
- administration of student enrolment, withdrawal, course transfer, results and graduation
- course completion time limits relating to modified or expired courses
- refusal of refund (as per policy)
- the behaviour of other students of APTC
- penalties imposed for academic or behavioural misconduct

Appeal

- You may lodge an appeal to the APTC CEO for the case
- The appeal should be lodged within ten (10) working days of receipt of the decision relating to the consequence of misconduct

Withdrawal of a Grievance or Appeal

- You may withdraw a grievance or appeal at any time during the process
- The withdrawal must be in writing to the relevant staff member who is handling the matter
- Withdrawal of the grievance or appeal will stop the process and the matter will be deemed resolved

STUDY GUIDE AND TIPS

Learning at APTC

It is important to be aware that there will be differences between the training delivery and assessment methods used at APTC and those you may have experienced in your previous study or work history.

For example, the main styles of training and learning you have previously encountered may have focused on remembering and repeating information. Learning styles at APTC differs from these methods, and is based on practical training and assessments.

APTC trainers offer vocational placement, knowledge, information, ideas and facts but they also encourage you to explore and find additional knowledge from sources and books other than those used in class.

Asking the trainer questions and discussing what is being said in class is encouraged and is not seen as being disrespectful or challenging to the trainer's authority. Instead this shows your interest and willingness to participate in class.

Ensuring Your Success

Your success will be a result of planning, motivation, hard work, time management, some sacrifices, evaluation and review.

Many things may affect your studies. Dealing with new surroundings, studying with people from different cultures, being away from home, making new friends, wanting to do well, issues of separation, family commitments or isolation and trying to balance work and study may from time to time affect your academic performance.

Effective Study Skills

Effective study skills are about more than understanding the course content. Effective study skills must be practised in order for you to improve. It is not enough to simply 'think about' studying. In order to develop your current study skills, it is important that you consider the following:

The Value of a Schedule

Before you even begin to think about the process of studying, you must develop a schedule.

If you don't have a schedule or plan for studying, you do not have a way of managing your time when the unexpected occurs. A good, well thought out schedule can be a lifesaver. Remember, you may not get it right the first time. The secret is to regularly review what works well and what does not work, and revise your schedule as required. You will need to change your study priorities according to how you are progressing with your course work and assessments.

The Process of Study

Time is the most valuable resource everyone has. It is also one of the most wasted of resources. To maximise the use of your valuable resource, here are a few helpful suggestions:

- Plan enough time for study. If you are unsure of how much time to commit to study, ask your trainer for advice.
- Study at the same time every day. Regular hours are easier to follow.
- Make use of the free hours during the day. If you have free hours between classes, use these to review material or edit notes and to study the material that will be covered in your next class.
- Plan study periods to follow class periods. This should be done whenever possible.
- Space study periods. Fifty to ninety minutes of study at a time for each course works best. Relaxation periods of ten or fifteen minutes should be scheduled between study periods. It is more efficient to study hard for a definite period of time, and then stop for a few minutes, than attempt to study on indefinitely.
- Plan for weekly reviews. At least one hour each week for each class (distinct from study time) should be scheduled. The weekend is a good time for review.
- Leave some unscheduled time for flexibility. This is important! Lack of flexibility is the major reason why schedules fail. Students tend to over-schedule themselves.
- Allow time for planned recreation, campus and church activities, etc. When you plan your schedule, you should begin by listing the activities that come at fixed hours and cannot be changed. Classes and laboratories, sleep, and work for money are examples of time 'uses' which you may not be able to alter. Next, you can schedule your flexible time commitments. These hours can be interchanged with other hours if you find that your schedule must be changed during the week. Recreational activities are planned last.
- Set up study groups with fellow students. This can be a good way to expand on your knowledge and understanding.
- Utilise all assistance offered by APTC trainers and staff.

Where to Study

You can study anywhere. Obviously, some places are better than others. Libraries, study lounges or private rooms are best. Study at a desk with good lighting and a comfortable chair. Most importantly, make sure you are not distracted by music, friends or the telephone.

Research

- Find out as much as you can about the APTC and campus facilities
- Take a tour of the campus if available
- Ask to be shown how to use the library resources
- APTC staff can offer assistance with learning strategies, report writing skills and literacy and numeracy skills
- Get to know your trainer and other staff

Be Organised

- Divide work into immediate and less urgent
- Put tasks in order of urgency and break the big tasks down into smaller parts – the more you break down your work into small tasks, the more you're likely to find the time to do them
- Draw up a calendar of when all your assignments are due and display it in a prominent place
- Try to get ahead in your work, so that if a crisis arises you won't fall behind too easily
- Find a special place and time for working, this will help to create the right mood to concentrate on study
- Don't worry - it will take time to get into a routine of study, so don't put too much pressure on yourself

Share Your Experiences

- Meet with other students, talk about your experiences (good and bad) and share these with others
- Try to organise some social activities for yourself and other friends and/or family members
- If it all seems too much, approach your trainer or the Student Support & Welfare Officer for support

Take Time Out

Be kind to yourself and, where possible, take some time out to do something that you enjoy, perhaps play sport, read a book or watch a movie.

Student Skills

Remembering information is an important skill for all participants but in addition to this, students are encouraged to develop independent thinking. Students will be expected to do the following:

- take notes during class
- ask questions of the trainers (this is not disrespectful)
- attend all classes (unless ill and able to produce a doctor's certificate)
- be on time to classes
- remain in class for the whole lesson (unless there is a valid reason to leave early)
- hand in original (your own) work
- develop research and library skills
- complete all assessment tasks by the due dates
- participate in class
- request help if needed
- read prescribed texts plus additional reading

Socialising

Of course socialising is a very important part of your time at APTC. Joining any of the social, sporting or specific interest groups or associations is a great way to meet new people and enjoy fun times.

Study and Family

Studying and looking after a family at the same time can be challenging. The following guidelines may help you manage both:

- inform - make sure family members know why study is important to you. When your family understands why you are studying and the pressures you face, they are more likely to help you and give you the time you need to study.
- plan - write up a new household chores roster and involve each family member in the process. You won't be able to do as much around the house now that you're studying.
- time - work out a schedule to ensure that each week includes time for family. Students do get breaks between training blocks – look forward to them.
- share - get together with other students who are also managing a family. You can share your experiences and advice one another.

Study and Work

Studying and working at the same time can also be challenging. Follow these guidelines and use your APTC Student Handbook & Diary to help manage your time between work and study:

- plan - develop a schedule for work and study to follow
- start a "to do list" - keep a to-do list to make sure you finish every task
- use time well - don't waste your time. Make the most of your free time to study. You can always study while on public transport, instead of watching tv, or first thing in the morning when you wake up
- say no - learn to say no when people try to add more on to your already busy schedule. Make sure your employer knows you can't take on extra hours
- inform - keep your employer and trainers informed about your situation and your commitments, so that they can be flexible as well. Keeping them informed is the best way to avoid problems in the future
- legitimate absence (family issues) - if there is serious sickness or a death in your family and you need to be absent from class you will need to discuss the matter with your trainer and Country Manager who will advise you of your responsibilities and what APTC can do to assist you under these sad circumstances

HOW WE USE YOUR INFORMATION

Privacy of Personal Information

We will collect and handle your personal information in accordance with the Queensland Information Privacy Act 2009:

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/II/InfoPrivA09.pdf>

Information collected as a result of your enrolment will be used by APTC for general student administration as well as planning, reporting, communication and evaluation purposes. Only authorised APTC staff have access to this information. Please refer to the APTC Privacy Statement below.

APTC Privacy Statement

The APTC is required to comply with the Australian Federal and State government requirements. The Privacy Act 1988 forms the basis of this statement.

The information you have supplied to APTC will be used, where applicable, for the purposes of:

- processing your application
- assessing your application
- accepting your enrolment
- assessing your welfare needs
- processing and advising you of your assessment results and
- other communications to you as required

Your personal information, attendance details, progress and results will be made available to the APTC Head Office and APTC campuses as required.

Access to your information will not be given to any other organisation or persons, without your consent or unless authorised or required by law.

When attending practical vocational placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that is confidential, as this may be considered to be an act of misconduct under the APTC Student Rules.

Access to your Student Records

As a student of APTC you have the right to see any records that are being kept about you (e.g. personal details, assessment records). If you wish to see your records, please contact the Country Manager.

Changes to Personal and Contact Details

To ensure important information reaches you, immediately notify your APTC local office of any change in your name, address, phone number or emergency contact details. Request for changes to your name recorded in APTC must be advised at least 8 weeks prior to graduation and must be supplied with proof of your change of name (e.g. birth certificate, marriage certificate, statutory declaration) to ensure your records are up to date and your Award Certificate is accurate.

Results and Awards

Your results will be provided to you on completion of all your assessments and at graduation. Fees must be paid in full before results are released. Please make sure that the APTC Office has your current phone and contact details so that we can advise you about these important events. Your Award will be printed in the name that is recorded on your birth certificate or marriage certificate (or other valid document) therefore if you see an error or wish to make a change, please advise the Student Support & Welfare Officer immediately.

Graduations

Formal graduation ceremonies are held in the student's home country. These are opportunities for your achievements to be recognised with government representatives, industry and community leaders, and family and friends in attendance to help you celebrate.

APTC ALUMNI ASSOCIATION

Your journey with the APTC begins as a student and will continue even after you graduate, through the APTC Alumni Association which will assist you to stay connected and engaged with the College and fellow alumni.

APTC Alumni Association (Alumni) aims to connect and engage the Alumni of the College by fostering lifelong connection with the College by developing a lasting and mutually beneficial relationship between the College and its Alumni. Together the Alumni and APTC will support the development of local, regional and international professional networking in the Pacific Island Forum countries.

The goals of the Alumni are to:

- Strengthen communications between Alumni and the College
- Develop and support Alumni volunteer leadership
- Enhance Alumni connections with College, students and the community
- Encourage participation in Alumni development programs

Alumni Chapters have been established in Fiji, Samoa, PNG, Vanuatu, Kiribati, Tonga, and Solomon Islands. Members of the Alumni will automatically become members of the country Alumni Chapter where they reside.

The Alumni program of events, correspondence, meetings, various alumni chapters, and social media enable members to connect personally and professionally with other graduates.

Membership

As of January 2013, all graduates of the College automatically become members of the Alumni and membership is free. If you know anyone who graduated from APTC before 2013, please encourage them to register through online registration form: <http://www.aptc.edu.au/index.php/membership/alumni-sign-up>

APTC Alumni members are committed to retaining their connections with the APTC and are proud advocates for the training they have received with the College. You can become one of these proud advocates as well. Visit the APTC Alumni website for more details: <http://www.aptc.edu.au/index.php/alumni>



Follow us on Facebook: <https://www.facebook.com/aptc.alumni>



Join the APTC Alumni professional network on LinkedIn:
<https://www.linkedin.com/company/aptc-alumni>

For any queries regarding APTC Alumni, you may send an email to: alumni@aptc.edu.au OR contact the Regional Head Office.

TRACER SURVEY

APTC's commitment to the continuous improvement of its services includes conducting a survey of its graduates after 6-12 months of their graduation.

It is important that students participate in such surveys that will be used to determine the effectiveness of APTC programs and provide us with feedback that will help us improve our training and support services.

To ensure that your feedback is properly captured in our surveys, APTC will need to be able to contact you after you have graduated from APTC. It is the student's responsibility to inform APTC about your current contact details. If your email, Facebook account or phone number changes, then please contact the relevant APTC campus in your country (or APTC's non-campus representative) to update your information.



**Contributing towards a prosperous
Pacific, driven by a skilled, competitive
and productive workforce**