



THE AUSTRALIAN COLLEGE
OF EASTERN MEDICINE



International Student Handbook

2024-26

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OUR LOCATION AND CONTACT DETAILS

www.orientalmedicine.com.au

Sydney Campus (Head Office)

Sydney Campus
Shop GRD C3000
Top Ryde City
Cnr Blaxland Rd and Devlin St
Ryde NSW 2112
Ph 02 9807 8161
Email: sydney.acem@gmail.com

Lismore Campus
258 Richmond Hill Rd
Richmond Hill 2480
Ph 0407 077118
Email : tom@orientalmedicine.com.au

Rockhampton Campus
30 Blanchard DSt
Berserker 4701
Ph 0439918586
Email: acemrocky@outlook.com



1. ABOUT THE COLLEGE

Living and studying in Australia

Australia has been often referred to as ‘The Lucky Country’. It is a nation which is comprised of people from a vast array of cultures living in peace thus making it a safe enjoyable location to study. This vast ancient land is filled with a vast array scenic destination to explore including The Great barrier reef, (one of the Eight Wonders of the World), the timeless Outback and its coastal laid back lifestyles. The climate is temperate with short winters and a high percentage of sunny days.

Australian College of Eastern Medicine (ACEM) was founded in 1987. Since then, it has continued to develop the natural therapy courses which include Remedial Massage, Shiatsu and Oriental Therapies.

ACEM Head Office is located in Sydney which boasts spectacular beaches, opera house, Harbour Bridge and abundance of natural beauty.

Students are guaranteed an idyllic peaceful environment in which to learn the healing arts .

ACEM is a CRICOS accredited provider, (CRICOS Provider Number: 02903M). International students may enrol in either the Diploma of Shiatsu and Oriental Therapies or the Diploma of Remedial Massage.

ACEM will support students to adjust to study and life in Australia, and will provide an age and culturally appropriate thorough Orientation Program for all new students that includes:

- a. Support services to assist students to transition to life and study in Australia.
- b. Legal services

- c. Emergency and health services
- d. Facilities and resources
- e. Complaints and appeals processes
- f. Student visa condition relating to course progress and/or attendance as appropriate

Courses available for International Students

ACEM offers two Diplomas in Massage.

These are the Diploma of Remedial massage HLT52015 and the Diploma of Shiatsu and Oriental Therapies HLT52215



This Nationally Recognised Diploma level courses are designed to make your career as a professional Massage Therapist as successful and sustainable as possible. The course embraces a good grounding in Western Massage techniques and theory, as well as a variety of Eastern Massage approaches.

Graduates enjoy the ability to offer a wider variety of techniques to their patients to achieve the best result. Many of the Eastern massage techniques (such as the use of Trigger Points) offer a less strenuous, more sustainable and more effective way to physically treat people. People have benefited from different massage skills for thousands of years and these methods can easily be incorporated within a massage treatment. Working smarter for a better patient outcome leads to a long-term successful career as a Massage Therapist. Aspects of training include massage and nutrition for athletes, use of osteopathic techniques in releasing chronic structural imbalances, Cupping and Trigger Point therapy. Training is offered in either a 12 month full time program

Below is the list of the units covered in the Health Training package:

1. DIPLOMA REMEDIAL MASSAGE HLT52021

CRICOS Code # 10258

Unit	Subject	Hours	Fees
1	Anatomy and physiology	120	\$850
2	Massage practice in Australian Health Care	40	\$450
3	Counselling Skills	60	\$850
4	Introduction to Massage	80	\$850
5	Pathology	70	\$850
6	Massage assessments and protocols	80	\$850
7	Practice Management	80	\$850
8	Business planning	40	\$850
9	Occupational work health and safety	30	\$450
10	Senior first aid	30	\$150
11	Kinesiology	60	\$850
12	Remedial massage theory and practice 1	60	\$850
13	Remedial massage theory and practice 2	60	\$850
14	Massage for different needs	60	\$850
15	Food as Medicine	40	\$850
16	Sports massage	60	\$850
17	Sports nutrition	60	\$850
18	Supervised clinical practice	270	\$850
	Administration fee		\$250
	Total	1,300	\$14,050

The subject codes covered in this course are listed below

Subject Code	Unit Title
CHCCOM006	Establish and manage client relationships
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
CHCPRP003	Reflect on and improve own professional practice
CHCPRP005	Engage with health professionals and the health system
BSBSMB401	Research and Develop Business plans
HLTAAP003	Analyse and respond to client health information
HLTAID011	Provide first aid
HLTINF004	Manage the prevention and control of infection
HLTINFCOV001	Comply with infection prevention and control policies and procedures
HLTMSG009	Develop a Massage Practice
HLTMSG010	Assess client massage needs
HLTMSG013	Perform remedial massage musculoskeletal assessment
HLTREF002	Provide reflexology for relaxation
HLTMSG018	Adapt remedial massage practice for athletes
HLTMSG006	Adapt remedial massage practice to meet specific needs
HLTMSG008	Monitor and evaluate remedial massage treatments
HLTMSG016	Apply principles of pain neuroscience
HLTHPS010	Interpret and use information about nutrition and diet
SISSSCO307	Provide nutrition information to athletes
HLTWHS004	Manage work health and safety
SISXCAI010	Develop strength and conditioning programs
HLTAAP002	Confirm physical health status
CHCPOL003	Research and apply evidence to practice

2.DIPLOMA OF SHIATSU and ORIENTAL THERAPIES

HLT52215 CRICOS Code 102588G



ACEM is the only college in Australia offering CRICOS recognition to deliver Shiatsu training to international students.

Our Shiatsu course is very comprehensive covering many Shiatsu styles and techniques including Zen Shiatsu, Manaka, Namakoshi, Tao Shiatsu,,Shintai and Sotai. Our Diploma also includes training in Ryodoraku, Cupping therapy and the use of Laser Therapy.

Furthermore the Oriental Medicine theory has been developed by the college principal Thomas Ebejer who is a registered acupuncturist and who has been teaching and developing courses since 1995.

Graduates of both Diplomas may also study Dry Needling training at ACEM to compliment their skills even further.

Below is a list of units of training.

Unit	Subject	Hours	Fees
1	Shiatsu 1	60	\$850
2	Shiatsu 2	60	\$850
3	Oriental Medicine Theory	80	\$850
4	Meridian Theory and Point Location	60	\$850
5	Anatomy and Physiology	120	\$850
6	Physical Diagnosis	60	\$850
7	Shiatsu 3	60	\$850
8	Differential Diagnosis	60	\$850
9	Oriental Therapies	60	\$850
10	Assessment and Care	60	\$850
11	Oriental Remedial Therapies	60	\$850
12	Counselling Skills	60	\$850
13	Psychology and Oriental Medicine	60	\$850
14	Senior First Aid	30	\$150
15	Practice Management	60	\$850
16	Student supervised clinic	270	\$850
	Administration Fee		\$250
	Total	1,220	\$13,150

Diploma of Shiatsu subject codes and Units of competency

Subject Code	Unit Title
CHCCOM006	Establish and manage client relationships
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
CHCPRP003	Reflect on and improve own professional practice
CHCPRP005	Engage with health professionals and the health system
HLTAAP002	Confirm physical status
HLTAID011	Provide first aid
HLTAAP003	Analyse and respond to client health information
HLTCOM502C	Develop professional expertise
HLTINF004	Manage the prevention and control of infection
HLTSHU001	Work within a framework of traditional oriental medicine
HLTSHU002	Develop shiatsu practice
HLTSHU003	Maintain personal health and awareness for traditional oriental medicine practice
HLTSHU004	Perform shiatsu therapy health assessments
HLTSHU005	Perform oriental therapies health assessments
HLTSHU006	Provide shiatsu therapy treatments
HLTSHU007	Provide oriental therapies treatments
HLTSHU008	Adapt shiatsu and oriental therapies practice to meet specific needs
HLTSHU009	Monitor and evaluate traditional oriental medicine treatment s
HLTWHS004	Manage work health and safety
BSBSMB403	Market the small business
BSBMB404	Undertake small business planning
CHCCCS001	Address the needs of people with chronic disease
CHCDIS007	Facilitate the empowerment of people with disability

Training Schedule

The Diploma courses run over 4 terms in 12 months

The 48 weeks of training is divided into four 10 week blocks with a 2 week holiday break between the first and second term and a 4 week break at the mid point of the year.

Please check the web site for the calendar year you are interested in studying for training dates.

A. Student Support Services

Administration officer is able to assist students with the following:

- Tuition fees payment
- Offer Letter and COE
- Overseas student health cover
- Appointments to see an academic staff, or staff who speak community languages such as Japanese, Korean, Thai, Indonesian, Chinese, Spanish, Hindi, Portuguese
- Questions about home-stay and accommodation
- Check Date of Graduation
- Course variation
- Contact details for legal, medical or emergency services
- Grievance/complaint
- Documents Request
- Student card collection
- Other general enquiries

Students should speak to staff for questions in regards with their vocational courses.

- Questions about class timetable
- Class information
- General course questions
- Course information
- Attendance issues
- Academic problems
- Problems with course progress
- Course exemptions (Recognition of prior learning/Credit transfer)

ACEM will provide support or access to support for students to assist in meeting course requirements and maintaining their attendance. ACEM will also provide support or the

opportunity for students to access support for welfare related and accommodation issues at no extra cost to the student..

All staff will receive electronic versions of the ESOS legislation and International Students Staff Handbook. Staffs are inducted in the Critical Incident Policy and Procedure during staff induction.

ACEM has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Australian College of Eastern Medicine.

Australian College of Eastern Medicine will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

In addition to client support the college provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate the college will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

Students requiring counselling or support should discuss the matter with their trainer and/or International Student Support Office as soon as practicable. The staff member will assist where possible, and in the event that further action is required, will refer students to the appropriate agency.

Contact details for Student support officer:

Name: Shan GE

Email: acemshan@gmail.com

Phone: 02-97155668

Times available: 9:00 am – 6:00 pm (Monday-Friday)

Student Support and Guidance Services Helpline

The following contacts are provided for support of Learners:

Australian Taxation Office	13 28 61
Ethnic Communities Council of NSW	02-9319 0288
Interpreting Services	13 14 50

Accommodation Services

The college will assist in finding suitable accommodation. It cannot however enter into arrangements with Real Estate agents or householders on behalf of a student.

- **Temporary Accommodation on Arrival**

If required, temporary accommodation can be arranged for a period of one week. Please advise the College of your flight details at least 7 days before arrival.

- **Homestay**

This involves the student staying with an Australian family. The cost usually includes two meals per day on weekdays and three meals per day on weekends. Rooms may be single or shared and range in price from AU\$200-AU\$300 per week.

- **Private or Church-owned Boarding Hostels**

Facilities include shared bathroom and kitchen so that students can prepare their own meals. Cost is AU\$90-AU\$130 per week.

- **Rental Accommodation**

Rental accommodation is available through Real Estate Agents. These can be furnished or unfurnished with a variety of types available including units, flats and houses. One month's rent in advance is usually charged plus a bond or security deposit prior to signing a lease agreement. Cost is AU\$150-AU\$250 per week.

B. Legal Services

International students can seek legal advice in relation to immigration (visas), discrimination and many other matters.

Legal advice and assistance can be obtained for free or at minimal cost.

For further information please see below:

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 a fixed line if made within NSW).

Women's Legal Service NSW (WLS NSW) is a community legal center providing women across NSW with a range of free legal services. Women's Legal Service NSW Helpline: 1800 801 501(cost of a local call from a fixed line if made within NSW).

C. Emergency and Health Services

Work Health and Safety (WH&S)

ACEM has a number of policies to facilitate a safe and harmonious working environment and to meet various statutory compliance requirements. In brief, under our WH&S policy, students:

- are required to take reasonable care of themselves and others in the college;
- have a responsibility to cooperate with all health & safety provisions
- have a responsibility to comply with relevant ACEM 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 while on ACEM premises

Safety

Australia is considered to be one of the safest countries in the world. However, like in all countries/major cities, risks should not be taken in Sydney. For example, avoid poorly-lit areas at night time, do not provoke 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 Number

Police/Fire Department/Ambulance 000 (from a landline)

112 (from a mobile phone)

Emergencies

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. Your trainer will instruct you on how to exit the building in case of an emergency. In some emergency situations you may be required to stay in the classroom. Please follow the instructions of your trainer or the fire wardens in these situations.

Fire Procedures

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 go to the assembly point for roll call.
- 4) The assembly point for all students and trainers is: Cr Burwood Rd. and Comer St.

Exits

Make sure you are familiar with the location of Exits. Emergency Exits Map will be distributed to the students during the orientation program.

First Aid

Any personal injury sustained at the College must be reported immediately to your trainer. A basic first aid kit is available for emergencies. Please talk to administration officer for advices on campus.

Personal Health

If you need any advice about the Australian hospital system please see Student Services.

In terms of sexual activity, AIDS and other sexually transmitted diseases, precautions must always be taken.

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).

Pregnancy & Child Birth

If you are pregnant or planning on getting pregnant while you are at the college, please see the Student Services Office about your study options after the birth of your child. Please note the college does not have child---minding facilities so you will need to make arrangements with a child care provider.

Medical Certificates

The college will accept medical certificates from GPs.

OSHC (Medibank Private Overseas Students Health Cover)

All international students are required to have overseas students' health cover for the duration of their visa. If you have applied for OSHC through the college, the OSHC membership card can be obtained at Administration Office, please check availability before collection. MediBank Private has retail outlets in most suburbs, please check www.medibank.com.au for an outlet near you.

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.

Free 24 Hour Nursing Assistance Line

One of the benefits of your MediBank Private OSHC membership is that you have access to a 24 hour nursing hotline. Call Toll Free: 1800 644 325

D. Facilities and Resources

Photocopying and Printing Facilities

Student photocopies can be done through ACEM Reception/Student Services. The print out will be charged at a cost of 20c per copy. Printing tasks can be done through public computers at school library. The print out will be charged at a cost of 20c per copy.

Learning Resources

The College is well equipped with all necessary teaching and learning facilities such as white boards, video equipment, projectors, massage beds, cupping, scrapping plate, futons and all therapeutic involved in training in Remedial, Shiatsu and Oriental Therapies, which includes Laser, Ryodoraku, Moxa, Frequency Therapy equipment Ion Pumping Chords, Acupoint detectors Ear seeds and towels.

School Microscope Lab is equipped with 5 microscopes as learning resources of western medicine related subjects. School library has a teaching resource of more than five hundreds shiatsu, remedial massage and chinese medicine related reference books

Child Care Facilities

There are no child care 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.

Prayer Rooms/Places of Worship

There are a number of places of worship near the college or you can contact Student Services or local council to find the place of worship close to your place.

E. Complaints/Grievance/Appeal Procedures

A grievance is any concern, difficulty or problem that a student or staff member has concerning their studies or the college itself. ACEM will have fair and equitable process for dealing with student's Complaints/grievances/appeals.

Students are encouraged to discuss any concerns or difficulties with staff members. Students should contact a Student Services Officer in the first instance to attempt mediation/informal resolution of the complaint.

In the event that grievances cannot be resolved informally, then the student should utilise the Complaints and Grievances Procedure. At this point, the student should notify ACEM in writing of the nature and details of the complaint.

Internal appeals processes will be at no cost to the student and will commence within 10 days of lodging the complaint. If grievances are not resolved after discussion with the College, students will have the right to lodge an external appeal through the Overseas Students Ombudsman. There is no fee to lodge an appeal to the ombudsman.

Overseas Students Ombudsman

Website: www.oso.gov.au

Email: overseas.students@ombudsman.gov.au

Telephone: 1300 362 072 (within Australia); +61-2-6276 0111 (outside Australia) between 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST)

Fax: 02 6276 0123 within Australia; +61-2-6276 0123 outside Australia.

Postal address: GPO Box 442 Canberra ACT 2601

For non-visa issues, Students may contact the **Department of Fair Trading**

Website: <http://www.fairtrading.nsw.gov.au/>

Telephone: 13 32 20 Monday to Friday 8:30 am to 5 pm

Postal Address: PO Box 972 Parramatta NSW 2124

For detailed information, please refer to *ACEM Grievance and Appeal Procedures*.

F. Course Progress and Attendance

1) Course Progress

Students are required to maintain a satisfactory academic progress. To maintain your progress you are required to pass at least 50% of your scheduled subjects in any study period.

If a student fails to maintain satisfactory academic progress in a study period, the student will be notified of the risk of not maintaining satisfactory academic progress and the continuing risk of

issuing an intention to notify the relevant government department for unsatisfactory progress if there is no improvement.

Students who fail to meet this requirement will be advised that they have 20 working days in which to access the college's internal complaints and appeals process.

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

Students may be eligible to be reassessed and a re-assessment fee will apply. In such case, please speak to your trainer, Student Services or principal for more information.

2) Attendance

Attendance for each scheduled class is recorded and monitored for academic progress purposes.

ACEM expects all students to attend 100% of the scheduled classes for each subject. A minimum of 80% class attendance is required for each unit.

Attendance Recording

- If a student is absent from the college because he/she is sick, he/she should see their doctor immediately and obtain a medical certificate.
- It is the student's responsibility to come to class every day and to maintain a satisfactory attendance rate.
- It is the trainer's responsibility to record and monitor students' attendance performance, each student is recorded with actual arriving and leaving time. Students' overall attendance is calculated based on their actual arriving and leaving time. Administration officer will help monitor students who arrive more than half way through the class and confirm with the trainer at the end of each session.

ACEM implements the system for monitoring student's compliance with student visa conditions relating to attendance. ACEM will monitor the progress of students regarding their enrolment load and attendance in courses.

Attendance of at least 80% of each course's contact hours is necessary for overseas students. The study program must be completed in the designated time frame for course in which the student is enrolled.

Students are allowed to complete 25% of their course online. Students cannot be exclusively enrolled in distance learning in any study period.

Students who miss 5 or more consecutive days of a course without approval or who are at risk of not attending at least 80% of a course will be notified that they have failed to meet satisfactory attendance requirements.

Monitoring will also be conducted at the end of each unit of training and again at the end of each semester.

If a student is at risk of not fulfilling the enrolment and attendance requirements i.e. if they are deemed not yet competent in 50% or more of enrolled units in any study period, ACEM will inform the student that they are at risk of failing to achieve course progress and offer counselling to help identify the student's needs.

Extension time to complete a course can be granted by ACEM on compassionate or compelling circumstances.

If a student fails to meet satisfactory enrolment or attendance ACEM will inform the student in writing that they have failed to meet course progress.

Students will have 20 working days to provide a written letter to ACEM's complaints and appeals process, to explain their reasons as to why they have not fulfilled their enrolment and/or attendance obligations.

The expected duration on a student's COE must not exceed the CRICOS registered course duration except in compassionate or compelling circumstances.

College Intervention Strategy

The National Code requires ACEM to have an Intervention Strategy to identify and assist students at risk of not meeting their course progress requirements.

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 counseling 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.

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 a course could lead to being reported to DIBP, depending on the outcome of any appeals process
- that being reported to DIBP could affect their visa

Stage	Description	Actions Taken	
		From School	From Students
Identifying students who are at risk		Results recorded after each assessment. Students who failed more than 50% subjects based on current results identified as at risk students	
“At risk” Pre-Intervention stage	Informal Discussion with student	Student is given an informal verbal warning that they are at risk.	Student Assessment Result may be requested at any time of the semester.
Intervention	Student does not pass more than 50% of their subjects	Letter to activate Intervention Strategy sent by College The letter requests student to attend an Intervention Meeting. After meeting, students are sent a letter regarding the outcome of their intervention meeting and any conditions attached.	Student sees Student Services to arrange an Intervention meeting.
Intention to Report Stage	Students who do not pass more than 50% of subjects are issued with an “Intention to report” letter and given 20 working days to appeal.	Intention to report letter issued.	Student may see Student Services to lodge an appeal. If appeal is not Lodged, appeals Process to be continued to reporting stage.
Appeals stage	Internal and external appeals process	Internal and external appeals process	Refer to Complaints and Appeal Policy

Reporting stage	Students who fail to lodge an appeal or whose appeal is unsuccessful are reported to the relevant government department on PRISMS	College cancels student's COE for poor course progress.	
Post reporting stage	Student is sent a copy of the PRISMS non-compliance letter and a copy is kept on the student's file	College sends student a copy of the non-compliance notice (NCN)	Student will be contacted by the Department of Immigration and Border Protection.

Deferment, Suspension, Cancellation and Refund

Deferment of commencement of study requested by student

Deferment of the enrolled course may be allowed for a period of up to one year from the date of course commencement.

ACEM will only grant a deferment of commencement of studies for compassionate and compelling circumstances. (please refer to the Deferment, Suspension and Cancellation policy for detailed information on *Student Handbook*).

Requests for deferment or refund must be received in writing by the college, stating the reasons for the deferment or refund application, and the effective date of deferment or refund will be the date on which such written notification is received.

The final decision for assessing and granting a deferment of commencement of studies lies with the Principal and Campus Managers.

Suspension of study requested by student

Suspension means the course is halted for a limited period of time after the student has commenced studying.

- Once the student has commenced the course, ACEM will only grant a suspension of study for compassionate and compelling circumstances.
- The period of suspension will not be included in attendance calculations for ACEM
- Where a student is granted an extended period for suspension of study and is remaining in Australia for the duration of the suspension, the College may decide to make the suspension conditional upon regular contact with the College if there are concerns about the student's welfare and support issues.

Exclusion from class

ACEM may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any misbehaviour identified as breaching the college's Student Code of Conduct.

College initiated suspension of studies

ACEM 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 misbehaviour identified as resulting in suspension in the college's Student Code of Conduct.

Cancellation of enrolment

A student may initiate a cancellation of their enrolment at any time for any reason. Students who initiate a cancellation should consider the financial penalties they may incur when submitting an application (refer to the Refund Policy).

The College may initiate the cancellation of a student's enrolment if the student significantly breaches the ACEM Student Code of Conduct or as a consequence of other significant student misbehavior, this may include failure to pay fees.

If the cancellation is initiated by the College, the College will inform the student in writing of its intention to cancel the student's enrolment and notify the student in writing that he or she has 20 working days (approximately 28 days) to access the College's Complaints and Appeals processes. If the appeals process is activated the cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. Any claim of extenuating circumstances must be supported by appropriate evidence.

Refund Policy

ACEM agrees to refund within 14 days without deduction, all fees where the College cancels the Course or where the commencement of the Course is postponed for more than four weeks.

ACEM agrees to refund within 30 days, all fees paid less a \$250.00 administration charge where by reason or reasons beyond the student's control, including Visa Cancellation, Acts of God, Acts of Government Authorities, civil strike and riots, the student is prevented from attending the Course.

Where the student decides to withdraw from the Course after the Course has commenced within 10 weeks, ACEM will be entitled to 10 weeks notice or in lieu of notice the equivalent of 10 weeks' fees and \$250 administration fee. The balance of the fees paid will be refunded to the student. Where the student decides to withdraw more than 10 weeks after the course has commenced, no refund is applicable.

If a student can provide 48 hours notice or greater of his inability to attend they can be rescheduled to another course without penalty.

Students in exceptional circumstances can make application for special consideration.

Student Advice

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

Student Transfer Request Assessment Policy

A Student Transfer Request refers to international students currently enrolled at ACEM who wish to transfer away from the College to another provider or students who wish to enroll in to ACEM from another provider.

Students transferring 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. However ACEM will only provide a letter of release to students in the first six months of their principal course under certain circumstances.

Recognition of Prior Learning

Recognition of Prior Learning (RPL), is the formal recognition of a person's skills and knowledge, no matter how, when or where the learning occurred.

ACEM students may seek RPL if they belong to any of the following,

- Students have related previous qualification either in Australia or overseas, such as Bachelor of Physiotherapy, Bachelor of Medical Science, Bachelor of Chinese Medicine, Diploma of Naturopathy etc.

- Students have relevant training or work experience.

ACEM will offer RPL recognition from any other RTO.

ACEM will also allow submissions of RPLs for previous study or evidence of skills attained that have not been attained from RTOs.

Each assessment will be reviewed in a case by case approach.

For detailed information, please refer to ACEM RPL Information Guide.

Welfare-related Support Services

Australian College of Eastern Medicine provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If the College refers the student to external support services, the College will not charge for the referral.

Detailed information on the school's student support services is available to students at anytime via the international student handbook.

Student welfare is important to the staff at ACEM. The College retains sufficient student support personnel to meet the needs of the students enrolled with the school.

Our experienced welfare staff and teachers will assist students with educational matters or any enquiries they may have. Students are encouraged to make an appointment with ACEM welfare staff if they require services such as

- Academic counselling
- Welfare counselling
- Grievances
- Work placement
- Further studies placement

Counseling

Hopefully, your time in Australia will be a happy one. However, inevitably, sometimes problems occur in your life that can't be controlled. ACEM understands that these problems often feel worse when you are a long way from home and family. Student Services provide information about counselling services if you need to speak to a counsellor. School counsellor will provide any additional support in dealing with any emotional and spiritual needs. 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 behavior that is seriously affecting your health or social functioning, including your study;
- Eating disorders;
- Suicidal thoughts

The Careers Counsellor provides students with career advice and assists with university entrance.

Critical Incident Policy and Procedures

1. Definitions

Critical incident

A critical incident is as an event which results in or has the potential to cause serious harm to persons or property often accompanied by trauma affecting victims and participants and where expert medical attention or professional counselling is required or the cost of structural repair is substantial.

Possible Emergencies and/or Critical Incidents

Emergencies and/or Critical Incidents, whether occurring on-campus or off-campus, during or outside normal hours of college activity, may include but are not limited to the following:

- Natural hazards or human-made disasters or potential disasters
- Fire, bomb threat, hazardous materials spillage, prolonged loss of a utility (e.g. water or power), cyclone and floods
- Site invasion by those who cause harm to people or damage to property, whether by intent or not
- Accident onsite or offsite causing death or serious injury, student or staff suicide, major vandalism
- Acts of self-harm or social irresponsibility
- Structural failure of building or equipment
- Acts of terrorism
- Riot or affray
- Onset of physical or mental illness
- Witnessing a critical incident affecting third parties including accident, assault, injury, death
- Person or persons missing and presumed to be at substantial risk
- Arrest
- Being the victim of a crime, robbery, assault

2. Policy

The Principal has overall responsibility for oversight and authority of a critical incident.

a) In the event of the Principal being offsite, the Administration Officer shall be the responsible person.

b) Staff and students are responsible for:

- following the emergency and critical incident procedures
- knowing to whom they report an incident or the potential for an incident
- not placing themselves or others at risk of injury or other trauma
- supporting those with overall responsibility for oversight of the process
- availing themselves of the support mechanisms in the event of exposure to an emergency or a critical incident

c) The Principal will determine the level of response and specific actions taken by considering:

- the potential and likely impact of the emergency or critical incident
- the timing of the incident i.e. time of day, whether it occurs on a week day, weekend or in the holidays, as well as upcoming events e.g. exams, Open Day
- the extent to which the incident is site-specific or community-oriented
- the location of the emergency or critical incident
- the cumulative effect of other emergencies or critical incidents which have affected the site in the recent past

3. Other Associated Documents

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007) http://aei.gov.au/AEI/ESOS/NationalCodeOfPractice2007/National_Code_2007_pdf.pdf

4. Procedures

If a student is injured at school, first aid procedures will be followed in accordance to the school's occupational health and safety policy.

1) Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident
- b) The person, who is initially notified of the incident, be that the Administration Officer should get as much information as possible regarding the nature of the critical incident.
 - i) Where did the injury occur? On campus or off campus?
 - ii) How severe is the nature of the injury?

- iii) Where is the student now?
- iv) Is the student in hospital?
- v) Has an ambulance been called?
- vi) Is an interpreter required?

c) The information should be documented for further reference.

d) Report the incident to the Principal.

e) The Principal will convene a Critical Incident Management Team meeting. The Committee comprises the Principal and senior members of staff. Other staff may be included if appropriate. The Committee will assess the immediate needs and implement the appropriate management plan or action strategy. This may include any or all of the matters listed below:

- Provide first aid where necessary
- Ascertain seriousness of injury
- Call ambulance if required
- If ambulance is required, accompany student to hospital
- Ascertain seriousness of injury from hospital staff
- If ambulance is not required accompany student to relevant medical service e.g. doctor

If the student has already been taken to hospital

- Go to hospital
- Ascertain seriousness of injury from hospital staff
- Other actions as may be deemed appropriate by the Response Committee.

f) Dissemination of information to parents and family members

- i) When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.
- ii) Contact the families or friends of the student
- iii) Completion of a critical incident report

g) Media response if required will be the responsibility of the Principal.

h) Assess the need for support and counselling for those directly and indirectly involved

i) If the student is seriously injured or requires hospitalisation, the school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.

j) The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.

k) The school should also contact DIAC and inform them of the incident.

2) Additional Action (48 – 72 hours)

- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- b) Provide staff and students with factual information as appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the Principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- c) Restore normal functioning and school delivery
 - i) Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The critical incident supervisor should identify the appropriate staff member to follow up these issues.

3) Follow-up – monitoring, support, evaluation

- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - i) The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counselling.
- b) Maintain contact with any injured/affected parties
- c) If the student is in hospital for some time, the school needs to maintain contact with the student and their family.
 - i) Support and assistance for the student and family
 - ii) Depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities
 - iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
- d) Evaluation of critical incident management
 - i) The critical incident supervisor should evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.
- e) Be aware of any possible longer term effects on the school and student well-being e.g. inquests, legal proceeding.

Critical Incident Report

Date of report _____

Officer _____

Position _____

Name of Student and Student ID Number _____

Date of Incident _____

Description of Incident

Follow up and outcomes

Student Conduct

It is the aim of this College to ensure that students respect and care for staff, fellow students and Property. Hence the College expects students to:

- Accept responsibility for his/her actions, developing self-discipline.
- Accept the guidance of each staff member.
- Accept and respect the rights of all fellow students (physical, emotional and spiritual).
- Respect the property of the school, all students and staff.
- Approach all school activities with a positive attitude.
- Behave in a courteous manner at all times.
- Students must accept personal responsibility for their actions and change unacceptable behaviour.
- For the comfort of students loose flowing clothing is required to be worn.



The ESOS Framework

Information for International Students

The ESOS Framework—Providing Quality Education and Protecting Your Rights

The Australian Government wants International Students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for International Students. These laws are known as the ESOS framework and include the *Education Services for Overseas Students (ESOS) Act 2000* and the National Code.

Protection for International Students

As an International Student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for International Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for International Students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your Rights

The ESOS framework protects your rights, including:

your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

your right to know: how to use your provider's student support services;

who the contact officer or officers are for International Students;

if you can apply for course credit; when your enrolment can be deferred, suspended or cancelled;

what your provider's requirements are for satisfactory progress in the courses you study;

if attendance will be monitored for those courses;

what will happen if you want to change providers; and

how to use your provider's complaints and appeals process

Your Responsibilities

As an International Student on a student visa, you have responsibilities to:

satisfy your student visa conditions;
 maintain your International Student Health Cover (OSHC) for the period of your stay;
 meet the terms of the written agreement with your 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

Contact Details

Organization	Functions	Contact Methods
Your provider	For policies and procedures that affect you	02-9715 5668 or speak with student support officer. Go to your provider's website
Department of Education Science and Training (DEST)	For your ESOS rights and responsibilities	www.aei.dest.gov.au/esos ESOS Helpline: +61 2 6240 5069 E m a i l : esosmailbox@dest.gov.au
Department of Immigration and Citizenship (DIAC)	For visa matters	www.immi.gov.au Phone 131 881 in Australia Contact the DIAC office in your country.

ABOUT STUDY AT ACEM

Delivery Modes

The program is delivered at the College Campus. It involves face to face trainer led theory and practical classes as well as small group and individual designated activities. Candidates are provided with training manuals for each unit as well as assessment materials (other than tests and reference materials) A recommended text list is provided to the students for each unit of training.



Teaching Methods

Teaching methods vary depending on the unit of training. Practical units of training involve teaching by demonstration with student practice time as well as lectures. Theoretical units are lecture based training sessions.

Entry Requirements

All applicant must:

Be 18 years of age or over at the time of course commencement. And

Provide a copy of Australian Senior Secondary Certificate of Education (year 12 certificate or above), or evidence of successful completion of an Australian Qualification Framework (AQF) Certificate IV or higher qualification.

If the applicant does not have Australian year 12 certificate or have not successfully completed an AQF Certificate IV or higher qualification, he/she will be required to attend a Pre-Training Interview as part of the enrolment process and complete a Language Literacy, Numeracy test paper, and be assessed at Level 3 or above in the Australian Core Skills Framework in both reading and numeracy.

The applicant may be required to obtain a valid Police Check (required for practical placement purposes) and Working with Children Check if required.

Some assessment tasks are completed using a computer and internet, and it is recommended that students have these available before or at enrolment.

International Students

English Language Requirements:

must have an IELTS score of 5.5 or above;
must have a TOEFL IBT score of 46 or above;
must have a TOEFL PBT score of 527 or above;
must have a PTE Academic score of 42 or above;
must have a Cambridge English Advanced (CAE) score of 162 or above;
must have an OET score of pass or above;
ACEM Placement Test

Assessment Methods

Assessment methods include presentation, written integration, closed book examinations and practical demonstrations of skills.



Assignments & Examinations

All evaluation and assessment is expressed with the statements: Competent or Not Competent. If an evaluation of Not Competent is given, the student needs to have a consultation with the trainer for suitable reassessment arrangements for evaluation to be completed.

Each Unit requires the successful completion of:

1. A Written Integrations Assignment: This is a paper stating a series of questions in short and long answer format. It is open book and completed at home. As the name suggests, the purpose is for you to integrate, at home, the work studied in the classroom. This is a low pressure, and usually enjoyable experience.

2. Applied Assignment: An example is a Case History Study or essay or presentation on a specific subject.
3. Log Book Requirements: This involves the documentation of personal, practical practice outside a class attendance. This is either the giving of a treatment in an organized study group. An example is a study group on Point Location application, the swapping of treatments with other students.
4. Practical skills are constantly being assessed during class time.

If relative assignments for each module are not completed within a 1 month period of attending further unit of study, the student may be required to postpone further study. Also, if time period of 6 months elapses after completion of a unit and the relative assignments have not been successfully completed, the student may be required to review a part, or the entire unit for successful recognition of completion.

Student Requirements on Student Visa Conditions

- International Students must maintain a full-time study program, equivalent to 20 contact hours, on-campus as set out in the accredited course structure (supplied on application).
- International Students are not permitted to study part-time unless they are already in Australia on a spouses study visa or a diplomatic or dependant temporary resident visa.
- Student visas are usually issued for the period of the course. Students must seek a new visa before expiration of their current visa.
- The College is obliged to report to the Australian Government any student who does not attend classes or who is not making satisfactory progress in their studies. Such a student may be asked by the Government to leave the country.
- It is a requirement that International students pay to Medibank the Overseas Student Health Cover (OSHC) for themselves and any family members travelling with them in Australia. The current fee is \$498AUD for a single student for 12 months. These fees are reviewed annually. The OSHC does not cover any pre-existing condition prior to entry into Australia, including pregnancy. The College will organise the first year payment. However it will be the students' responsibility thereafter.
- Students are required to attend for a minimum of 20 contact hours per week.
- Students must attend at least 80% of the contact hours scheduled for the duration of the course.

- Students must notify the College of their address within 7 days of arrival in Australia and within 7 days of any change of address and other contact details.

Work Rights

As an overseas student in Australia, you should have enough money to support yourself and your family for the entire time that you are studying. From 26 of April 2008 on, you and your dependant family members will already have Permission to Work automatically included with your visa. According to the student visa conditions, you will only be allowed to work for 20 hours a week while the Australian education provider you are studying with is in session. However, you can work for longer periods during your holidays. The money you earn from working in Australia should only supplement your income and not be used as your only source of income.

Schooling Requirements for Dependents

ACEM advises that any school-aged dependents accompanying overseas students will be required to pay full fees if they are enrolled in either a government or non-government school.

Policy for unaccompanied children under 18 Years of Age

ACEM will not enrol any persons who are under the age of 18 years of age.

International Student Orientation Checklist

Student Name:

Course:

Orientation Date:

Orientation and School Tour

Student has been introduced to:

- ☐ Ms. Shan GE-Students Support Officer
- ☐ Ms. Gaye Stubbs– School Counsellor
- ☐ Mr. Thomas Ebejer – Shiatsu Coordinator
- ☐ Ms. Stefanie Allison-Remedial Coordinator

Student has understood:

- ☐ Mobile phone or how to use pay phone
- ☐ Emergency contact number of staff member
- ☐ Accommodation contact number
- ☐ Emergency number for fire, police etc is 000 in Australia
- ☐ How to travel to and from school
- ☐ How to seek assistance on and off campus
- ☐ Bank account (if appropriate)

Student has received information about:

- ☐ OSHC
- ☐ Complaints and Appeals Processes
- ☐ Student visa conditions relating to course progress and attendance
- ☐ Grounds for suspension or cancellation of enrolment
- ☐ School calendar
- ☐ School Rules and Code of Conduct
- ☐ Subject selection, textbooks, etc
- ☐ Assessment policies and requirements
- ☐ Extra-curricular activities, clubs, etc

Other Information /Activities:

- ☐ Information about Cultural Awareness/Culture Shock/Adjusting to life in a new environment
- ☐ Orientation to local area – shops, recreational areas, etc

Staff Member:

Date: