



# WELCOME TO ACCHS

## 2024 Information Update

AUSTRALIAN COLLEGE OF COMMUNITY AND HEALTH  
SERVICES PTY LTD

RTO CODE: 45185 CRICOS CODE: 03687F

ACCHS | Suite 107, Level 1 / 30 Cowper Street, Parramatta NSW 2150 (AC Building)

---

# ACCHS VISION

---

The vision of Australian College of Community and Health Services aims to provide professional vocational education along with dedicated student support services, that adheres strictly to the standards and criteria set forth by the Australia Skills Quality Authority.

Our aim is not just to impart professional skills and knowledges but to foster values that set our students apart, empowering them to make a meaningful impact and pursue their ambitions with confidence while securing fulfilling employment opportunities.

---

# WHAT'S NEW IN 2024

---

- City campus opened
- New courses
  - Skillset short courses (6 weeks plus work placement)
  - Work placement skill upgrade package (One-on-One Customised)
  - 6-month CHC33021 - CIII individual Support full qualification
- New work placement partners
  - Uniting care (Labour agreements)
  - Twilight aged care (Labour agreements)
  - The Salvation Army Australia
  - Parramatta City Council
- ACWA Course accreditation (on the way)

---

# ACCHS CENTRE OF EXCELLENCE

---

The ACCHS Centre of Excellence is grounded in our belief of "doing things right and doing them well."

## Premium Campus Locations

Our campuses are strategically situated to enhance convenience and accessibility for all our students.

- One is located next to the **Parramatta** train station, offering easy access to those in or around this bustling suburb.
- The other is adjacent to **Sydney's** Town Hall train station, placing it at the heart of the city.

These prime locations ensure that students can enjoy the vibrant surroundings and amenities, making their educational journey as comfortable and enjoyable as possible.

## Excellent Services

We pride ourselves on the range of excellent services available to students. From academic counselling and personal support to career guidance, we ensure that every student receives the individual attention and resources they need to succeed. Our staff is dedicated to creating a nurturing and supportive environment where every learner can thrive.

## High Quality of Education

At the core of our Centre of Excellence is the high quality of education we deliver. Our curriculum is meticulously designed to meet industry standards and is delivered by experienced educators passionate about their subjects. We use the latest teaching

methodologies and technology to ensure that our students are well-prepared for their future careers.

### Multinational Culture

We celebrate and embrace a multinational culture within our campuses. Students from various backgrounds come together to share ideas, experiences, and perspectives, creating a rich and diverse learning environment. This multicultural setting not only enhances the educational experience but also prepares students to work effectively in today's globalized world.

### Better Work Placement Arrangement

Understanding the importance of practical experience, we offer better work placement arrangements. Our strong partnerships with various industries allow us to place our students in environments where they can apply their knowledge, gain real-world experience, and develop professional networks.

We regularly visit our work placement partners to stay updated with their current vacancy positions and understand their skill requirements for future employees. This proactive approach allows us to tailor our student placements according to the actual needs of our partners, ensuring an optimal match that benefits both our students and the internship providers.

We are also dedicated to continuously expanding our network of collaborators. We especially focus on adding new partners who have labour agreements in place, ensuring a wide variety of opportunities for our students. By broadening the spectrum of potential workplaces, we offer a richer, more diverse range of practical experiences, catering to the different interests and career aspirations of our students.

---

# STUDENT SUPPORT SERVICES

---

## Orientation

The CEO leads the orientation a week before the course begins. Its main aim is to thoroughly acquaint new students with the code of conduct, course outline, and expectations and responsibilities while enrolled at ACCHS. Alongside covering various facets of life at ACCHS and introducing students to the academic environment, it also furnishes essential information such as the cost of living in Sydney, job prospects, transportation, facilities, banking services, and accommodation options. This session serves as an ideal platform to ask questions, interact with fellow students, and meet the ACCHS staff. Attendance at the orientation is compulsory for all ACCHS students.

Photographs of all students will be taken during the orientation. Within 2 weeks, students will receive their Student ID Card, which must be carried at all times.

## Student Counselling

At ACCHS, Student Counselling services are available for free and provided by either the CEO or the Student Support Officer. This confidential support service extends to offering external referrals when needed. It's aimed at assisting students dealing with stress, financial challenges, health concerns, family or relationship issues, and other social matters that might impede their ability to adapt to academic life. In cases of financial strain, ACCHS offers tailored instalment plans to ensure students can pursue their studies while managing their financial obligations.

## 24/7 Support Services

The CEO provides his personal mobile contact to students, enabling direct access for further assistance at any time of the day or night.

## Career Preparation

The CEO or ACCHS Staff actively guide students regarding the rights and responsibilities expected from employees while studying. They offer guidance on crafting resumes and cover letters that meet Australia's industry standards. Additionally, they facilitate interview role-playing sessions to sharpen students' skills and provide references to potential employers for all enrolled students.

## Student Activities

ACCHS arranges field trips for students to explore community hubs and visit aged care providers. Additionally, they invite guest speakers from diverse industries to offer valuable experiences and insights relevant to the courses before students graduate. Moreover, ACCHS actively celebrates Harmony Day and honours multicultural festivals, acknowledging and respecting the diverse backgrounds of its student body.

---

# AGENT SUPPORT STRATEGIES

---

To enhance and maintain a productive relationship between the school and agents, the following strategies are recommended, targeting the services agents provide and the collaborative environment we strive to create. These strategies are particularly tailored for agents to ensure effective communication, professional growth, and a shared commitment to serving students:

## Prompt Response to Service Needs

Ensure a quick response to the service needs of agents, whether it's about enrolment information, student issues, or other support, timely and effective communication is crucial.

## Partnership Building

Establish a strong partnership with agents, working together to serve students. This means both the school and the agents should share responsibilities, information, and resources to ultimately serve the best interests of the students.

## Student-Centric Problem Solving

Make solving student issues and meeting their needs the primary goal of all actions. Enhancing students' trust and satisfaction with the school also improves the service quality of agents and the school's reputation.

## Regular Communication



Maintain frequent and regular communication to provide agents with up-to-date information on courses, policy changes, and admission criteria. This ensures that agents relay accurate and timely information to prospective students.

### Professional Training

Offer professional training to help agents better understand the school's unique features, course content, and admission requirements. This enhances their professional capabilities and the quality of service they offer.

### Feedback Mechanism

Establish an effective feedback mechanism that encourages agents to offer suggestions and feedback. The school should consider this input seriously and act where possible to improve services and collaboration.

### Resource Support

Provide marketing materials, case studies, and success stories to assist agents in better marketing and promoting the school. These resources are crucial for agents to accurately represent the school's offerings.

### Regular Meetings and Events

Host regular meetings or events, inviting agents to participate. These can be online or in-person, aimed at strengthening the agents' sense of belonging and loyalty.

### Transparent Policies

Ensure all policies related to agent collaboration, including the admissions process, fee structures, and agents' responsibilities, are transparent. This is fundamental in building trust and fostering a long-term relationship.

## **(NEW) Employment Program – 6 Weeks (Tuition) (Onshore Application Only)**

**6 essential units with 120 hours work placement, plus first aid certificate.**

We deeply understand what kind of employees our employers are looking for and the skills they need. Therefore, we have carefully selected six courses from the Certificate III level. Tailored to the employers' requirements, we can swiftly teach these to our students. This approach enables our students to quickly acquire the essential skills needed to excel in potential job opportunities.

Internships serve as a valuable bridge, allowing employers and students to connect and understand each other. It's a chance for employers to see if a student fits well with a job.

- 1. CHCDIV001 Work with Diverse People**
- 2. CHCCCS041 Recognise healthy body systems**
- 3. HLTINF006 Apply basic principles and practices of infection prevention and control**
- 4. HLTWHS002 Follow safe work practices for direct client care**
- 5. CHCCCS040 Support independence and wellbeing**
- 6. CHCCCS038 Facilitate the empowerment of people receiving support**
- 7. HLTAID011 Provide First Aid Course**

**\$2500.00 per person (plus \$500.00 material fee)**

Non refund after program commenced.

Entry requirement: IELTS 5.5 or equivalent, and face to face interview

### **Location:**

- Sydney CBD campus
- Parramatta campus

### **Enrolment procedure:**

- 1. EOI – pay \$500.00 deposit**
- 2. Interview - \$400.00 will be refund if student does not pass the interview**

3. Enrolment confirmation will be provided if entry requirement passed
4. Payment of balance is required 3 days before the class commencement

**Work placement employer:**

- Christadelphian Aged Care
- Opal Healthcare
- Willows Private Nursing Home
- The Sisters of Our Lady Of China Aged Care Services
- Bayswater Garden, Cranbrook Care
- Salvation Army
- Settlement Services International

**Duration**

- 6 weeks class, 2 days a week
- 5 weeks (estimated) 120 hours work placement

**Pathway**

- CHC33021 CIII in individual support (Aging)

Credit transfer to CHC33021 CIII in Individual support is available (must hold the valid Visa with no study restriction) (conditions apply, please contact us for further information)

## **(NEW) Work placement skill upgrade package (One-on-One Customised)**

Big employers like **Uniting Care** and **Twilight Aged Care** offer many branches and a variety of jobs. They provide exciting opportunities for growth, better career paths, and extra benefits, making them a popular choice for student internships.

Many students dream of joining these organisations. Internships serve as a valuable bridge, allowing employers and students to connect and understand each other. It's a chance for employers to see if a student fits well with a job.

However, this opportunity comes with tough competition. To support students who land internships at these prestigious organisations, schools can offer special courses to enhance their skills. This extra guidance helps them shine brighter among other interns and secure their dream jobs.

From the very beginning, these students receive personal attention through one-on-one consultations. Schools understand each student's unique journey and aspirations, crafting courses that empower them to stand out and succeed in their chosen paths.

We will offer additional 4 units from level 4 qualification or 2 units from level 5 qualification.

### **Entry requirement:**

- IELTS 5.5 or equivalent
- Face to face interview
- Must be enrolled in ACCHS other CHC courses.

### **Fees:**

- \$4000.00 (non-refundable)

### **Work Placement employer**

- Uniting Aged Care
- Twilight Aged Care
- Salvation Army

# **(NEW) CHC33021 - CIII in Individual Support (Ageing)**

6 months duration (2 terms)

Sydney Campus and Parramatta Campus

Including 16 tuition weeks, 6 weeks placement (120 hours), and 4 weeks holidays.

Enrolment fee \$200.00 (onshore) \$250.00 (offshore)

Tuition:

- \$3250.00 per term (\$6500.00 in total) (onshore)
- \$9000.00 in total (offshore)

Material fee: \$1000 in total

**Intake:**

08/01/2024	12/02/2024	18/03/2024	22/04/2024	27/05/2024
01/07/2024	05/08/2024	09/09/2024	14/10/2024	18/11/2024

# CHC43015 - CIV in Ageing Support

1 year duration (4 terms)

Sydney Campus and Parramatta Campus

Including 34 tuition weeks, 6 weeks placement (120 hours), and 12 weeks holidays.

Enrolment fee \$200.00 (onshore) \$250.00 (offshore)

Tuition

- \$2000.00 per term (\$8000.00 in total) (onshore)
- \$12000.00 in total (offshore)

Material fee: \$1000.00 in total

Intake:

08/01/2024	08/04/2024	08/07/2024	07/10/2024	
------------	------------	------------	------------	--

# CHC52015 - Diploma of Community Services (Case Management)

2 years duration (8 terms)

Sydney Campus and Parramatta Campus

Including 60 tuition weeks, 20 weeks placement (200 hours), and 24 weeks holidays.

Enrolment fee \$200.00 (onshore) \$250.00 (offshore)

Tuition

- \$2000.00 per term (\$16000.00 in total) (onshore)
- \$24000.00 in total (offshore)

Material fee: \$2000.00 in total

**Intake:**

08/01/2024	08/04/2024	08/07/2024	07/10/2024	
------------	------------	------------	------------	--

# Certificate III in Early Childhood Education and Care and Diploma of Early Childhood Education and Care (Package)

2 years duration (8 terms)

Sydney Campus

**First year: 32 tuition weeks, 8 weeks placement (160 hours), and 12 weeks holidays.**

**Second year: 28 tuition weeks, 14 weeks placement (280 hours), and 12 weeks holidays.**

Enrolment fee \$200.00 (onshore) \$250.00 (offshore)

Tuition

- \$2000.00 per term (\$16000.00 in total) (onshore)
- \$24000.00 in total (offshore)

Material fee: \$2000.00 in total

**Intake:**

08/04/2024				
------------	--	--	--	--



---

# HOW TO APPLY

---

To enrol a course at ACCHS, you can apply either via the Education Agents or contact our office in Sydney. ACCHS will arrange for a marketing manager to contact you to:

- Understand your requirements and interest in our course
- Discuss our course program, which include the course fees, duration and information of work placement (if applicable).
- Private campus tour (if required)
- Advise about the date of our course program, application form and ACCHS policies and procedures.

ACCHS is committed to the enrolment of student when the organisation has the capacity to deliver the course for which the student is enrolling. ACCHS will collect your personal information such as your contact number, email ID, address etc. Under Privacy Act 2014, ACCHS cannot disclose the information to third parties without your written consent. However, your personal information may be required to be made available by ACCHS to the Commonwealth and State Government and other related authorities. By signing the ACCHS, you agree for ACCHS to disclose your personal information to Commonwealth and State Government authorities upon request.

---

# HOW TO ENROL

---

Step 1: Select the courses to study in Australia

- Check entry requirements of the courses
- Check the course outlines and details
- Complete international student application form

Step 2: Submit the application form with supporting documents

- A certified copy of passport
- Australian Year 12 equivalent Academic Transcripts and Completion Certificates
- English proficiency statements (e.g. IELTS, PTE Academic). A English Placement Test will be conducted for students who does not have the required English Proficiency Statement.
- Relevant working experiences (if applicable)
- Provide GTE related documents e.g. Statement of Purpose, and meeting the study financials (if applicable)

Step 3: Send to Enrolment and Marketing team

- Email: [enrol@acchs.edu.au](mailto:enrol@acchs.edu.au) and [dennis@acchs.edu.au](mailto:dennis@acchs.edu.au)

Step 4: Letter of Offer, Student Contract

- Will be issued upon successful assessment of application

Step 5: Payment & Insurance

- Pay tuition fee as per the Letter of Offer, Student Contract.
- Organise OSHC (Oversea Student Health Cover)
- Submit Signed copy of Agreement

Step 6: Confirmation of Enrolment (CoE)

- COE will be issued upon receipt of payment

Step 7: Apply

- Apply your International Student Visa

Step 8: Ready for Study

- Inform ACCHS on estimated date of arrival in Australia for off-shore students

- Attend Orientation a week prior to commencement of course

---

# INTERNATIONAL STUDENT INFORMATION

---

## Student Visa Obligations

### 1) Full Time Study

- Australian law requires international students to study, a full time study load. A full-time study load is normally a minimum of 20 hours per week for at least 40 weeks each calendar year continuous 12-month period.

### 2) Attendance

- International students are expected to attend all classes. At ACCHS, we take attendance of students at campus very seriously. As part of intervention procedures, ACCHS issues Warning Letters and discuss with student when a student's attendance falls below:
  - 90%
  - 85%

An Intention to Report (ITR) to the Department of Home Affairs will apply when the student's attendance is below 80% or/and student does not attend classes for consecutively five weeks. (whichever comes first). The student has 20 days to appeal and rectify the situation with the CEO.

### 3) Academic Progress

- If students do not make satisfactory academic progress they may be reported to Department of Home Affairs which may lead to cancellation of their visa. The students will be notified in writing via the Warning Letters as it is identified that they are 'at risk; to not achieve satisfactory course progress as defined as:
  - 80% (Warning Letter 1)
  - 70% (Warning Letter 2)

Each warning letter will trigger the intervention policy and a review of the academic progress by the CEO, together with the trainer and assessor, to understand the

student's difficulties in understanding the content of the unit of competency and in addition, to identify the appropriate assistance needed to ensure that the student is able to cope well with the study.

- If student do not improve after the warning letters and assistance continue to fail more than 50% of units in one study period (one study period is equal to one term), it will result in immediate termination from course, which is reportable event to the Department of Home Affairs.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend the theory and practical sessions and participate in the activities undertaken;
- Study the theory and practice the skills that are taught in class;
- Ensure that you are present for all scheduled practical assessment activities;
- Make an appointment with the CEO or/and the Student Support Officer if you are having any difficulties with your studies.
- In addition to the above minimum requirements, the College may implement counselling procedures and an intervention strategy when your trainers think you may be in danger of
  - not meeting the requirements. Counselling and intervention may be triggered by any of the following events:
    1. Failing key units in a study period
    2. Failing two or more core units in any study period

#### 4) Change of Address

- You are obliged to notify ACCHS change of your address within 7 days while enrolled at the ACCHS. This is to ensure that any notifications sent to you of visa breaches are sent to your current address. Failure to update your contact details to ACCHS means you may not receive important information which may affect your course, your enrolment or your visa.

#### 5) UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a Registered Training Organisation you will need to have a Unique Student Identifier (USI). A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. It is free and easy to create your own USI online. Follow simple steps by visiting [www.usi.gov.au](http://www.usi.gov.au) or give your written consent to ACCHS to create your USI on your behalf. Once you create your USI you will need to give your USI to ACCHS so that your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

## 6) LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

- At ACCHS, all courses are delivered in the English language with a number of written assessments, practical and research assignments. ACCHS makes every effort to ensure that all students have equal understanding of the assessment requirements.
- LLN is conducted during the orientation prior to commencement of course. Regarding LLN, ACCHS will ensure that:
  - Appropriate LLN assessment is undertaken, which may include oral questioning, demonstration, reading, writing and numeracy.
  - The LLN assessment does not involve assessing higher level of LLN skills than those required for the applied qualification.
- In cases where you may need further assistance with LLN, the CEO or/and the trainer and assessor will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.
- The CEO can also conduct special English Placement Test in addition to the LLN during the orientation to ensure that all students meet the required AQF level for the applied qualifications.

## 7) TUITION PROTECTION SERVICE

- The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:
  - complete their studies in another course or with another education provider or
  - receive a refund of their unspent tuition fees.

Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

## 8) OVERSEAS STUDENT HEALTH COVER

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy. Learn more about OSHC, including a list of the providers at [www.privatehealth.gov.au](http://www.privatehealth.gov.au). The Department of Home Affairs requires overseas students to maintain OSHC for the duration of time they are in Australia. For further information please visit the Department of Home Affairs website(<https://www.homeaffairs.gov.au/>).

---

# USEFUL INFORMATION

---

## Quality education standards

Australia's international education system is strictly regulated to protect your rights and care for your welfare. In Australia there is a system of quality control and government accreditation to ensure you have the best study experience. This system has been specially designed for international students. The Australian Qualifications Framework (AQF) regulates courses delivered by Australian education and training providers. It also enables different countries to recognise your qualification and issue a comparable qualification.

Every course offered to international students by an Australian higher education provider, vocational education and training provider, Foundation college, ELICOS provider or school must meet the Australian Government's strict quality standards.

All higher education providers in Australia must complete a demanding accreditation process so that they can deliver the highest standard of teaching and learning. They must also go through regular, formal reviews to make sure they keep meeting these standards.

## Study Australia Industry Experience Program (SAIEP)

The Study Australia Industry Experience Program (SAIEP) provides an opportunity for current Australian international students, who are studying in Australia, in their home country or online, to engage in real world industry projects with the end goal to improve post-study employment prospects. This free program connects international students directly with employers in Australia and internationally, while integrating with domestic Australian students within peer-to-peer communities. <https://www.studyaustralia.gov.au/en/work-in-australia/getting-work-and-industryexperience/study-australia-industry-experience-program-saiep>

## Support while you study

The Australian Government and education providers work together to ensure international students have a great student experience. Australian education providers at all levels have dedicated staff members whose job is to look after your welfare and wellbeing as an international student.