



**TOP
EDUCATION
GROUP LTD**

HANDBOOK

Accounting PYP

www.top.edu.au

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INTRODUCTION

Top Education Group Ltd

Top Education Group (TOP), as a group entity currently has two education school brands under it: 1 Top Education Institute and 2 Australian National Institute of Management and Commerce (TOP). As a nationally registered high education provider with Australia's tertiary education regulator TEQSA, TOP has been granted by TEQSA partial self-accreditation authority (SAA) in the broad field of Management and Commerce; this includes courses from Diploma level (AQF Level 5) to Masters degrees (AQF Level 9) and TOP is one of only 11 Australian private higher education providers to be awarded this status.

In May 2016, PwC nominees, as a nominee for PwC Australia invested in TOP as a shareholder. PwC Australia and TOP entered into an Alliance agreement and under the alliance agreement, PwC Australia agreed to provide a variety of services to help expand our academic courses and non-academic programs in Australia to assist TOP to deliver initiatives in Australia including student career development, executive education programs, as well as smart campus and digital education solution.

Currently, TOP is working with PwC Australia and world-class universities (including universities in both Australia and China) to establish innovative and cutting-edge business courses which equip students with the knowledge and skills to engage with the changing demands of big data analysis, artificial intelligence and financial technology.

Welcome to TOP Accounting Professional Year Program

Accounting Professional Year Program was developed by CPA Australia, the Institute of Chartered Accountants Australia and New Zealand, and the Institute of Public Accountants, and approved by the Department of Home Affairs (DHA), which may grant 5 migration points to Accounting PYP graduates.

TOP is an approved provider for Accounting PYP and it offers the unique combination of qualified trainers with real world business experience, and the highly focused classroom-based workplace readiness skills designed to prepare you for your professional life in Australia.



CONTACT DETAILS

STAFF OFFICES

Administration Office:

G01 Biomedical Building, No. 1
Central Avenue, Eveleigh, NSW
2015

Accounting PYP Management Office:

G01 Biomedical Building, No. 1
Central Avenue, Eveleigh, NSW
2015

Phone: +61 2 9209 4888

Email: info@top.edu.au

Fax: +61 2 8088 6784

Office business hours:

Monday to Friday 09:00 to 17:00

Website: www.top.edu.au

KEY CONTACT DETAILS

General enquiries

Email: apyp@top.edu.au

Finance enquiries

Email: fees@top.edu.au

Library services enquiries

Email: library@top.edu.au

Learning support enquiries

Email: learning@top.edu.au

Student services enquiries

Email: studentservice@top.edu.au

IT & Moodle Account Support support

Email: itsupport@top.edu.au



TRANSPORT AND PARKING

By Rail

From Redfern Station

Exit via Platform 10 at Redfern Station. Walk past the Water Tower apartment block and follow the walkway through to the Australian Technology Park (ATP). Pedestrian access to the Locomotive Workshops are through Bays 1, 4 and 8.

By Bus

There are frequent bus services to the ATP from the city and Sydney's domestic and international airports. The bus stop closest to the ATP is on the corner of Boundary and Regent Street. For bus timetables call the Transport Info line on 131 500 or visit www.transportnsw.info/

By Car

The entrance to the ATP car park is from Henderson Road, Eveleigh. As construction work is ongoing at ATP, parking is located at 8 Central Avenue. You can use the DIVVY app to check available parking spots.

By Motorbike

There is no parking in front of Bay 16, or on Locomotive Street. If you want to park your motorbike, there is parking at the side of the Bay 1, near the front entry boom gates.

Transport concessions

Domestic students can apply for an Opal card in the Student Services Office.

Social Media

Our community is united by a passion for learning and innovation. To keep up with the latest events and news, you'll always find something interesting to read on our social media: Facebook (Australian National Institute of Management and Commerce and TOP Library), Google+(Top Education), Twitter (@au_imc), LinkedIn (Top Education Group) and Blog (www.top.edu.au/blog).



YOUR RIGHTS AND RESPONSIBILITIES

In this section you will be introduced to your rights and responsibilities as a student.

STUDENT RIGHTS

The institute has a reputation of providing a safe, progressive and friendly place to study. The institute aims to provide a supportive and collaborative teaching and learning environment to every student, to benefit individuals and the community. You have the right to expect that your education at the institute will be at a consistently high academic standard. You have the right to equal access to resources and accurate and transparent information from the Institute itself.

The institute provide students with multiple channels to express their voice and their feedback. We encourage students to be active in the institute community, through participating in student body activities and professional development programs.

We welcome student feedback at the institute. Students have the right to report any issues or grievances regarding both academic and non-academic matters. If you have any problems, complaints or grievances, you may report it to the institute's Student Rights and Protection Unit under the Student Experience Committee.

The institute appreciates that privacy is very important to students. When you enrol at the institute, any personal information provided, such as address and contact details, is covered by the Privacy Act and the National Privacy Principles. The institute recognise your right to expect that your personal information will be kept confidential and held securely and privately.

The institute prides itself on being a fair, tolerant, welcoming environment for every student. Any acts of discrimination or harassment of any manner will not be tolerated. For more information about Anti-discrimination and harassment, please refer to the Student Policies and Procedures page at www.top.edu.au.

STUDENT RESPONSIBILITY

ENROLMENT OBLIGATIONS

Students are responsible for abiding with the conditions required under their enrolment. This may include:

1. Keeping their enrolment and contact information updated in the institute database;
2. Regularly checking their student email account and Moodle notifications;
3. Paying their fees in accordance with the deadlines given by the Institute; and
4. International students to abide by their VISA conditions in relation to enrolment in a course.

CODE OF CONDUCT FOR STUDENTS

The institute is committed to providing a safe, harmonious and tolerant environment in which students are enabled to achieve their full academic potential. There is an expectation that students share the responsibility with the institute and its staff of ensuring the maintenance of this environment by behaving in a mature and responsible manner and showing respect for all other students, teachers, associates of the institute and all businesses within the Australian Technology Park (ATP).

It is expected that student conduct will be consistent with the values of the institute and contribute to their own and others' experience at the institute.

Outlined below are some of the responsibilities that we expect our students to embody while studying here at the Institute. You can access the full Code of Conduct for Students via <https://www.top.edu.au/current-students/student-forms---policies/policies-and-procedures>

RESPONSIBLE BEHAVIOUR

You are expected to behave responsibly and promote the values of TOP at all times. You should respect all rules and regulations stipulated by ATP as well as the Institute. It is expected that you will follow the policies and procedures of TOP and attend to your duties as a student i.e. maintaining your academic performance as well as engaging with the wider community.

ACADEMIC MISCONDUCT

Students are to conduct themselves responsibly during examinations and assessments. TOP will not tolerate any acts of plagiarism, cheating, academic dishonesty and/or fraudulent behavior during exams and assessments. Such behavior will result in disciplinary action and may also lead to a permanent mark on your record. For more information please refer to the TOP Website www.top.edu.au

RESPECT FOR OTHERS

You are required to treat all members of staff and your fellow students with respect. Students are to be conscious of their behaviour and not cause offense or discomfort to the teaching staff or their fellow students. For example, speaking consistently while lectures are in progress will not be tolerated and you will be asked to leave the classroom if you continually interrupt the lecturer or other students. Students must respect the privacy of other students and staff members. TOP maintains confidentiality in regard to personal details. Intentionally disclosing the personal confidential details of an individual such as a student's sexual orientation, health conditions or religious beliefs to others in circumstances where that individual has not authorised or given permission for such disclosure is harassment.

RESPECT FOR PROPERTY

At all times, students are to respect and maintain the property of TOP and of ATP. Students must not cause damage, including but not limited to, destruction of property, pollution or vandalising any part of the premises, property, resources or facilities. Students must also refrain from putting up signs on the premises that may be obscene, derogatory of any subject or persons and/or of a subject matter that is illegal.

HARASSMENT

Harassment is not tolerated at TOP. Harassment includes any act of physical or verbal abuse, bullying, improper influence and/or intimidation committed by a student upon others. Harassment may include an associate of TOP or an associate of a student or staff member at TOP. Bullying, due to its ongoing nature, is intimidating, threatening and a cause of distress, and TOP shows no tolerance for students engaging in this kind of behavior. Harassment and bullying can occur face to face or via social media, telephone or email. In upholding TOP's stand on harassment and bullying, students must ensure that any such conduct is in no

way condoned and should be reported. You can report these issues via counselling@top.edu.au. All student's concerns will be kept private and confidential.

SEXUAL ASSAULT AND HARASSMENT

Sexual assault is a crime. Any student found to have engaged in this crime will be reported to the appropriate authorities. Sexual harassment, in any form, is prohibited by TOP. Sexual harassment is any unwelcomed behavior of a sexual nature, including, but not limited to, unwelcomed sexual advances, persistent questions relating to a person's sexual orientation or sex life, or unwelcome requests for sex or sexual favours. Such behavior is considered sexual harassment in circumstances where a reasonable person would anticipate the person (the subject of the harassment) would be offended, humiliated or intimidated. Any student found to have engaged in misconduct that amounts to harassment or sexual harassment may not only face disciplinary action by TOP but may also be reported to the appropriate authorities. Sexual assault is a serious crime and will not only be investigated by TOP but reported to police immediately.

DISCRIMINATION

Students are prohibited from all types of discrimination, which includes victimising, antagonising or singling out any person or group of persons for any purpose or on any grounds is a form of discrimination. TOP's Anti-discrimination, Anti-harassment and Equal Opportunity Policy provides details on what constitutes of discriminatory conduct. Students are prohibited from inciting or encouraging any other person to take part in conduct that is discriminating against any other student, staff member or associate of TOP. Students should report any instances of discriminatory conduct immediately. TOP will investigate all complaints according to the procedures outlined in this Code and other relevant policies as well as antidiscrimination laws.

DRUGS AND ALCOHOL

Consumption, distribution or the creation of illicit drugs or alcoholic substances while on the TOP's premises is strictly prohibited. Under no circumstances are students permitted to have in their possession any alcoholic substances, illicit drugs or drug paraphernalia. Students are prohibited from being drunk or under the influence of drugs while on the premises of TOP and ATP. Students must not encourage other students or associates to consume drugs or alcohol and where any substances are given to another student, staff member or associate whether accidentally, carelessly or intentionally without their knowledge or consent, the matter will be referred for disciplinary action and intervention by the appropriate authorities.

SMOKING IS A HEALTH HAZARD

Smoking is prohibited in all buildings of ATP premises including the toilets. If students wish to smoke they

may do so within the designated smoking areas, which are located outside TOP's building. Students must ensure they are at least five (5) meters away from any doorway while smoking, in accordance with relevant legislative requirements. Students must ensure that when using the designated smoking areas, they do not obstruct or block any access or walkway of other students, staff, associates, or users of the premises and should at all times be mindful of others when using the designated smoking areas.

FALSE DOCUMENTS

Students must not make any false representations regarding themselves as TOP students or students or staff members of another other kind.. Falsification of academic transcripts or other documents provided or purported to be provided to TOP is strictly prohibited.

For more information on the Student Code of Conduct, please refer to the Student Policies and Procedures register which can be found at the TOP website: www.top.edu.au.



CLASSROOMS AND FACILITIES

CLASSROOMS

TOP classrooms are located in Bay 16 and the Bio-Medical building.

Classrooms are equipped with computers, whiteboards, projectors and all equipment required for teaching purposes.



KITCHEN AND DINING AREA

The kitchen and dining area is located on Level 1 Bay 16, and is equipped with microwaves, boiling/chilled water taps, sofas, tables and vending machines.

It's a great place to enjoy sunshine and to have a chat with your classmates and friends.

LIBRARY AND LEARNING RESOURCES

Please refer to [Part 2](#), [Part 13](#) and TOP Website for details



STUDENT COMMON ROOM

The Student Common Area is also available for students to use to read, study and prepare for their classes. This room is located on the Ground Floor of the Biomedical building (just outside of G05).

OTHER COMMON AREAS AND FACILITIES AT SOUTH EVELEIGH

Students at South Eveleigh (Previously known as Australian Technology Park) can enjoy other spacious indoor and outdoor common areas. The ATP also offers 4 cafes on campus, Bay 16 Café, Sette cafe located in the Channel 7 building, Charlottes Little Sister located in the Biomedical building and Funky Chino located in the Innovation Centre.

To withdraw cash, an ATM is located in the Channel 7 building and in the Alex building (Commonwealth Bank of Australia). There are six vending machines students can use. They are located in kitchen on level 1 Bay 16, the ground floor of Bay 16, the common area outside G05, and the printing hub near Kitchen in Yerrabingin House.

ACCOUNTING PROFESSIONAL YEAR PROGRAM STRUCTURE

TOP's Accounting PYP is a full-time course which is delivered over a period of 44 weeks and should be completed within 52 weeks. This includes a face-to-face component of 32 weeks and an internship at the end of the face-to-face delivery that runs over 12 weeks.

PART 1. 32 WEEKS OF COURSEWORK

Module 1: Australian Workplace Context provides opportunities to interact with trainers to identify areas for development in settling into a workplace from a cultural and an organisational perspective.

Module 2: Professional Practice and Decision Making fosters an understanding of the impacts of decision-making on work teams and the goals of the organisation as well as the use of resources.

Module 3: Workplace Influence and Team Development supports the use of emotional intelligence to achieve clear, sensitive and effective communications with individuals and groups.

Module 4: Individual and Group Commitment outlines the personal skills associated with achieving commitment in the workplace through good, positive relationships.

Module 5: Professional and Workplace Standards provides learners with an insight into "the organisation"- what it is, its rules and how to successfully navigate the rules, policies and internal protocols of the workplace.

Module 6: The Regulated Environment provides a link between the workplace policies and expectations and the need for an accountant to correctly apply regulations, know when to ask for help and how to translate regulatory requirements into actionable work.

Module 7: Job Search and Career Skills in Practice covers the basics of resume writing, developing a job application strategy, searching for and applying for jobs as well as developing the interview soft skills that complement the formal university learning already undertaken.

Module 8: Interview and Communication Skills for Success provides a grounding in how to prepare for, undertake and conclude an interview.

PART 2. 12 WEEKS OF INTERNSHIP

A supervised internship placement of no less than 240 hours in an accounting field relevant to the participant's skillset and qualifications will be organised and managed by us.

TOP's specialist internship team which is devoted to arranging placements will coordinate with leading organisations to ensure that each participant is placed in an industry that matches their field of study and ambitions.

Participants are not required to source their own internship; however, existing employment may be acceptable if deemed suitable by us. We will be providing professional services including the supervising and the monitoring of your internship to ensure that your position and employment company meet the criteria and requirements to complete the Accounting PYP.

PROGRAM TIMEFRAME

Coursework - Module 1 - 8: **weeks 1 - 32**

Internship: **week 33 - 44**

Graduation: **Week 45 - 46**



PROGRAM INFORMATION

Program Goals

The Accounting PYP at Top Education Institute aims at achieving the following for learners who join it.

- Improve the learner's knowledge of the Australian workplace and its culture and their ability to integrate into the Australian workplace.
- Develop the learner's skills in networking, communications and professional practice.
- Enhance the potential attractiveness of the learner as an employee through improved use of business English, workplace procedural understanding and organisational commitment behaviours.
- Apply the technical knowledge gained through study in a contemporary working environment using soft skills and positive work practices.
- Gain workplace experience through an internship.
- Create a job application strategy and associated application portfolio to aid in applying for and being considered for relevant professional roles.

No Recognition of Prior Learning

The Professional Year Program does not provide recognition for prior learning (RPL). The program must be completed in its entirety. This includes the full duration of the course and completing all the assessments and in class attendance.

Classroom Portion must be completed before the Internship

Learners must complete every module of the classroom face to face component of the program before they can commence the internship.

Attendance Requirements

The program requires that learners maintain 100% attendance in class. The program runs exclusively in class in a face to face environment, though some minor essays or research will require additional study at home. The program is designed to facilitate and enrich face to face communications and interactions.

Special Circumstances

Learners who experience special, extenuating circumstances that may lead them to not be able to complete the program will have to contact Top Education Institute at the time they become aware of this situation. Top will consider what possible alternative arrangements may be possible or if they are not possible, then to discuss the implications of this on the in-ability to graduate from the program.

No Leave except in Special Circumstances

The program does not allow for the interruption of study or the taking of leave from the program except in very limited extenuating circumstances and for very limited periods of time. This process requires an application to be lodged with the Institute. Graduation will be postponed according to the leave period.



COURSEWORK ASSESSMENT

Assessment in the coursework is competency-based. Students must achieve a satisfactory result from all assessments to be deemed “Competent” for each module.

METHODS OF ASSESSMENT

- Demonstration/Presentation
- Case Study
- Report/Workplace Document/Research

Student's Responsibilities for Assessment

- Student's failure to meet 'competent' requirement means unsuccessful completion of course and no graduation.
- For text-based assessment, students are required to download text based assessment from the Moodle system, complete and upload assessment on the Moodle in appropriate form and timely manner.

Assessment Procedures and Requirements

- During the class, the PY teachers will inform students the assessment requirements.
- Assessment of student's tasks must be based on the criteria of validity, reliability, flexibility and fairness.
- Teachers will assess each students as Competent or Not Yet Competent for each assessment task, and record the result in the Moodle.
- PY teachers are required to provide collective and individual feedback on assessment outcomes.

Assessment Extensions & Late Submissions

The students who are unable to submit work for assessments by the due dates, are given the opportunity to apply to submit the work later, the work must be submitted by the date required by your teachers. Students must submit the extension application in writing to the teachers before the due date.

Please note: Submission of an assessment after its due date, without prior approval by your teachers, will result in a warning. If students receive three (3) warnings during the coursework section, the qualification may not be awarded.

Extensions will generally be approved only in circumstances such as illness or accident (of a significant nature to have affected the submission of work and which is substantiated by a medical certificate), bereavement or personal trauma. Extensions will not be granted in cases of computer or printer problems, conflicting study or work commitments or because of poor time management.

Plagiarism

- Plagiarism is the use of another person's ideas or work without appropriate acknowledgement or credit. Plagiarism may be intentional or unintentional.
- Intentional plagiarism is deliberately using text, ideas or concepts attributable to another person obtained from any source (including internet sources) without referencing the author and the publication. Intentional plagiarism is a serious matter, amounting to academic fraud. Student work established and proven as containing intentional plagiarism will result in a zero grade. The student's enrolment in the modules will be reviewed.
- Unintentional plagiarism may occur if you do not understand appropriate ways of acknowledging sourced reference materials. If you are unsure, you should consult the teacher and available publications to learn how to reference appropriately.
- All written assignments must be submitted on the TOP Moodle site.

Third party assistance

Academic misconduct includes the submission of work that has been prepared or assisted by a third party (e.g. through the purchase of assignment submissions). Where a teacher has evidence that submitted assignments are not the student's own work, the teacher may interview the student to ascertain whether third party assistance has been obtained and, if so, report the incident to PY manager.



INTERNSHIP

INTERNSHIP GUIDELINES:

- All students will be offered internship position sourced by TOP or its business partner, in accordance with the Accounting PYP compliance and relevant workplace relation requirements.
- All student internship placements involve work considered relevant to 'accounting' related positions.
- Not all participants will start their internship on the same date as the course timetable. The timetable is only to be used as a guide. Your internship may start a few days or weeks later.
- Each internship placement will be well-conceived, educationally sound and its implementation is quality assured and monitored by TOP.
- This is an internship program and host companies are under no obligation to hire you once the internship is completed.
- All students will be provided a safe workplace with access to support when required. This includes that each internship placement will take effective steps to monitor the wellbeing of students, provide educational and other support if needed and manage critical incidents should they eventuate.
- Each internship placement will be in a suitable workplace environment with proper supervision, adequate capacity, and is well equipped to undertake their duties in monitoring and providing the students with the greatest learning experience.
- Any active student involvement in sourcing their own internship will be encouraged and rewarded as this often leads to a more rewarding experience and ongoing employment. TOP will provide adequate guidance and support. However, TOP will ensure that the designated work place will provide appropriate training and a safe working environment.
- All students have opportunities to choose their preferred work place offered by TOP or its business partners. In this respect, TOP will ensure that students have equal opportunities to choose their internship in terms of job role, company culture, working environment and location amongst other things.
- All students can access TOP staff for any issues that occur during their internship and TOP staff will ensure that the issue is addressed and resolved by communicating with the hosting company. TOP may also change a host company for students in appropriate circumstances.
- Arrangements for internship placements will be formalised in an agreement, setting out the expectations for the parties involved and the outcomes sought for students.

INTERNSHIP PROCEDURES:

- An instruction email will be sent out by TOP to students regarding suitable internship placements. This should happen approximately 12-14 weeks before internships are due to commence.
- Students must reply to the email to confirm whether they have made their own arrangements for an internship placement or whether they would like TOP to source them an internship placement. If a student has made their own arrangements for an internship placement, the student will be required to complete a Self-Sourced Internship Application Form.

- Students are required to attend an interview with TOP or its Business Recruitment Partners. Proofreading of resumes is essential as well as a 'Soft copy' of student's resume is required for sending out to companies.
- Students are required to attend an interview with host companies.
- Notification of interview details will be emailed to students as well as a telephone call for confirmation.
- Upon successful interview, students will be advised of which host company they will be working for and the relevant internship details. This is sent by email and followed up by a telephone call.
- A mutual agreement must be signed by three parties and returned to appointed staff.
- Interns and employers will be contacted to check on progress. When the internship has finished, interns will be brought in to TOP for a review and to provide feedback on the host company.
- A logbook recorded attendance should be returned to appointed staff.

SELF-SOURCED INTERNSHIP:

Students may use their current paid employment as their internship if TOP deems the position and host company to be suitable. A completed Accounting PYP Self-sourced Internship Application Form must be submitted by the end of the week 20 of the coursework, we will be accessing your application:

- No guarantee that your current employment will be approved if the host company cannot meet the following criteria and requirements.
- Must be a paid employment.
- We will need to speak with your supervisor and conduct a visit to your workplace in order to confirm that the position meets the requirements of the program.
- All supporting documents/evidence must be provided.
- All internship appraisals and logbook must be completed.
- Employment companies must meet the minimum requirements.

MINIMUM CRITERIA FOR EMPLOYMENT COMPANIES:

- Be a registered company with an ABN/CAN.
- Have adequate capacity and resources to provide the training as required.
- At least one senior staff member must be a member in good standing of one of the Professional Accounting Bodies.
- Have the capacity to nominate a suitably qualified accounting supervisor.
- Supervisors must not have more than two PYP interns reporting to them at any one time.
- Must have an accounting infrastructure to support and provide relevant experience.

GRADUATION

Students will be able to collect their PY Program Certificates directly from TOP's office following the end of their internship. This is provided that all Internship documentations have been signed off and Internship Logbooks have been completed.

GRADUATION CHECKLIST:

- 100% attendance of the coursework
- 100% attendance of the Internship
- Evaluation on the APYP trainers and coursework
- Signed off Internship Appraisal forms and completed Logbooks
- 485 Visa granted letter must be provided if holding Bridging Visa when submitting the application.

REFUND POLICY

REFUND POLICY

Full tuition fee refunds are payable if:

- TOP is unable to provide the program offered (tuition and all other compulsory fees will be refunded in this circumstance).
- The offer of enrolment is withdrawn by TOP for reasons other than incorrect or incomplete information supplied by the student at the time of enrolment.
- An Australian temporary graduate visa application is refused before commencement of the course. Refund of all fees minus administrative charge of 5% of total tuition fees. Students must supply evidence of their visa refusal to TOP.
- The applicant fails to attend the compulsory orientation with TOP. Refund of all fees minus administrative charge of 5% of total tuition fees.
- If the student has already made the payment but failed in the Pre Enrollment Interview, full refund will be applied.
- Approval of an Australian temporary graduate visa or a bridging visa in relation to a lodged temporary graduate visa is delayed for reasons beyond the student's control resulting in the student being unable to commence the program in which they have accepted an offer of a place.
- Refund of all fees minus administrative charge of 5% of total tuition fees. Students must provide evidence that their visa has been delayed for reasons beyond their control.

Partial tuition fee refunds are payable if:

80% of total tuition fees	When the student decides and gives a written notice of not to enrol at least four weeks prior to the commencement of the Accounting PYP.
50% of total tuition fees	When the student decides and gives a written notice of not to enrol less than four weeks prior to the commencement of the Accounting PYP, but before the commencement of the Accounting PYP.
Unspent tuition fee	When an Australian temporary graduate visa application is refused after the student has commenced the course.

No tuition refund is payable if:

After the Accounting PYP has commenced, the student withdraws before completing the program. In this case the student is liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees.

Deferral of Studies:

- Where a student, after accepting an offer of a place in the Accounting PYP, gives written notice, any time prior to the commencement of the Accounting PYP of their intention to defer their place in the course to the next available intake, all tuition fees will be transferred to the next available intake.

Refund due to Special Circumstances

- Where a student or their representative gives written notice prior to the commencement of the PYP that he/she is withdrawing from a course due to special circumstances applying to the student that:
 - » are beyond the student's control ; or
 - » do not make their full impact on the student until on or after the census date for the course ; or
 - » Make it impracticable for the student to complete the requirements for the course during the period in which the student undertook or was to undertake the course.
- TOP as applicable may in its sole discretion grant a total or partial refund of tuition fees subject to the provision of documentary evidence in support of the application.
 - » The following fees are non-refundable prior to the commencement of the course:
 - » Fees charged for administrative services (for example, late fees, and reprints of transcripts).

A copy of the full policy is available <https://www.top.edu.au/accounting-pyp>

COMPLAINTS AND APPEALS

REFUND POLICY

Making an Informal Complaint

- Informal discussion is the preferred option for resolving grievances. Students are encouraged to resolve issues informally in the first instance by directly approaching the person or persons concerned. If the student feels unable or uncomfortable about doing so they should contact the Student Support Officer (or delegate).
- The Student Support Officer should gather relevant information and communicate so as to facilitate an informal resolution. Students are also encouraged to disclose any underlying personal or other issues that may have contributed to, or exacerbated, the problem or concern. This will help the investigating officer to approach the student's problem or concern in a more holistic way, including referral to other forms of support and assistance.
- Students who are not satisfied with an informal resolution of their grievance may make a Formal Complaint.
- Formal complaint resolution mechanisms are available. Students must lodge a formal complaint form to complaints@top.edu.au, which will refer the matter to the Student Grievance Committee. The Student Support Officer (or delegate) will provide support, assistance and advice. Information regarding the conditions and strategies for lodging a formal grievance, along with the processes involved in the consideration of the grievance and follow-up actions is provided below.
- External Mediation/Dispute Resolution may be accessed by the student. If, after all aspects of TOP's internal grievance procedures are exhausted, and the student feels the matter is still unresolved they may engage in External Mediation/Dispute Resolution.

Lodgement of a Formal Complaint

When informal discussion avenues outlined above have been unsuccessful in resolving a grievance and the student seeks a formal resolution (or, in the circumstances described above, if a student chooses to make a formal complaint without engaging in informal resolution), the student must complete the Formal Complaint Form and email it to complaints@top.edu.au.

Instructions on the requirements for lodging a formal complaint (including an appeal) and the relevant forms are available from Student Services and the Student Support Officer. Formal complaints should be submitted to complaints@top.edu.au within 30 working days of the decision or action that was the

cause of the grievance. The lodgement of a formal complaint will be recorded on TOP's Complaints and Appeals Register and the process managed by the TOP Student Grievance Committee from this point. The student will receive written confirmation within 48 hours that their written complaint has been received.

Students have the right to withdraw a complaint at any time during the investigation process. A withdrawal must be requested in writing and the investigation will cease immediately upon receipt of the withdrawal.

Students have the right to pursue an avenue of external resolution prior to the completion of TOP's internal grievance resolution process. Avenues of external resolution are listed below and further advice is available from Student Services and the Student Support Officer. It should be noted, however, that external resolution services may require that all possible internal resolution mechanisms have been utilised before providing their service. When external resolution is being accessed by a student, all internal processes will cease.

Student Grievance Committee

TOP's Student Grievance Committee (SGC) is responsible for investigating and determining all formal student grievances. The Committee consists of the Chair of the SGC, at least one student representative and at least one staff representative (management and/or academic staff, as appropriate). The SGC Chair is appointed by and reports to the Chair of Academic Board on all academic matters. In non-academic matters, the SGC Chair reports to the Chair of Council. In consultation with the SGC Chair, the Chair of Academic Board or the Chair of Council, as the case may be, appoints other members of the SGC.

The SGC will conduct all investigations according to principles of procedural fairness including:

- The investigation and decision-making procedures will be conducted fairly and without bias. SGC members are required to disclose any conflict of interest and the conflict must be managed appropriately by the SGC Chair.
- Students can expect to be treated with courtesy and without fear of victimisation or prejudicial treatment. All parties involved in the grievance will be given an opportunity to present their case.

The SGC may dismiss a grievance without any or a complete investigation if the student does not provide sufficient evidence to justify further consideration of the matter. The student will be advised in writing of this outcome with supporting reasons.

Investigation process

In considering a grievance, the SGC will follow processes that are likely, in its opinion, to result in a resolution of the grievance.

- An investigation will generally require a meeting with the student. The SGC will advise Student Services to organise a face to face meeting, where possible, or a phone meeting within 10 working days from the submission of the formal complaint form. Students are encouraged to bring a support person with them to the meeting, or be present during the phone meeting if they wish. At the discretion of the SGC Chair, the support person may participate in the discussion. The purpose of the support person is to be a neutral witness to discussion. The support person may be a student, a member of a student representative body, a staff member not connected with the matter, family member or other person. When the support person is a legal representative or currently practicing solicitor or barrister, SGC should be informed no later than five (5) working days prior to the meeting.
- The grievance investigation may also involve speaking to relevant staff or students, accessing the student file and/or speaking to external parties. The student will be advised should the SGC consider it necessary to involve external parties in the investigation and confidentiality will be respected.
- All formal grievance or complaints will be dealt with in a constructive and timely manner, usually within ten (10) working days. Where more than 30 calendar days are required to process a complaint or appeal, the student is advised in writing of the reasons and the parties regularly updated in writing.
- Once the investigation has been conducted and a determination made by the SGC, the student will receive a written response. The response will include a full explanation of decisions and reasons for decisions as well as all actions taken as part of the process. Students will also be provided with advice regarding external avenues of appeal. The written response should be provided within five (5) working days of the decision being made and any implementation required following the decision. Appropriate staff responsible for the implementation will also be notified.
- Where the outcome of the grievance resolution process results in a decision that supports the student, TOP will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.
- Written records will be kept of all processes of the investigation. Records will be treated as confidential and will be covered by the TOP Privacy Policy. Records of the investigation procedures and their outcomes must be maintained for a period of at least 5 years.

External Mediation/Dispute Resolution

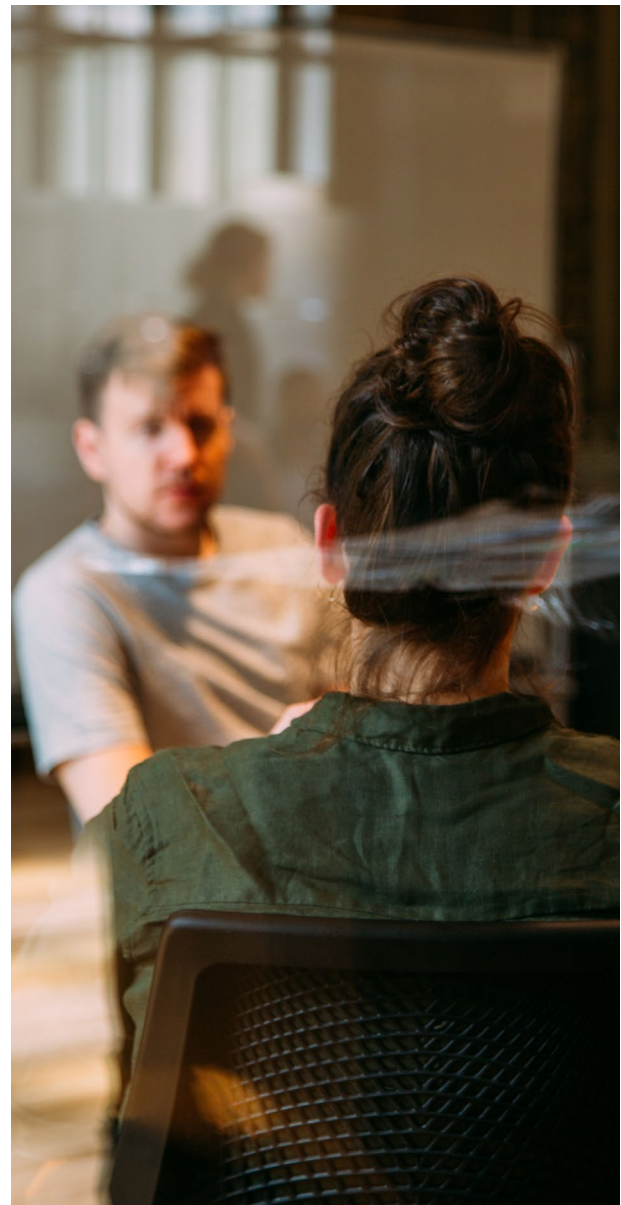
If, after all aspects of TOP's internal grievance procedure are exhausted, the student feels the matter remains unresolved, the student may access external mediation. Student Services and the Student Support Officer will provide clear information on external mediation and dispute resolutions options.

External Mediation and Dispute Resolution Information

A student may lodge an external appeal or complaint about the decision to the Accounting Professional Year Program.

Consumer rights

This agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.



STUDENT ID CARD

After successfully completing the registration and enrolment process you need to request a student ID card. Follow the steps below:

1. Visit our reception office in the Biomedical Building between 9am – 5pm and let the receptionist know you are a new student and here to obtain a student ID card.
2. You must show proof of your Personal Identification (e.g Passport) to the receptionist
3. The receptionist will take your photograph and print your card (you will need to wait 5-10 minutes till your card is ready)



ACCESSING CAMPUS' WIFI

Access to WIFI is available to all students within campus premises (Locomotive Workshop, Biomedical Building & Yerrabingin House).

1. To access campus' WIFI – you must connect to the 'Top Student' network.
2. You will be prompted for a Username and Password.
 - Your Username is your student number (10 numbers)
 - Your Password is Top Student Number **e.g Top_1234567890**

ACCESSING LIBRARY DATABASES

Library Guides and Databases are useful online resources for your study and research. You can access the online library database containing ebooks and journal articles via the link below:

The online library database can be accessed here: <https://library.top.edu.au/Research/journal-ebook-databases>.

You can use the same log in credentials as your WIFI to access the databases. When prompted:

- Your Username is your student number
- Your Password is Top_StudentNumber **e.g Top_1234567890**

YOUR EMAIL ACCOUNT

All TOP students are given a unique Gmail account. All instructions for setting up your email.

Your student email starts with your student number and ends with @top.edu.au. e.g:

1234567890@top.edu.au

Please start actively using your Student Email. All students are expected to be responsible for keeping up to date with TOP announcements.

With a Gmail account, students get 15GB of free Google Drive online storage.

Google Drive is a file-sharing system that allows you to store, access and share files through secure cloud storage, anywhere and at any time. As well as storing existing files, Google Drive allows you to create new files, including word documents, spreadsheets, and presentation slides. Files can be shared with others to view, download and synchronously collaborate on.

For more information, visit our Google Drive library guide: [http://top-au.libguides.com/c.](http://top-au.libguides.com/c.php?g=477505&p=3568099://)

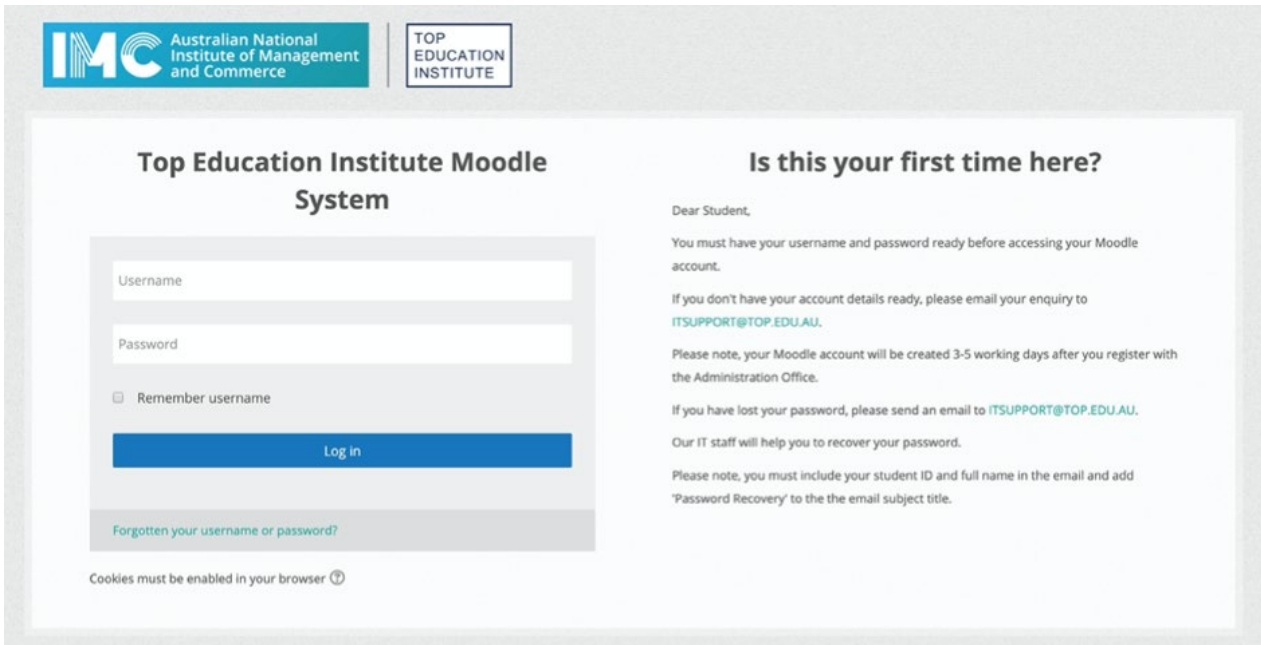
[php?g=477505&p=3568099://](http://top-au.libguides.com/c.php?g=477505&p=3568099://)



ONLINE RESOURCES

MOODLE

What is Moodle and what is it used for?



The screenshot shows the Moodle login interface for the Top Education Institute. At the top left are the logos for IMC (Australian National Institute of Management and Commerce) and TOP EDUCATION INSTITUTE. The main heading is 'Top Education Institute Moodle System'. Below this is a login form with fields for 'Username' and 'Password', a 'Remember username' checkbox, and a blue 'Log in' button. A link 'Forgotten your username or password?' is below the button. At the bottom left, a note says 'Cookies must be enabled in your browser'. On the right, a section titled 'Is this your first time here?' provides instructions for new users, including contact information for IT Support at ITSUPPORT@TOP.EDU.AU.

Moodle is an online learning platform where you can find key information and announcements, download unit outlines, access lecture notes and other learning resources, and take online tutorials to improve your training skills.

Moodle can also be used to communicate with teachers and classmates. Every student is provided with a unique TOP Moodle account.

Details of how to log in are issued after enrolment. If you do not have access, please contact IT Support immediately on itsupport@top.edu.au.

PRINTING, COPYING AND SCANNING

Students have access to photocopying, printing and scanning services.

To access these resources, you will need your student ID Card.

Before you can print or copy, you will need to load your card with printing credit. To do this you can follow the instructions outlined in the link: <http://library.top.edu.au/Services/printing>

If you are experiencing any trouble with topping up printing credit or have any issues with printing, you can visit our eLibrarian or IT Office in Level 1, Bay 15, Locomotive Workshop.

Black and White printing costs: **10 cents**

Colour printing costs: **15 cents**

STUDENT SERVICES & SUPPORT

For the length of your time at TOP, Student Services are here to support you and your study. The Student Services team offers several support services to guide you during your time here at TOP, including helping you through any grievances, study issues, counselling and getting students involved in social activities.

For more information on all student service offerings, visit our website:

<https://www.top.edu.au/current-students/student-services>



SAFETY, HEALTH AND WELLBEING

TOP is committed to providing and maintaining a healthy, friendly and collaborative environment for all students. You can find assistance via the TOP student support team, online resources, workshops and professional bodies.

EMPLOYMENT

All international students have the same workplace rights as other workers in Australia. The Fair Work Ombudsman provides free advice and assistance to all workers (including students) to help them understand their rights.

Please refer to www.fairwork.gov.au

SAFETY

It is important to be aware of potential dangers and risks whilst travelling around Sydney. Be mindful of avoiding empty and badly lit places, especially at night. Walk with a friend or stay with a crowd and avoid empty train carriages. Be aware of your surroundings at all times, and make sure that you can access assistance if necessary.

For more personal safety tips and crime prevention, you can visit the safety page of City of Sydney via:

- www.cityofsydney.nsw.gov.au/community/safety/crime-prevention/what-you-can-do
- <http://insiderguides.com.au/staying-safe-essentials/>

Multi languages are available. These safety tips cover household safety, car security, personal safety and fire safety.

We want your time at TOP to be a rewarding, safe and educational experience. We operate a 24/7 security camera in the Bay 16 common area. For more safety information, please refer to <https://www.top.edu.au/current-students/student-services/safety-and-wellbeing>.

ATP Security monitors the premises 24/7 and can also escort students to Redfern Station if requested. Please contact 9209 4888 or visit the ATP Security office on Ground Floor of Bay 8.

ROAD SAFETY

All road users in NSW should be able to arrive safely at their destination.

In Australia we drive on the left side of the road and walk on the left.

For road safety tips refer to

- <http://www.rms.nsw.gov.au/roads/safety-rules/road-safety.html>

FIRE SAFETY

The first priority in any fire situation is safety of life.

Smoke kills. Do not place yourself at risk.

If there is a fire/smoke in ATP, please follow the following the procedure:

- Remove yourself and others from danger;
- Make a final check of the room and shut the door;
- Raise the alarm;
- Follow the instructions by fire wardens;
- Commence evacuation and move to the evacuation assembly area.

Always remember, if there is emergency call 000 (Police, Ambulance and Fire). You can also find TOP's Critical Incident Policy online:

<https://www.top.edu.au/about-us/top-policies-and-procedures/human-resources>

Further emergency contacts for dealing with critical incidents are provided below:

Victims of Crime Support Line: **1800 633 063**

Crime Stoppers: **131114**

Alcohol and Drug Counselling: **02 9361 8006**

NSW Rape Crisis Centre: **1800 424 017**

Eastern and Central Sexual Assault Services:
02 9515 9040

Crisis Service-ask for afterhours crisis workers:
02 9515 6111

Please note, if you encounter difficulty or danger and need support from TOP, please do not hesitate to ask us. TOP staff is here to support you, help you study and to live safely while in Australia.

ATP'S CONSTRUCTION WORK

You may notice the current construction work taking place on site. Construction working hours are 7.20am to 5.30pm, Monday to Friday, and 7.30am to 3.30pm on Saturdays. Please be aware of your surroundings and watch your steps. .

HEALTH

If you are unwell prior to arriving on campus, you are required to attend a medical practice close to your home. If you become unwell whilst on campus, the closest medical Centre is located in Redfern:

Redfern Medical Centre

Address: 92 Regent Street Redfern NSW

Tel: 02 9698 5763

If you are ill whilst on campus, please do not leave TOP without informing your teacher or the Senior Student Services Manager.

In the case of a serious illness or injury occurring on campus, please report the incident to the Senior Student Services Manager in Bay 16. A first aid kit is available in the Student Services office, located on Level 1, Bay 16. Additionally, ATP has a defibrillator kit on site in case of emergencies. It is located at the Security Office in front of Bay 8. All security staff are trained in first aid and can respond quickly.

If you or your peers require urgent medical attention call an Ambulance on **000** and follow their instructions.

MENTAL HEALTH

Good mental health is essential for all students to achieve their academic success. Many people experience mental health difficulties. It is quite common that students experience psychological distress or mental health difficulties, such as acting inappropriately or in disruptive ways; exhibiting aggression and disrespect and so on. Mental health difficulties can significantly reduce a student's capacity to meet their course requirements, it can also highly impact their personal lives throughout all aspects.

TOP has various activities to promote mental wellbeing and facilitate a healthy student's life cycle, such as Stress-Free Week before the exams each semester. If you need any assistance, or you would like to just chat to someone about your situation, please do not hesitate to drop into Student Services. Our staff can listen to your story and give you support if you need, including hot tea, chocolate and a hug.

If you need immediate external support and intervention, please contact Lifeline on 13 11 14. More information can be found on their website:

<https://www.lifeline.org.au/>.

You can also get help for emergencies from the following resources:

NSW Mental Health Line: **1800 011 511**

Prince of Wales Emergency Department:

02 9382 2222

WELLBEING

INDIVIDUAL COUNSELLING

It is important for you to know that you are not alone in dealing with the pressures you may face as part of your studies. All members of the TOP team are willing to offer guidance and support if required. Our Senior Student Service Manager and the Academic and Administrative teams have an open-door policy and are willing to talk to you about any matters you may be facing.

Student services can assist students with issues including but not limited to:

- Personal/cultural problems, such as stressful circumstances or emotional issues which interfere with your studies
- If you think you may have chosen the wrong course
- Decision making, interpersonal issues and personal behavioral patterns
- Incidents of harassment or discrimination
- Incidents of sexual harassment or sexual assault
- Attendance difficulties
- Administrative problems or complaints
- Adjustments to your studies
- Guidance on future career pathways and academic progress
- Guidance on mental health and life coaching

Individual assistance is available for students in need of specialised counselling. Please feel free to contact Student Services Office via counselling@top.edu.au or just drop by. If students need external counselling services, TOP Student Services can connect you with LIFE SUPPORTS, and is able to refer students to meet counsellors or psychologists. LIFE SUPPORTS is a leading network of counsellors and psychologists, and provide professional, evidence-based counselling services in Sydney.

LIFE SUPPORTS: <https://lifesupportscounselling.com.au/>

Please find below resources and information on various ways that you can get the right kind of help for you:

1. **Beyond Blue:** <https://www.beyondblue.org.au/>
2. **The Black Dog Institute:** <http://www.blackdoginstitute.org.au/>
3. **Reach Out.com:** <http://au.reachout.com/>
4. **The Law Society of NSW:** <http://www.lawsociety.com.au/about/YoungLawyers/MentalHealth/>

CYBER SAFETY

SPAM EMAILS

If you receive an email from someone you do not know and the subject line seems a bit strange, you may have received a Spam email. Here are a few tips to help you pick up whether you have come across Spam:

- The email may be advertising something;
- The email is making offers that you weren't expecting;
- There are misspelt words in the subject line and/or throughout the body of the email;
- The mail may be in a different language; or
- The email is announcing that you have won a prize or contest that you don't recall signing up for.

PERSONAL INFORMATION

Your personal information may include your passwords, tax file number, contact details or any kind of information that you would reasonably not want in somebody else's hands. Such information can be used to identify you and if in the wrong hands could lead to issues such as identity theft. It is important that you do not disclose your personal information to parties that you do not know or trust online through social media, emails or through any other online modes of communication. TOP does not accept any responsibility for the misuse of your personal information that you may provide an unauthorised party that is not connected to TOP while using your student emails and facilities.

WEBSITE DANGERS

Certain websites may have harmful programs or viruses that may damage your computer or steal your personal information. It is important that you are vigilant while surfing the web. Here are a few tips to help you identify problem sites:

- Avoid websites that encourage you to click on a link to download or save a file;
- Avoid websites that are threatening, hurtful or contain adult content;
- Avoid websites that ask for your personal information; and
- Avoid websites that have popups and advertisements attached to it.

TOP has the best quality firewall and virus protection in place to protect you while using the Internet and your personal information. TOP accepts no responsibility if you visit a site that is clearly dangerous from your personal system and effectively pass on viruses or malware to your peers.



CYBER BULLYING

Cyber bullying is when a person uses the internet to threaten, intimidate, embarrass or put down others.

If you think you are the victim of cyber bullying or the attack is by another student or staff member and you become overwhelmed, please talk to the Student Services Manager for further advice. If you witness cyber bullying, please help TOP to promote a safe online environment for its student and staff and assist the victim where possible. TOP encourages you to report such behaviour so that we may respond appropriately. If possible, please save evidence of the alleged conduct in the event that the Student Services Manager needs to conduct investigations.

If a student is found to have engaged in cyber bullying, TOP will not tolerate such behaviour and this will likely attract penalties and sanctions under the **Student Code of Conduct**.

GENERAL SUGGESTIONS

- Always have virus protection on your computer that is regularly updated;
- Ensure that the software on your computer is regularly updated so that you do not lose any important assignment and work; and
- If you need any assistance or further information regarding your IT matters please visit our friendly IT staff on Level 1, Bay 16.

ETHNIC AND RELIGIOUS ASSOCIATIONS

If you need any support or you would like to receive any further information regarding multiculturalism and religions in Australia, the following information may be helpful.

- **The Ethnic Communities' Council of NSW (ECC):** <http://www.eccnsw.org.au/Home.aspx>
- **Anglican Church of Australia:** <https://www.anglican.org.au/>
- **Australian Bahai Community:** <http://bahai.org.au/>
- **Federation of Australian Buddhist Councils:** <http://www.buddhistcouncil.org.au/fed/home/>
- **Catholic Religious Australia:** <http://www.catholicreligiousaustralia.org.au>
- **Australian Christian Church:** <https://www.acc.org.au>
- **NSW Ecumenical Council:** <http://www.nswec.org.au>
- **Hindu Council of Australia:** <http://hinducouncil.com.au>
- **Islamic Council of New South Wales:** <http://www.icnsw.org.au/>
- **New South Wales Jewish Board of Deputies:** <http://www.nswjbd.org/JBD-Home/default.aspx>
- **Quakers Australia:** <https://www.quakeraustralia.org.au>
- **Sikh Council of Australia:** <http://www.sikhcouncil.org.au>

SUPPORT FOR INDIGENOUS STUDENTS

Here is some useful information for Indigenous Students:

- **Community Support of City of Sydney**
Website: www.cityofsydney.nsw.gov.au/community/community-support/aboriginal-and-torres-strait-islander-communities
- **NACCHO (The National Aboriginal Community Controlled Health Organisation)**
NACCHO is the national peak body presenting 142 Aboriginal Community Controlled Health Services across the country on Aboriginal health and wellbeing issues.
Website: www.naccho.org.au/

- **Aboriginal Medical Service Cooperative Redfern**

The Aboriginal Medical Service Cooperative in Redfern provides culturally appropriate health care to Aboriginal and Torres Strait Islander communities in central NSW.

Location: 36 Turner Street, Redfern

Phone: (02) 9319 5823 or (02) 9319 3345

Email: amsredfern@amsredfern.org.au

- **Mudgin-Gal**

Mudgin-Gal is an Aboriginal organisation based in inner-city Sydney, offers support for women, girls and their young families through drop in, in-home family support, legal, medical and accommodation referral and educational and vocational support programs. Mudgin-Gal's 'Black Out Violence' campaign is acknowledged as a best practice model for addressing family violence in urban Aboriginal communities.

Website: www.redfernfoundation.org.au/mudgingal.html

- **LawAccess NSW**

LawAccess NSW is a free government telephone service that provides free legal help for people who have a legal problem in NSW. It is a starting point to help people with their legal problem or question, including domestic and family violence, debts, job and so on. Lawyers can provide advice in family, civil and criminal law.

Aboriginal Customer Service Officers are available to assist Aboriginal clients.

Website: www.lawaccess.nsw.gov.au

- **Aboriginal Legal Service (NSW)**

The Aboriginal Legal Service (ALS) gives legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children in NSW. They provide support and information for victims of crime.

CRIME Phone: 1800 765 676

CARE Phone: 1800 733 233

Website: www.alsnswact.org.au

You can find your nearest office through their website.

EMERGENCIES

EMERGENCY CONTACTS

24/7 emergency contact: **+61 430 589 903**

ATP security contact: **+61 2 9209 4666**

ATP Security

ATP security is available 24/7, and offers services such as accompanying you to your car or the train station if you are feeling unsafe. This is to ensure that everyone working, studying and living in the park feels secure and protected.

The park is equipped with a state-of-the-art security and access control system, allowing surveillance of all activity in and around the ATP, including closed circuit television monitoring, alarms and motion detection systems.

Redfern Police Station

1 Lawson St, Redfern NSW 2016

+61 2 8303 5199

EMERGENCY EXIT

Emergency exits are located in Bay 16 and Biomedical Building. In the instance of an emergency, The institute's trained fire wardens will direct students safely away from danger.

FIRST AID AND MEDICAL EMERGENCIES

A basic first aid kit is located in Suite 16101. For more serious medical issues, please refer to the most proximate hospitals and medical centres:

- **REDFERN STATION MEDICAL CENTRE**

Address: Level1 /147-151 Redfern Street,
Redfern NSW 2016

+61 2 8313 2999

- **ROYAL PRINCE ALFRED HOSPITAL**

Address: Missenden Rd, Camperdown NSW 2050

+61 2 9515 6111

- **ST VINCENT'S HOSPITAL SYDNEY**

Address: 390 Victoria St, Darlinghurst NSW 2010

+61 2 8382 1111



DISCLAIMER

The information is correct at the time of printing and that TOP reserves the right to change the information at a later date. Students are advised to seek further clarification and advice before relying on the Handbook. The references to legal services are only for information only and do not constitute legal advice.

ACN: 098 139 176 | CRICOS Code: 02491D | TEQSA PRV 12059

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and Top Education Institute

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