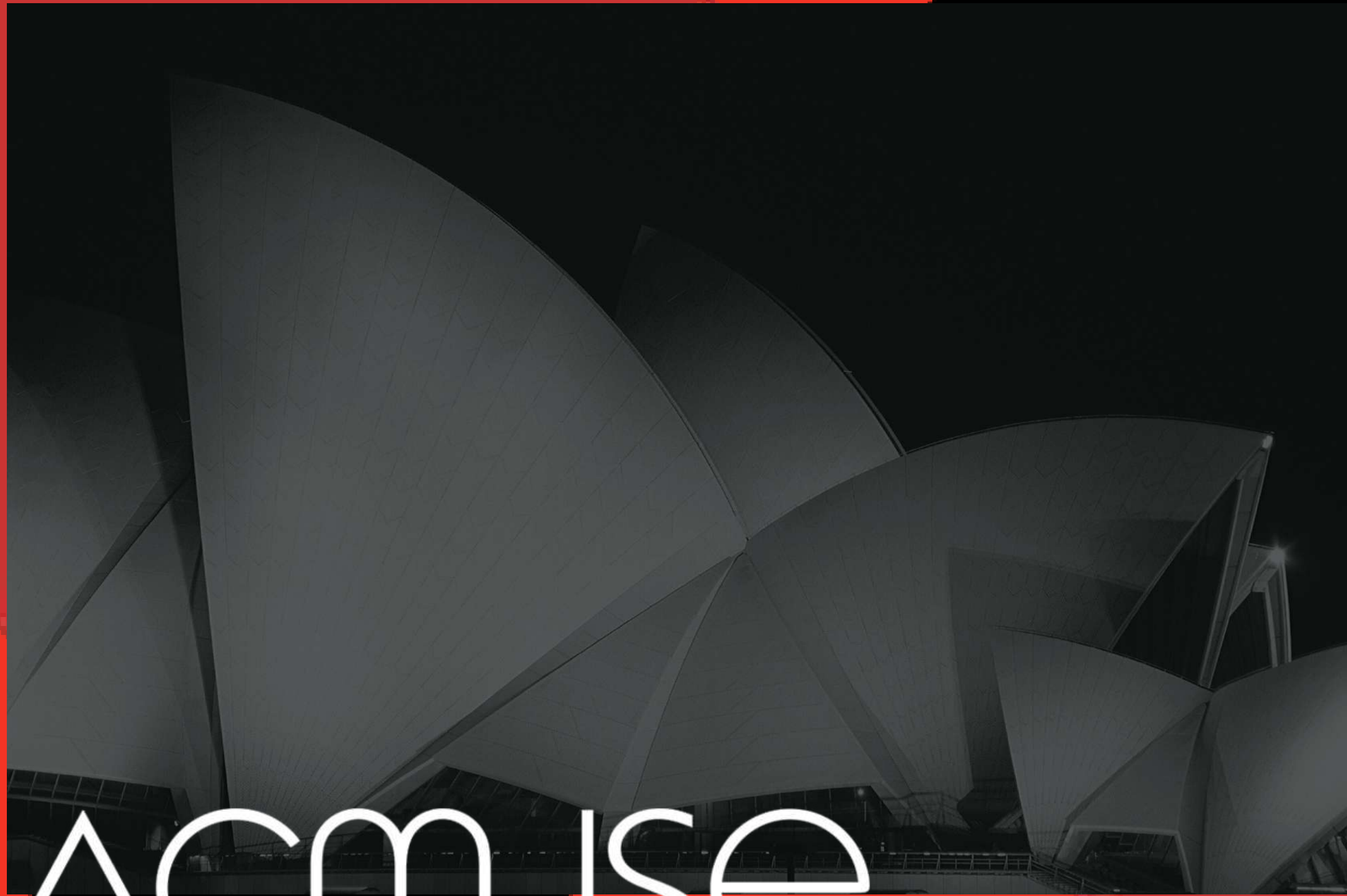


INTERNATIONAL STUDENT GUIDE

WWW.MAKEUPCOLLEGE.COM.AU



ACMUSE

AUSTRALIAN COLLEGE OF MAKE-UP AND SPECIAL EFFECTS

TRAINING PROFESSIONAL MAKEUP ARTISTS FOR OVER 40 YEARS

AUSTRALIAN COLLEGE OF MAKE-UP AND SPECIAL EFFECTS PTY LIMITED
ABN 28 164 536 449
RTO NUMBER 90910 | CRICOS PROVIDER NUMBER 02522B
233 BROADWAY GLEBE NSW 2037
P(612) 9518 8003 | E COURSES@MAKEUPCOLLEGE.COM.AU

v 2020

Welcome to Australian College of Make-up and Special Effects (ACMUSE), formerly Film Make-up Technology Training Academy (2003).

This guide will aim to introduce you to various aspects of our courses, procedures and standards, as well life in Australia.

THE COLLEGE

Established in 1980, ACMUSE has a reputation as Australia's leading private training provider in all aspects of makeup artistry. The CEO of ACMUSE, Scott Lattimer, holds over 35 years experience in education and the arts. Scott continually works to uphold his ambition of making ACMUSE the most influential make-up and special effects college in the industry and is dedicated to the maintenance and progression of the college, both in Australia and internationally.

Graduates regularly obtain employment in film and television, theatre and other areas of the performing arts, as well as with major fashion houses, international cosmetic companies and retail make-up outlets, achieving recognition both in Australia and internationally. We hope that you will become one of our success stories, like so many others before you.

LOCATION

The college is centrally located in the inner city suburb of Glebe in Sydney, NSW. The convenient location offers ample access to public transport, shopping and dining precincts, entertainment and amenities such as hospitals, banks, etc.

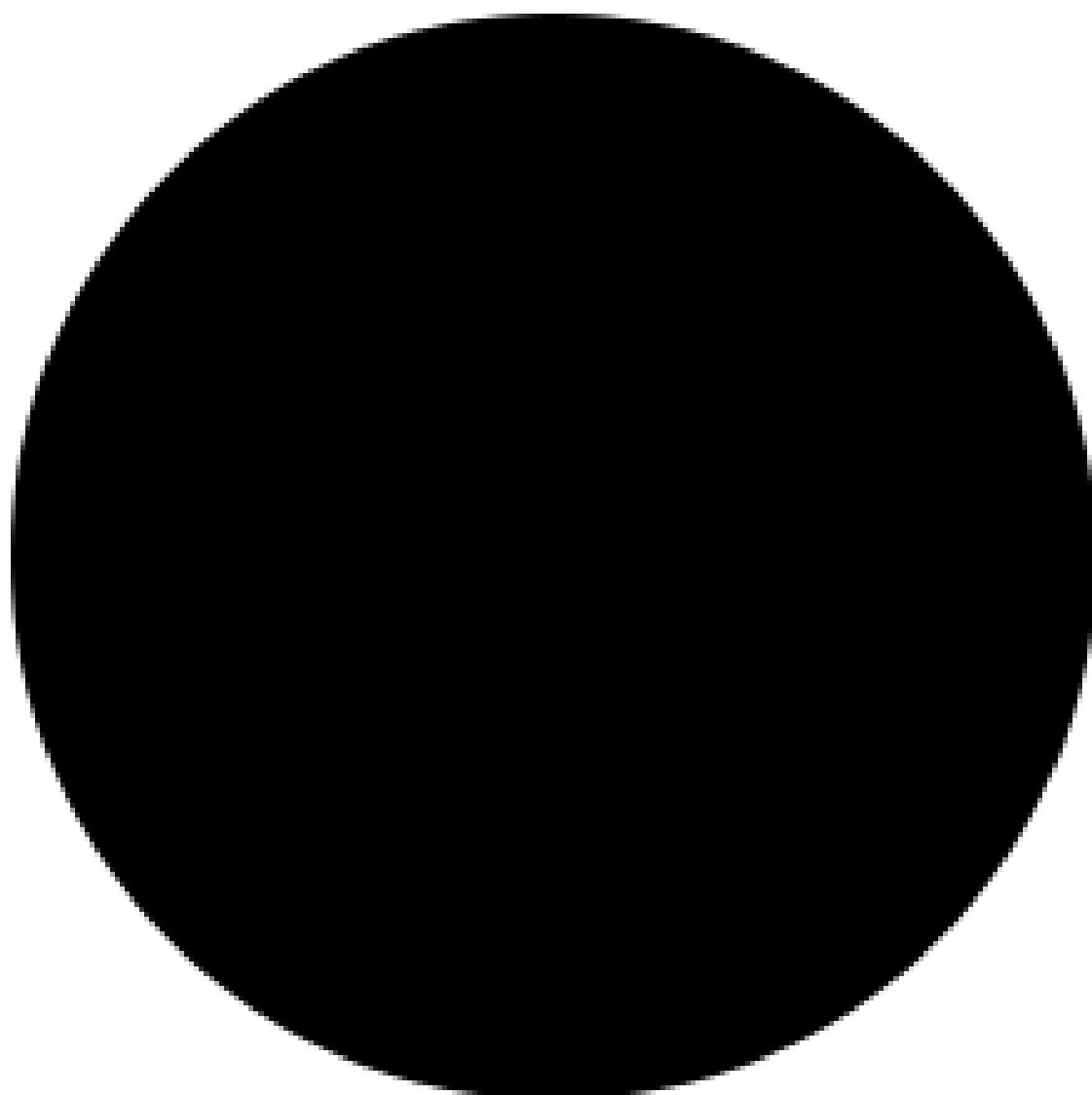
ENVIRONMENT

The College is housed in a two-story building, in addition to a retail make-up store, Scotty's Make-up & Beauty on the ground level. Teaching facilities consists of large, light and airy rooms that are fully air-conditioned, fully equipped make-up and period hair room special effects workshop, photography studio and offices. Student facilities available include a reference library, lunchroom area, and kitchen with fridge and microwave facilities.

VIEWING OUR FACILITIES

ACMUSE recommends that all applicants visit the college to discuss their aspirations, view our facilities, obtain course collateral and meet our staff.

Applicants residing outside of Australia are encouraged to visit our website, where you will find images of training areas, student work and further information about courses on offer. Additionally, applicants are encouraged to visit our social media pages, which we regularly update with images of student and graduate work.



LIFE IN AUSTRALIA

BANKS

Banks are generally open at 9:30am and close at 4:30pm. On Fridays they close at 5:00pm. Most banks are closed on the weekends, although some branches do open Saturday mornings. Most banks provide Automatic Teller Machines (ATMs). These are also located in shopping arcades. If you want to open your bank accounts, visit banks' websites for further information or visit bank branches.

Websites of major banks in Australia:

- <http://www.anz.com.au>
- <http://www.nab.com.au>
- <http://www.commbank.com.au>
- <http://www.stgeorge.com.au>
- <http://www.westpac.com.au>

Location of City Banks

- Commonwealth Bank of Australia: Cnr. of George & Market Street
- National Australia Bank: Cnr. of Pitt & Bathurst Street
- ANZ Bank: Cnr. of Castlereagh & Bathurst Street
- St George Bank: Cnr. of Pitt & Market Street
- Westpac Bank: Cnr. of George & King Street

HOSPITALS

Australia has a world-class medical system, renowned internationally for its Royal Flying Doctor Service. Closer to home, Sydney has many established hospitals and out patient facilities. The College is next to Broadway Medical Centre (ph. 8245 1500) where there are several fee for services doctors on call. Broadway is also close to St Vincent's Hospital Darlinghurst (ph. 8382 1111). For any medical emergencies, call 000. For NSW Poisons Information Centre, call 13 11 26.

PUBLIC TRANSPORT

The college is conveniently positioned with walking distance of bus and train services. Buses stop on Parramatta Rd and City Road, opposite the college. They travel through the city and beyond almost 24 hours a day. Central Station is the closest train station (15-minute walk), services start from 4AM to midnight on most lines.

International students are generally not entitled to transport concessions in NSW. More information on getting around Sydney and New South Wales is available on the [Transport NSW](#) website. For details about visitor travel cards, please visit the [Opal](#) website.

You can drive in NSW on a current overseas licence for a maximum of three months. Then you will need to apply for a NSW licence to continue driving or riding. Visit australia.gov.au to find out more.

ACCOMMODATION

There is a high demand for all types of accommodation in Sydney and students are advised to allow 3-6 weeks to find suitable accommodation. ACMUSE is happy to supply a list of Real Estate Agents, hostels, and hotel's as well as shared accommodation, but cannot arrange, nor recommend, accommodation. As the College is located close to Sydney CBD, Sydney University and The University of Technology, student accommodation in the vicinity is plentiful.

Below is a list of accommodation websites that may assist in an International students search for accommodation in Australia:

- www.unilodge.com.au
- www.flatmates.com.au
- www.flatmatefinders.com.au
- www.gumtree.com.au
- www.domain.com.au

LIVING EXPENSES

Australian Government statistics indicate that International students require a minimum of \$18,000 to \$21,000 in living expenses for each year of study. Students should plan to have in excess of this amount to cover their initial costs of establishment, such as accommodation bond payment and basic household and domestic items.

APPROVED COURSES FOR INTERNATIONAL STUDENTS

The following full-time courses are CRICOS approved for International Learners:

COURSE NAME:	CUA51015 DIPLOMA OF SCREEN AND MEDIA	COURSE NAME:	CUA60715 ADVANCED DIPLOMA OF VISUAL ARTS
CRICOS CODE:	091898K	CRICOS CODE:	092001D
DURATION:	44WKS (38 FACE-TO-FACE, 4 TERM BREAKS) (760 SUPERVISED HOURS)	DURATION:	44WKS (38 FACE-TO-FACE, 4 TERM BREAKS) (760 SUPERVISED HOURS)

TUITION

Fully qualified trainers and industry professionals working in their fields of expertise conduct tuition. The College offers 24 places per class for CUA51015 Diploma of Screen and Media (Specialist Make-up Services) courses and 12 places per class for CUA60715 Advanced Diploma of Visual Arts. This ensures a low student-trainer ratio, which ensures a high level of direct instruction for our students.

TRAINING METHODS

Training is conducted through demonstration, group lectures and practical work.

ASSESSMENT METHODS

Ongoing assessment is based on the industry training package assessment criteria. There are three clustered assessment points: one in term 1, a mid year assessment and a final Assessment takes place at the end of the course prior to graduation. Students will undertake practical in-class assessments as well as online (e-learning) assessments.

COURSE DURATION

Courses consist of a minimum of 38 weeks full time study, comprising a minimum of 20 contact hours per week. This excludes holiday breaks.

HOLIDAY BREAKS

ACMUSE follows the school terms and public holidays laid out for NSW Government schools, available from the board of studies. Occasionally, small changes may need to be made to the dates assigned to holiday breaks, in which case students will be notified of changes with ample notice. Communication of such a change takes place through email via ACMUSE Administration and in person via an ACMUSE Trainer. Furthermore, such a change would be reflected in all students' timetables.

THE TIMETABLE

CUA51015 DIPLOMA OF SCREEN AND MEDIA (SPECIALIST MAKEUP SERVICES) <i>Courses commence in January, March and July of any give year and conclude in December, February or May.</i>	<ul style="list-style-type: none">• Each course is divided into four terms of 8 - 10 weeks.• Classes are held 3 days per week, between 9:00am and 5:00 pm with a one-hour break for unch.
CUA60715 ADVANCED DIPLOMA OF VISUAL ARTS <i>Courses commence in January and July of any given year and conclude in December or May.</i>	<ul style="list-style-type: none">• Each course is divided into four terms of 8 - 10 weeks.• Classes are held 3 days per week, between 9:00am and 5:00 pm with a one-hour break for unch.

ATTENDANCE

International students must attend 80% of the course. Except in the case of illness verified by a doctor's certificate, absenteeism is not tolerated. ACMUSE has reporting obligations to the Australian Government relating to student attendance. Absenteeism could result in the cancellation of a student's visa.

COURSE FEES

Please refer to the most recent Schedule of Course Fees and Charges document for current costs.

Fees are payable directly to the college by MasterCard or Visa (Eftpos may be subject to surcharge), direct bank deposit or by cash. Students should contact administration for bank details should they wish to pay via direct deposit. All fee payments must be in Australian Dollars (AUD). Fees are subject to change. The College has full insurance cover under Australian government regulations – ensuring that tuition fees paid by International students are protected. The college is a member of the Independent Tertiary Education Council Australia (ITECA), and the College subscribes to the Australian Government Tuition Protection Service.

PAYMENT OVER TIME

The college has structured payment plans for payment of fees over the length of the course. Please refer to the current schedule of course fees and charges document for further details. Full course fee payment can also be made in advance (total payable in course fees, including deposit and administration fee) and attracts a discount.

MAKEUP KIT

All students receive a full make-up kit as part of their course. The cost is included in the total course fee - no additional payment is needed. Kits become the property of the student; meaning learners are responsible for replacing and maintaining their own kit. A separate Hair Kit is required for CUA51015 Diploma of Screen and Media (Specialist Make-up Services); however, if a learner already has access to the items that make up this kit, a full kit need not be purchased. *Please refer to the ACMUSE website for further details about kit items.*

ADMINISTRATION FEE AND DEPOSIT PAYMENT

International students are required to pay a non-refundable fee to cover the costs associated with administration and insurance requirements necessary for international learners. This fee must be paid on receipt of college acceptance.

ACMUSE requires the course deposit, administration fee and term 1 payment (a requirement of Australian Government regulations) to be made, before enrollment and eCOE can be issued. On receipt of these payments the college will issue an eCoE to the student, who can then use this to finalise visa details.

REFUNDS

Refunds are only payable where fees have been paid in advance. Non-refundable items include administration fee, deposit and kits. Where a student is entitled to a refund, the College will calculate a refund from the date of written notification by the student, to the College. The College will notify the student of the amount to be refunded prior to a refund being remitted, in addition to the calculation for that amount. Refunds will be remitted in Australian dollars into the bank account nominated by the student.

METHOD TO CALCULATE WEEKLY TUITION FEE:

WEEKLY TUITION FEE =	x 7 ----- NUMBER OF CALENDAR DAYS IN TERM	WEEKS IN DEFAULT PERIOD =	NUMBER OF CALENDAR DAYS FROM THE DEFAULT DAY TO THE END OR THE PERIOD TO WHICH THE PAYMENT ----- 7
REASON FOR REFUND		AMOUNT REFUNDED	
<ul style="list-style-type: none"> College default (partial refund) Fail to provide course The course ceases to be provided before its completion 		The amount refund = weekly tuition fee x weeks in default period	
NON VISA RELATED STUDENT DEFAULT			
<ul style="list-style-type: none"> Student default due to visa refusal (partial refund) If the students visa application is refunded prior to the commencement of the course. If the visa is refused after the commencement of the course 		Refund amount = Course fee minus the lesser of the following amount. A. 5% of the amount of the course fees received by College in respect of the student prior to the default day; or B. \$500 refund amount = weekly tuition fee x weeks in default period	
<ol style="list-style-type: none"> 1. Written cancellation received more than 7 days prior course commencement 2. Written cancellation received less than 7 days prior course commencement 3. Written cancellation received subsequent to the commencement of the course 4. Student does not maintain there obligation to the college 		Refund amount = Tuition fee – admin fee and deposit Refund amount = Tuition fee – 75% of tuition fees paid Refund amount = Nil Refund amount = Nil	

This agreement and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia's consumer protection laws.

ENROLMENT PROCESS

ENTRY REQUIREMENTS

- Must be 18 years of age at the time of course commencement.
- Must demonstrate English Language competency, consisting of IELTS (General training) level 6 or more, or other evidence including recent tertiary level studies in English maybe accepted by the College. Please note IELTS does not guarantee entry.
- Must show evidence adequate overseas health cover (OSHC) arrangement has been made for the duration of the student's stay in Australia.
- Conditions applying to the issue of a student visa for study in Australia. Information may be downloaded from the Department of Immigration website to enhance knowledge in this area <http://www.immi.gov.au>.
 - Student Visa Subclass 500.

EVIDENCE TO BE PROVIDED:

- Completed Enrolment Form (ACMF33)
- Certified copy of current passport and Visa
- Certified copy of English proficiency test (IELTS, TOEFL, or other equivalent, or evidence of required English level)
- Certified copy of year 12 or equivalent or any higher education or university qualifications
- Certified copy of Overseas Student Health Cover (OSHC) Certificate

ENROLMENTS STEPS:

1. Download the International Student Enrolment Form. Read through the Student Handbook.
2. Collate and the required evidence to support your application. Certified copies of the documents must be provided.
3. Submit your enrolment application with the required supporting evidence
 - a. **In person:** 233 Broadway, GLEBE, NSW, 2037
 - b. **Post:** PO Box 948, BROADWAY, NSW, 2007
 - c. **Email:** courses@makeupcollege.com.au
4. Application is assessed against the eligibility requirements and Interview/Skype meeting arranged.
5. Letter of Acceptance is issued by ACMUSE to the approved applicant. Any unsuccessful applicants are informed in writing if their application has been unsuccessful and the reasons for this.
6. Payment of fees. Student coordinates payment of fees as outlined in the terms of the Letter of Offer.
7. Confirmation of enrolment. Upon receipt of the full fees, the student will be sent a Confirmation of Enrolment (CoE).
8. Student applies for Australian Visa. If the applicant is currently outside of Australia, the prospective student takes their personal supporting documentation to the local Australian Embassy so that they may apply for and process the student visa application.
9. Orientation/First Day Letter and relevant invoices issued.

STUDENT SUPPORT SERVICES

The ACMUSE Student Welfare Officer can assist with any queries and concerns. The College also has a formal arrangement in place with a counselor on a confidential basis should any student require assistance or counseling. Details for an external counselor may be requested from the Student Welfare Officer. Administration can assist with any administration queries. Should any issues arise during a learner's time at ACMUSE, the College will try to assist students in every way possible.

STUDENT REQUEST FOR DEFERRAL, SUSPENSION OR CANCELLATION OF STUDIES

ACMUSE will only defer or suspend the enrolment of the student on the grounds of:

- Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- Misbehavior by the student

The college will assess the circumstances and grant or decline the student's request in accordance with our policy. Students may defer or suspend their studies for a minimum of 6 months and/or a maximum of 12 months from the original intake. In the case that a student's enrolment is deferred, suspended or cancelled we will notify DIISRTE via PRISMS of the change in enrolment.

COUNSELLOR LISTINGS:

Jodie Gale - Therapeutic Counsellor / Psychotherapist

Specialties: Counselling, life-coaching, psychotherapy + workshops for women, specialist in women's emotional psychological and spiritual health and well-being

MANLY NSW 2095, ALLAMBIE NSW 2100, SYDNEY NSW 2000

jodiegale@bigpond.com | (0431) 878 858 | www.jodiegale.com | www.facebook.com/mindfulwomen

Val Javen - Counsellor

Specialties: Adult individual counselling and psychotherapy, short and long term therapy for anxiety, depression, grief and loss, self esteem and personal development.

BONDI JUNCTION NSW 2000

valjaven@optusnet.com.au | (0413) 275 744

Philip Andrew Johnson - Counsellor/Psychotherapist

Specialties: Counsellor, Psychotherapist specialising in relationships with individuals and couples. Gay and lesbian counselling.

SUITE 103/147 KING ST SYDNEY NSW 2000

phil@choosingchange.com.au | (02) 9362 3025 | (0425) 281 251 | www.choosingchange.com.au

Charlotte Stapf - Psychotherapist / Counsellor

Specialties: Addictions, Depression, Relationships and Trauma Languages spoken: French, German

SEAFORTH NSW 2092, SYDNEY CBD NSW 2000

charlotte1010@gmail.com | (0404) 074 706

Jacqueline Stone - Counsellor and Psychotherapist

Specialties: Focusing on stress and anxiety.

BONDI JUNCTION NSW 2022, SYDNEY NSW 2000

jacqueline@jacquelinestone.com.au | (02) 8324 1375 | (02) 9191 7468 | (0413) 051 286 | www.jacquelinestone.com.au

Lesley Symons - Counsellor / Psychotherapist

Specialties: Work/Life Balance, Relationships, Career Change

SYDNEY NSW 2000, NEUTRAL BAY NSW 2089

lesley@lesleysymons.com | (0417) 252 619 | www.lesleysymons.com

Juliana L Triml - Counsellor / Psychotherapist

Specialties: Emotional issues, Addictions, Stress, Depression, Grief and anxiety, Carers Support and Individual Relationship.

CITY NSW 2000, ROSE BAY NSW 2029

jtriml@tpg.com.au | (02) 9371 7569 | (0422) 348 978.

COMPLAINTS AND APPEALS

ACMUSE provides fair and transparent complaints and appeals handling processes. In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute will be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

ACMUSE will apply the following principles to its complaints handling:

- A written record of all complaints is to be kept by ACMUSE including all details of lodgement, response and resolution. The complaints register within the student management system is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling will be stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where ACMUSE Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, ACMUSE should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of ACMUSE and the complainant.
- ACMUSE shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.
- Complaints will be handled in the strictest of confidence.
- If the complainant is not satisfied with the handling of the matter by ACMUSE, they have the opportunity for a body that is independent of ACMUSE to review his or her complaint following the internal completion of complaint handling process.
- A complainant who remains dissatisfied with the process applied by ACMUSE following review by an independent party, may refer their grievance to the Australian Skills Quality Authority - ASQA Online Complaint Form available at <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html> (domestic students) and <http://www.asqa.gov.au/complaints/make-a-complaint---overseas-students/make-a-complaint---overseas-students-1.html> (international students).

APPEALS

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during their time with ACMUSE. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within twenty eight (28) working days of the decision or finding is informed to the student.

Appeals may relate to assessment decisions, and to administrative decisions that ACMUSE may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling and assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

A copy of ACMUSE's Complaints Handling and Appeals Procedure is available on the website.

COMPLAINTS

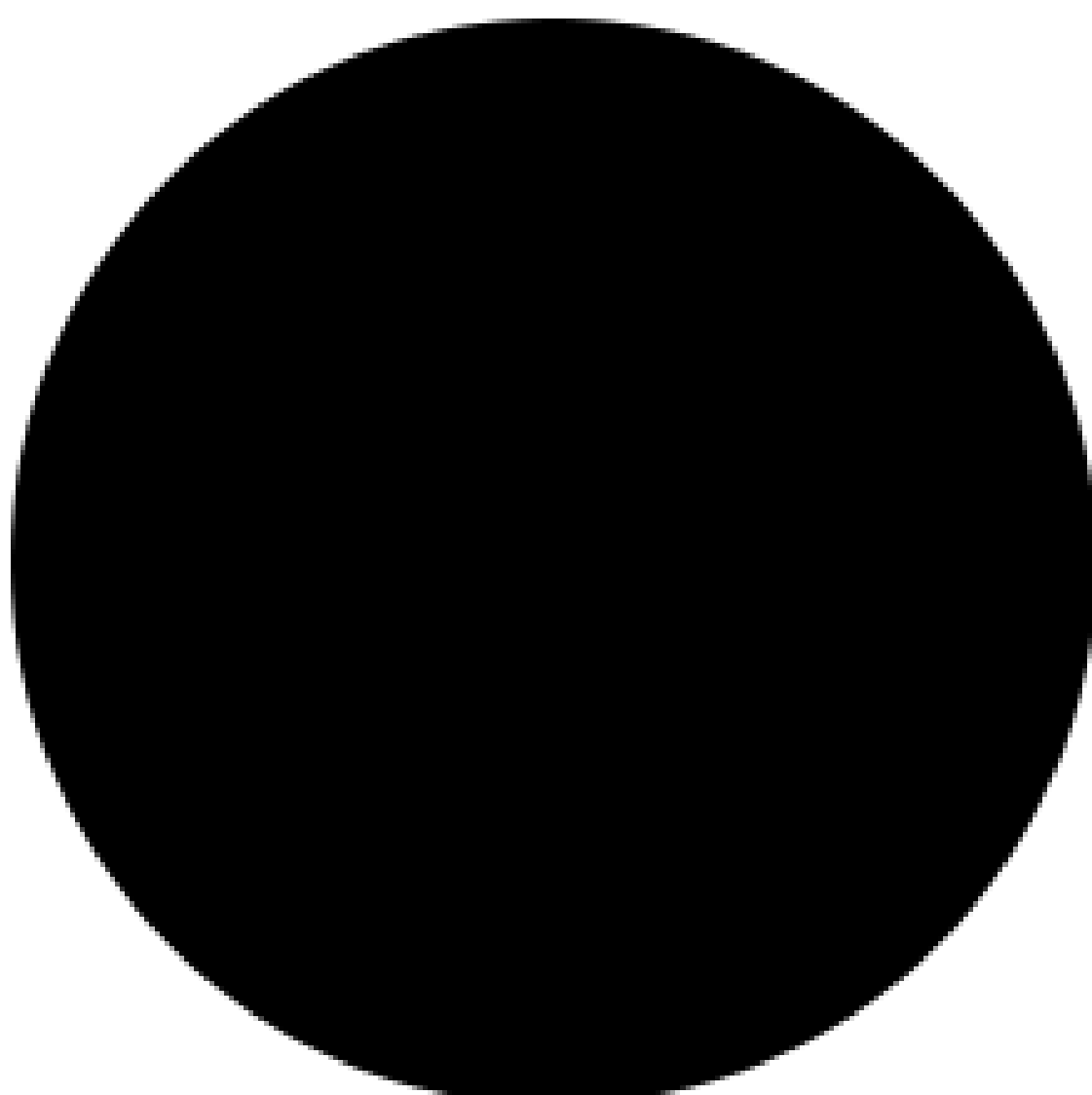
All international students enrolled in a VET, ELICOS or Higher Education course, wishing to lodge an external appeal or complaint against the outcome of the member's internal grievance process, can contact the International Student Ombudsman. For contact details and information please see www.oso.gov.au/making-a-complaint/

EXPECTATIONS OF ALL STUDENTS

Students are required to meet the standards of behavior, attendance, academic performance outlined in the ACMUSE Student Handbook (Code of Conduct). If the student is judged by the College to have lost good standing, their enrolment may be cancelled and they may lose their student visa.

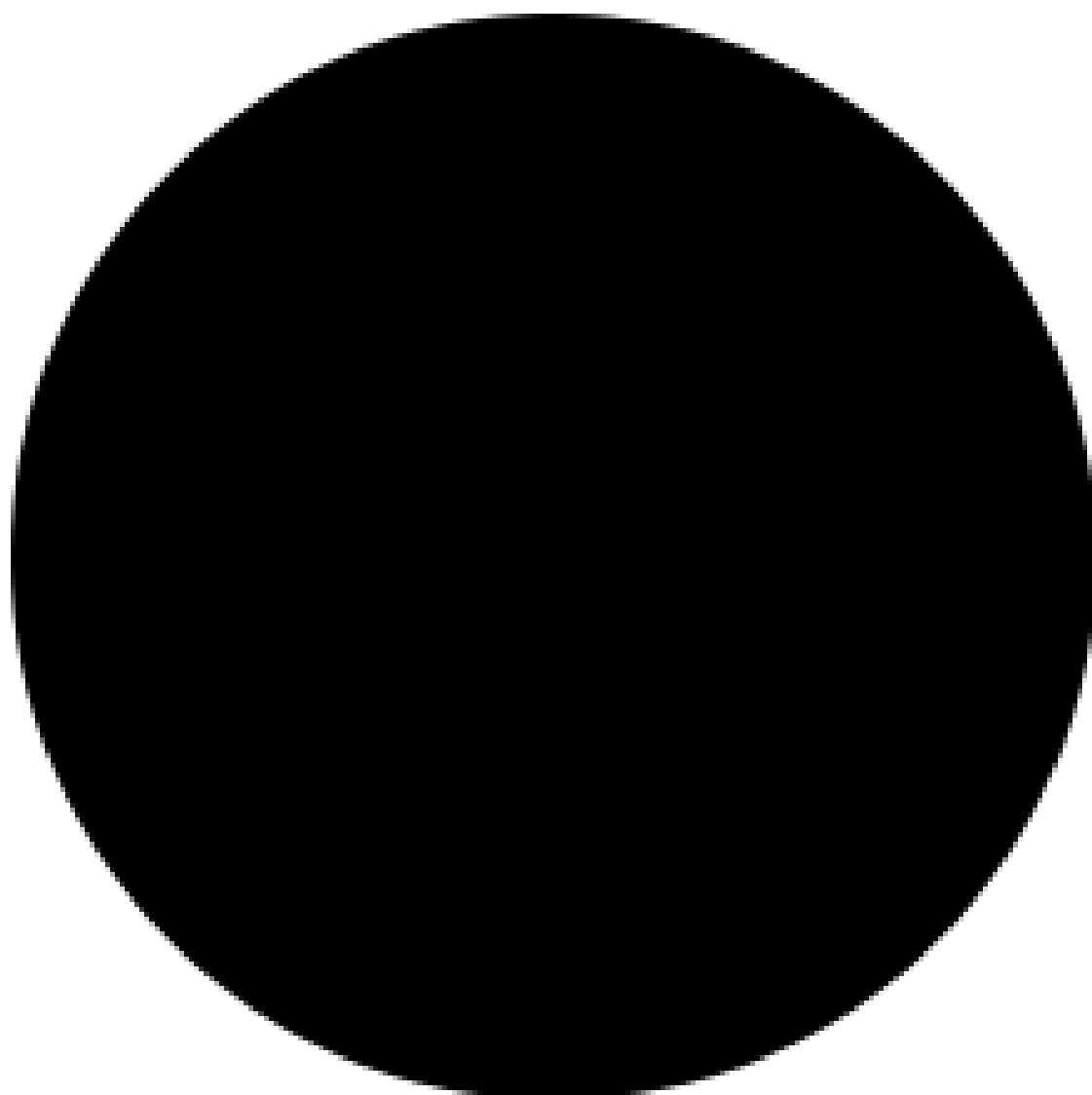
The following enrolment requirements must be maintained:

- Student must notify the College of a change of address with seven (7) days
- Student must maintain an 80% attendance record across all scheduled classes
- Student must maintain consistent academic performance
- Student must have OSHC for the duration of their visa



OTHER USEFUL LINKS & SERVICES:

- <https://www.service.nsw.gov.au/guide/support-international-students>
- <https://www.nsw.gov.au/>
- <http://www.studyinaustralia.gov.au>
- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>
- <https://www.tisnational.gov.au/>
- <https://www.homeaffairs.gov.au/>
- <https://www.cityofsydney.nsw.gov.au/>
- <https://www.visitnsw.com/>
- <https://www.australia.com/en>
- <https://www.health.gov.au/>
- <https://www.australia.gov.au/>



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Disclaimer

ACMUSE has endeavoured to ensure that the information contained in this publication is correct at the time of printing but this information may be subject to corrections or changes without notice. ACMUSE reserves the right to alter, change, or discontinue courses without notice. ACMUSE assumes no responsibility for the accuracy of information provided by third parties. The publication of course details in this document does not create an obligation on the part of ACMUSE to teach a course in any given year, or teach it in the mode described in this publication. It is the responsibility of students to check and confirm all general and course-specific information prior to application and enrolment. In particular, course offerings, duration, mode, commencement, location, fees, and entry requirements need to be checked and confirmed. All costs and fees contained in this publication are in Australian dollars (AU\$). Applications and enrolments are subject to ACMUSE's Privacy Policy, which is available online at makeupcollege.com.au.

ESOS Compliance

The provision of education services to international students by Australian educational institutions is governed by the Education Services for Overseas Students (ESOS) Act 2000 and the Education Services for Overseas Students (ESOS) Regulations under this Act. ACMUSE, in providing education services to overseas students, complies with the National Code of Practice through the Department of Education. Visit: internationaleducation.gov.au and education.gov.au.

ACMUSE is a Registered Training Organisation (RTO 90910) under the VET Quality Framework with ASQA.

ACMUSE is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

ACMUSE is a member of the Independent Tertiary Education Council Australia (ITECA).

Accredited courses are offered under the Australian Quality Training Framework (AQTF).

National registration number: 90910 | CRICOS Provider Number: 02522B