

M.S Aviation Pty Ltd T/A Australian School of Commerce

RTO NO. 41089 | CRICOS NO.: 03489A

Melbourne Campus: Level 4, 123-129 Lonsdale Street Melbourne, Victoria 3000 Australia

Hobart Campus: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia

Ph: 1300 781 194

E: [info@asoc.edu.au](mailto:info@asoc.edu.au)

W: [www.asoc.edu.au](http://www.asoc.edu.au)



# Student Handbook 2021

## BSB QUALIFICATION



**M.S Aviation Pty Ltd T/A Australian School of Commerce**

**Melbourne campus/Head Office:** Level 4, 123-129 Lonsdale Street  
Melbourne, Victoria, 3000 Australia

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## About Australia School of Commerce

Australia School of Commerce is a Registered Training Organisation and an accredited Vocational Education and Training provider providing high-quality training to students in Australia.

The Australian School of Commerce aims to support students to achieve their lifelong educational and career goals by offering a range of vocational courses, all of which are accredited by the Australian Government. The School is committed to providing practical approaches to delivering quality education to International students.

By focusing on both theoretical and practical knowledge, the Australian School of Commerce endeavours to bridge the knowledge gap between students and industry requirements. Committed to an outstanding study experience, the School's highly competent and passionate staff will make each student's educational experience a unique one.

Australian School of Commerce offers Business and Cookery & Hospitality courses.

For Business courses, refer to this student Handbook.

For Commercial Cookery and Hospitality Courses, refer to this student Handbook available on website [www.asoc.edu.au](http://www.asoc.edu.au)

## We are located at:

### Melbourne-Head Office

Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000 Australia

Phone: 1300 781 194 (Australia),

### Hobart Campus

Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia

Phone: 1300 781 194 (Australia)

## Welcome to Australian School of Commerce (ASOC)

### From the Chief Executive Officer

Thank you for considering the Australian School of Commerce (ASOC) for your educational study journey in Australia!

We endeavour to make your stay in Australia productive and enjoyable. At ASOC, we believe that offering a high-quality education course is paramount to boosting your career opportunities and future plans. We would like the opportunity to welcome you into the Australian lifestyle and enable you to gain the most from your experience and interactions with our culture and way of living.

The Australian School of Commerce aims to support students to achieve their lifelong educational and career goals by offering a range of vocational courses, all of which are accredited by the Australian Government.

The School is committed to providing theoretical and practical approaches to deliver quality education to International students. By focusing on both theoretical and practical knowledge, the Australian School of Commerce endeavours to bridge the knowledge gap between students and industry requirements.

Committed to an outstanding study experience, the School's highly competent and passionate staff will make each student's educational experience a unique one.

We look forward to welcoming you to our vibrant and diverse community within the Australian School of Commerce and the broader Australian environment.

Sukhdeep Singh

Chief Executive Officer



*The 2021 International Student Handbook is a detailed informative guide to help students and their families to gain a clear insight into the courses delivered at Australian School of Commerce and to assist with making our student's time in Australia a truly memorable experience.*



### Our Vision

Our vision is to offer courses that meet the expectations of students in line with flexibility of study, work focused material and assessment and reasonable cost.

### Our Mission

We encourage our students to pursue meaningful study that will foster a strong contribution to their community within Australia and their home countries and to build a foundation for lifelong learning. We encourage free and open thinking, critical evaluation of knowledge and information and balanced opinion and conclusion.

International student training is governed by the ESOS Act. Details:  
<https://www.legislation.gov.au/Details/C2018C00210>

### Objectives

**People**-We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.

**Safety equality**- We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training & assessment environment.

**Integrity ethics**- We conduct ourselves in accordance with the shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

**Quality committed**-We aspire to deliver consistent, high quality services and apply them. Quality systems which support training and assessment excellence.

**Student Focused**-We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time by providing high quality training and assessment experiences.

**Industry Engagement**-We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on the industry needs and expectations.



## Australia

Australia is an ethnic melting pot. It is a country known for its world-famous natural wonders, diverse landscapes and a vibrant multicultural society that practices almost every religion and lifestyle. Since 1945, more than six million people from across the world have come to Australia to live.

There are 226 languages spoken in Australia – after English, the most popular are Italian, Greek, Cantonese and Arabic. The island continent is almost as big as the USA, but has a population of approximately only 25 million people (most of whom live within 50 kilometres of the coast). Australia's coastline stretches almost 50,000 kilometres and has more beaches (over 10,000) than any other country. Inland, there are vast areas of semi-arid and desert areas.

All major cities, and the nation's capital, offer exciting lifestyles, great cultural attractions, and a safe quality of life.

### Melbourne City Campus



Level 4, 123-129 Lonsdale Street Melbourne, Victoria, 3000 Australia

Phone: 1300 781 194 (Australia)

Conveniently located close to parks, gardens, restaurants, shopping centres and a wide range of sporting and recreational facilities, the Melbourne campus is only five to eight minutes away from Parliament Station and Melbourne central Train Station.



### Hobart Campus

Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia

Phone: 1300 781 194 (Australia)

The campus is located in heart of Hobart city and easily accessible by public transport.

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## Living in Australia

### Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campus and communities. ASOC takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

### **Language**

Although English is the official language, more than 4 million Australians speak a language other than English, more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. As you improve your English, you will learn some of Australia's colourful and often humorous slangs, and have fun explaining the meanings to friends and relatives.

### **Religion**

Australia is predominantly a Christian country, however; all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

### **Healthcare**

Australia has a very good healthcare system. All Australians pay a medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors and many complementary healthcare practitioners too (traditional Chinese medicine, naturopathy, acupuncture, kinesiology, etc.). International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (refer to student visa obligations, in this section).

### **Food**

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets.

Students should have no difficulty finding the foods that they are used to at home. Students can have almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés and Aussie pubs. For those who like takeaway, most of the major global fast food chains are well represented.

### **Sports and recreation**

Australians are very keen on sports and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 800 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

### **Transport**

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines.

### **Driving**

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in English, the visitor must carry a translation with the permit. An international driver's license alone is not sufficient. Different states in Australia have different driving licence conditions.

For example, as per the new regulations, in state Victoria (includes Melbourne), International students can use their overseas licence for the first six months of living in Victoria (after that, students will need Victorian licence instead). This rule has been applicable from 29th October 2019. Hence, Students need to have Victorian licence to be able to drive in Victoria.

### **Taxis**

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicate if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

### **Uber**

Uber services are also available at the airport and there is a designated pick up place available outside the airport for Uber customers.

### **Telephones and Wi-Fi connections**

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Overseas calls can be made over the internet data which also includes video calling.

Internet data: Free Wi-Fi, non-connections (paid) are available at majority of the places in and around Melbourne and Hobart.

For example-Airport, few shopping malls have free Wi-Fi available. Most of the shared accommodations have Wi-Fi services available through which the students can make overseas phone calls, video calls.

Students can avail pre-paid and/or post-paid Sims depending upon their suitability and requirements of the students. Lowest pre-paid Sims and plan costs around 12\$-15\$. The cost of pre-paid and post-paid plan keeps increasing as per your requirements, for example, more internet data and overseas calling minutes may cost you more than the plans with less internet and overseas calling minutes.

However, there are many providers like Vodafone which give student discounts.

### **Budgeting**

Students should work out a budget that covers accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. For more information on living in Australia, costs, visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

### **Travel**

During the term breaks, students may like to venture beyond Melbourne and Hobart to experience more of Australia's spectacular natural environment and great physical beauty, such as great ocean road, marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals.

### **Money and banks**

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques virtually in any currency. Major hotels and some shops, depending on individual store policy, will also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major Banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank, are a popular alternative. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au). Normal bank trading hours are from Monday to Thursday - 9.30 am – 4.00 pm, Friday - 9.30 am – 5.00 pm and some banks are open Saturday mornings. The timings may vary.



### **Credit Cards**

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa and MasterCard.

### **Currency**

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured \$1 and \$2 coins.

### **Tipping**

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

### **Finding Accommodation**

The following types of accommodation are available for international students.

#### **Home Stay**

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments. There are different types of home stay arrangements:

Cost: \$235 to \$325 per week

#### **Full Board**

Usually includes a furnished room (bed, desk, lamp, and wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some home stay providers may even do your laundry.

Cost: A\$110.00 - A\$270.00 per week

#### **Half Board**

Usually includes a furnished room (bed, desk, lamp, and wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A\$80.00 - A\$100.00 per week

#### **Lease/Rent**

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises).

You are responsible for paying all bills (except water and council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A\$185.00 - A\$440.00 per week (unfurnished)

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Useful internet sites for student housing are:

<http://www.find-studentaccommodation.com>

<http://homestaydirect.com.au>

<http://gumtree.com.au>

<http://flatmatefinders.com.au>

<http://www.studymelbourne.vic.gov.au>

<https://www.studytasmania.tas.gov.au/>

Useful rental accommodation websites are:

[www.realestate.com.au](http://www.realestate.com.au)

[www.domain.com.au](http://www.domain.com.au)

[www.realestateview.com.au](http://www.realestateview.com.au)

## Living in Melbourne



### Melbourne

Melbourne is the capital city of Victoria with a population of over 4 million people. It is Australia's second largest city. The city offers wonderful experiences, a great climate, friendly people and quality education. Situated on the Yarra River and around Port Phillip Bay, the city has beautiful beaches and excellent water sport facilities. It is a spacious city with many parks & gardens, sporting venues, and scenic attractions.

One quarter of Melbourne's population was born overseas, making it one of the world's most multicultural cities. "Melbourne has been crowned the world's second most liveable city in the world by Economist Intelligence Unit's Global Liveability Survey 2018. "

### Climate

Melbourne has a temperate climate with four distinct seasons:

- **Winter (June - August)**  
Temperatures range from 10-15°C
- **Spring (September - November)**  
Temperatures range from 17-22°C
- **Summer (December - February)**  
Temperatures can rise above 35°C
- **Autumn (March - May)**  
Temperatures range from 17-24°C

### Events and Entertainment

Melbourne is a cosmopolitan city that is full of life. The city hosts a variety of festivals, cultural and sporting events, including the Australian Grand Prix, the Australian Open, the Spring Racing Carnival, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Spring Fashion Week and the Melbourne Fringe Festival, Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade.

Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

### Study

Melbourne boasts an abundance of fine universities and colleges with international reputations. For this reason, Melbourne is considered Australia's premier university and education city and an ideal place to study.

### Transport

Melbourne has an excellent public transport system with trains, trams and buses providing an extensive network throughout the city and suburbs. Taxis are plentiful and safe, and are available 24 hours a day.

#### Useful Websites

[www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

[www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

[www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

<http://www.border.gov.au/Trav/Life>

#### Living in Hobart



Hobart offers a contrasting blend of heritage, scenery and culture, with world class activities and attractions nearby. Nestled amongst the foothills of Mt Wellington, Hobart combines heritage charm with a modern lifestyle in a setting of exceptional beauty. It's no wonder, the "Lonely Planet" has called Hobart as one of the top ten spots to visit in the world right now.

Hobart is Tasmania's capital city and the second oldest capital in Australia, after Sydney. Located at the entrance to the Derwent River, its well-preserved surrounding bushland reaches close to the city centre and beaches line the shores of the river and estuary beyond.

With its captivating history, picturesque waterways, rugged mountains and gourmet experiences, the city has something for everyone.

Award-winning restaurants offers fine dining experiences using the best Tasmanian produce recognised by the world's best chefs, while on the waterfront punts and fishmongers sell the freshest seafood straight from the Southern Ocean. Enjoy the contrast of elegant heritage sandstone alongside modern architecture. Explore Salamanca Place, a short walk from the waterfront, with its galleries, theatres, craft shops and restaurants in 1830s Georgian warehouses and on Saturdays enjoy the food and entertainment of Salamanca Market <http://www.salamanca.com.au/>. Tasmania's best known landmark along with Cradle Mountain, Mount Wellington, Port Arthur, Freycinet, Bruny Island Strahan and MONA. Take a walk along Hobart's iconic waterfront, explore the [Tasmanian Museum and Art Gallery](#) or take a ferry up river to [MONA](#) for an out-of-this-world modern art experience.

It's easy to fall for the many charms of this quietly buzzing city that hits fever pitch at festival time.

Hobart is also close to many of the southern Tasmania's best travel experiences, from historic [Port Arthur](#) and the rugged Tasman Peninsula to Bruny Island, the Huon and Derwent Valleys and [Mount Field National Park](#).

#### Climate

Hobart experiences four distinct seasons, each with its own beauty and charm. Plan ahead with this information on temperature and rainfall. During summer in Hobart, average temperatures range from 11.5 – 21°C (52.7 – 69.8°F). The months of January and February are also the driest, and beaches are warm enough to swim.



### **Hobart living**

Student accommodation is generally plentiful, which helps make up for a lack of good public transport in the city. Buses can be hard to find away from the main roads. Students often live in share houses between the university and city, making "everything" within walking distance.

Hobart can be an inspiring place to live. Most of the houses are built on hillsides, giving often spectacular views of the harbour. Mount Wellington, which is usually snow-capped in winter, is a constant backdrop to city life.

There are a wide range of bars, clubs and restaurants extending from the Uni Bar and Sandy Bay through to Elizabeth St Mall in the CBD. They cater to students as well as many tourists from mainland Australia. North Hobart is another busy area for dining and going out.

Hobart really comes into its own during the summer months. It is the scene of post-race celebrations for the Sydney to Harbour Yacht Race. It also hosts the Taste of Tasmania festival at Salamanca Markets near the docks.

### **Useful Websites**

<https://www.metrotas.com.au>

<https://www.hobartcity.com.au>

<https://www.education.tas.gov>



## Services and Facilities

The Australian School of Commerce is committed to the success of its international students. The School offers a wide range of support services for students throughout their studies at Australian School of Commerce.

### Cost of Living

Australia provides good quality and affordable accommodation options. Students will need \$21,041 per year (excluding tuition) to cover living expenses including accommodation, food, transport, entertainment, clothing and books.

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$95 to \$215 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$185 to \$440 per week
- **Boarding schools** - \$11,000 to \$22,000 a year

Other living expenses

- **Groceries and eating out** - \$140 to \$280 per week
- **Gas, electricity** - \$10 to \$20 per week
- **Phone and Internet** - \$15 to \$30 per week
- **Public transport** - \$30 to \$60 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

### Student Banking

International Students can now open a bank account before they arrive in Australia. Most leading banks offer a comprehensive range of personal, business and institutional banking products and services. By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.

For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:

#### Commonwealth Bank of Australia

<https://www.commbank.com.au/personal/can/moving-to-australia.html>

**Westpac Bank** <http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organise-australian-bank-acc/>

#### ANZ Bank

<http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/>

#### National Australia Bank (NAB)

<https://www.nationalaustraliabank.com/nabglobal/en/banking/migrant-banking/study-in-australia>

Further information may be sourced at 'Studies in Australia':

<http://www.studiesinaustralia.com/studying-in-australia/banking-in-australia>



## **Education and Childcare**

Students who are coming to Australia with family members need to be aware of the costs associated with education and childcare in Melbourne and Hobart. Students are advised to research the resources available prior to arrival in Australia. The following websites offer detailed information:

- <https://www.studyinaustralia.gov.au/>
- Find an Early Childhood Service or School: <http://www.education.vic.gov.au/findaservice/home.aspx>
- <https://www.education.tas.gov.au/parents-carers/early-years/>

## **Why Study at ASOC?**

### **Better Career Outcomes**

ASOC's government accredited and internationally recognised courses will help you achieve your career goals. Graduates of ASOC are equipped with skills and qualifications that are in high demand by employers, leading to real jobs.

*\*ASOC does not guarantee any job or employment outcomes.*

### **Experienced Staff**

ASOC employs experienced, industry-aware teaching staffs who are committed to promoting a culture of learning, achievement and ambition. Many teaching staff also work actively in the fields they teach, are aware of changes in market forces across all industries and are quick to reflect such development in their classes.

### **VET Qualification**

Vocational Educational and Training is a distinctive style of learning. It teaches practical, trade relevant skills that are highly prized by employers. Class sizes are kept to a minimum to ensure close attention from lecturers. Assessment is based on achieving competency levels. Adheres to the Standards for NVR Registered Training Organisation.

1. ASOC provides quality training and assessment across all of its operations.
2. ASOC adheres to principles of access antiquity to maximise outcomes for clients.
3. Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which ASOC operates.

### **Student Service Focus**

Staff at ASOC understands the many challenges students face when studying away from their home country. Every effort is made to assist students to make the transition to their new surroundings and help them to feel at home. We regularly consult with students to gather feedback on their experience at ASOC and continuously develop and improve our services accordingly. The result is a supportive and safe environment that enables students to perform at their best.

### **Registration**

Australian School of Commerce is a registered Training Organisation (RTO) under the national regulator for Australia's vocational education and training sector, ASQA (The Australian skills Quality Authority). ASQA regulates courses and training providers to ensure nationally approved quality standards are met. ASOC meets all the requirements for registration and adheres to the VET Quality Framework that comprises the Standards for NVR Registered Training and the Australian Qualification Framework (AQF). These standards are used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia.

## **ESOS, National Code and CRICOS**

Australia has a reputation of a safe, progressive and dynamic place to study, and we maintain the reputation by providing quality education to overseas students. The Education Services for overseas Students (ESOS) act 2000 and associated legislation such as the National Code 2018 is the legal framework governing the responsibility of education institutions towards overseas students. The framework provides a consistent national approach to the registration of education providers so that the quality of the training, and the care of students, remains high.

## **Pathways**

Students who successfully complete a Diploma level course may be eligible to apply for entry into various Australian University courses with exemptions based on their study at ASOC. ASOC has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

## **Enrolment Information**

This Students Handbook has been developed in order to provide prospective students with important and detailed information which will allow them to make an informed decision about their future study plans. It contains information about the courses we offer, the location where these courses will be delivered, duration of the courses including holiday breaks, the modes of delivery, fees and costs, admission procedures at ASOC, training arrangements and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at ASOC.

Students must read this Handbook carefully in full before making an application. Students are encouraged to contact ASOC and talk to one of our friendly, informed staff members if they are unsure about any information included in this handbook or have any questions.

Students must complete the student's application form and Pre-Training Review form (provided along with the application form) and send the completed forms along with all the relevant documents and the Application fee to ASOC. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website [www.asoc.edu.au](http://www.asoc.edu.au).

ASOC will assess the learner's needs by conducting Pre-Training Review (PTR). PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements including their oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.

Applicants are required to fill up the PTR form along with the application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer). One of our staff will conduct a PTR call to verify the answers provided by the students. ASOC may also verify evidence provided by you of your IELTS /equivalent test score and secondary school certificate.

ASOC will issue Letter of Offer to successful applicants after all the documents have been verified. The offer letter will include all detailed instructions and conditions for accepting the student agreement. You must carefully read and sign the written agreement, pay the fee requested in the written student's agreement and send it to ASOC. ASOC will not accept any course fees without a written student agreement.

Students undertaking the course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students wanting to study at ASOC are required to undertake LLN Test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot-under the supervision of qualified LLN assessor.

Students for each course will be selected in a manner that reflects ASOC's access and equity principles. Completion of the student's application form does not imply that ASOC will make an offer to you. You will also be notified if you do not meet the entry requirements.

Once the completed written students' agreement and the fee is received (and cleared by the bank) ASOC will issue a confirmation of Enrolment (COE) with a condition that you must take LLN test before the course commencement. This will allow you to apply for your Australian student's visa.

## Courses Offered

Course Code and Name	Study Periods (26 weeks each)	CRICOS Code	Duration (Weeks) Including holiday breaks)	Total tuition fee (AUD)	Total material fee + Application Fee	Course Fee
BSB40215 Certificate IV in Business	2	091393B	52 weeks (12 weeks holiday breaks)	\$14,800	\$600 + \$300	\$15,700
BSB50215 Diploma of Business	2	091394A	52 weeks (4 weeks holiday breaks)	\$14,800	\$600 + \$300	\$15,700
*BSB60215 Advanced Diploma of Business	3	091395M	78 weeks (6 weeks holiday breaks)	\$14,500	\$900+ \$300	\$15,700
BSB80615 Graduate Diploma of Management (Learning)	2	093595J	52 weeks (4 weeks holiday breaks)	\$19,100	\$600+ \$300	\$ 20,000
<p>Note: Details of course information can be found on this handbook or by visiting our website: <a href="http://asoc.edu.au/">http://asoc.edu.au/</a> or can be made available at the reception.</p> <p>Delivery Mode: Classroom based Face to Face theory learning.</p> <p>Delivery Location: Melbourne Campus: Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000 Australia Hobart Campus*: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia</p> <p>*BSB60215 Advance Diploma of Business is not delivered in Hobart. Material Fees will only include printed reading materials and handouts provided by the school. Minimum 20 hours per week 1 study period=26 weeks each</p>						

Education institution that recruits enrolls or teaches overseas students must be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) for every course offered to overseas students.

## Course Information

Course Name and Code <b>BSB40215 Certificate IV in Business</b>	
<b>CRICOS code</b>	091393B
<b>Course Description</b>	<i>This qualification is suited to those working as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.</i>
<b>Delivery Mode</b>	Face to Face
<b>Location</b>	Delivery Location (Melbourne Campus): Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000 Australia  Delivery Location (Hobart Campus): Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia
<b>Course Fees</b>	\$15,700
<b>Duration of the training (Including Holidays &amp; breaks)</b>	52 weeks (12 weeks holiday breaks)
<b>Amount of training:</b>	20 scheduled course contact hours per week.
<b>Delivery Schedule for face to face component</b>	40 weeks
<b>Pre-Training Review</b>	<i>The Pre-Training Review (PTR) will be conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Australian School of Commerce (ASOC) is able to meet the student's individual needs. Students are required to fill up the PTR form submit it along with the application form.</i>  ASOC will reviews the student's current competencies, student needs, English level, support requirements and oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.
<b>Language, Literacy and Numeracy test (LLN)</b>	<i>Students undertaking this course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, students wanting to study at ASOC are required to undertake LLN test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.</i>  LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under the supervision of qualified LLN assessor.  Students will be required to undertake LLN test at the ACSF Level 3 for "BSB40215 Certificate IV in Business"



<b>Computer literacy requirements</b>	<p>All students enrolling into ASOC programs must have basic computer skills. Student are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form.</p> <p>Students who do not possess basic computing skills will be provided with basic computer using support.</p> <p>Students can contact ASOC for any further information or assistance.</p>
<b>Academic requirements</b>	<p>To enter into this course delivered at ASOC, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.</p> <p>or</p> <p>Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be assessed for possible RPL opportunities and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.</p>
<b>Age</b>	<p>Students must be above 18 years of age while filling up the application form.</p>
<b>Material and Resources required</b>	<p>Although ASOC will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher.</p> <p>Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).</p> <p>All learners are expected to have access to MS office application such as Microsoft Word, an email platform.</p>
<b>Assessment methods</b>	<p>Assessment methods used for this course are practical demonstrations- (Role plays and Presentations), case studies, projects, reports and knowledge test.</p>
<b>Pathways</b>	<p>Units in this qualification reflect the knowledge and skills of individuals with significant experience in:</p> <ul style="list-style-type: none"> <li>• Administrator</li> <li>• Executive Personal Assistant</li> <li>• Office Administrator</li> <li>• Project Officer</li> <li>• Team Leader (Contact Centre)</li> </ul> <p>However, above pathway information is in line with qualification description on National Training Register (<a href="http://www.training.gov.au">www.training.gov.au</a>), it doesn't imply any job guarantee or job role at the end of the course.</p> <p>ASOC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.</p>

Course Name and Code	
<b>BSB50215 Diploma of Business</b>	
<b>CRICOS code</b>	091394A
<b>Course Description</b>	<p><i>This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators.</i></p> <p><i>Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.</i></p> <p><i>Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.</i></p>
<b>Delivery Mode</b>	Face to Face
<b>Location</b>	<p><i>Delivery Location (Melbourne Campus): Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000 Australia</i></p> <p><i>Delivery Location (Hobart Campus): Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia</i></p>
<b>Course Fees</b>	\$15,700
<b>Duration of the training</b> <b>(Including Holidays &amp; breaks)</b>	52 weeks (4 weeks holiday breaks)
<b>Amount of training:</b>	20 scheduled course contact hours per week.
<b>Delivery Schedule for face to face component</b>	48 Weeks
<b>Pre-Training Review</b>	<p><i>The Pre-Training Review (PTR) will be conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Australian School of Commerce (ASOC) is able to meet the student's individual needs. Students are required to fill up the PTR form submit it along with the application form.</i></p> <p><i>ASOC will reviews the student's current competencies, student needs, English level, support requirements and oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.</i></p>

<p><b>Language, Literacy and Numeracy test (LLN)</b></p>	<p>Students undertaking this course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, students wanting to study at ASOC are required to undertake LLN test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.</p> <p>LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under the supervision of qualified LLN assessor.</p> <p>Students will be required to undertake LLN test at the ACSF Level 3 for "BSB50215 Diploma of Business"</p> <p>If students do not meet the recommended English and LLN requirements, students will be referred for additional support to be provided by the school with ACSF Support plan.</p>
<p><b>Computer literacy requirements</b></p>	<p>All students enrolling into ASOC programs must have basic computer skills. Student are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form.</p> <p>Students who do not possess basic computing skills will be provided with basic computer using support.</p> <p>Students can contact ASOC for any further information or assistance.</p>
<p><b>Academic requirements</b></p>	<p>To enter into this course delivered at ASOC, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.</p> <p>or</p> <p>Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be accessed for possible RPL opportunities and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.</p>
<p><b>Age</b></p>	<p>Students must be above 18 years of age while filling up the application form.</p>
<p><b>Material and Resources required</b></p>	<p>Although ASOC will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher.</p> <p>Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).</p> <p>All learners are expected to have access to MS office application such as Microsoft Word, an email platform.</p>
<p><b>Assessment methods</b></p>	<p>Assessment methods used for this course are practical demonstrations- (Role plays and Presentations), case studies, projects, reports and knowledge test.</p>

<b>Pathways</b>	<p><i>Pathways from the qualification</i></p> <p><i>Pathways from the qualification BSB60215- Advanced Diploma of Business</i></p> <p><i>Employment Pathway:</i></p> <p><i>Units in this qualification reflect the knowledge and skills of individuals with significant experience in:</i></p> <ul style="list-style-type: none"><li>• <i>Executive officer</i></li><li>• <i>Program consultant</i></li><li>• <i>Program coordinator.</i></li><li>• <i>Administration Manager</i></li><li>• <i>Executive Officer</i></li></ul> <p><i>However, above pathway information is in line with qualification description on National Training Register (<a href="https://www.myskills.gov.au/courses/details?Code=BSB50215">https://www.myskills.gov.au/courses/details?Code=BSB50215</a>) and (<a href="http://www.training.gov.au">www.training.gov.au</a>), it doesn't imply any job guarantee or job role at the end of the course.</i></p> <p><i>ASOC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.</i></p>
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Course Name and Code	
<b>BSB60215 Advanced Diploma of Business</b>	
<b>CRICOS code</b>	091395M
<b>Course Description</b>	<p><i>This qualification reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions.</i></p> <p><i>The qualification is suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.</i></p>
<b>Delivery Mode</b>	Face to Face
<b>Location</b>	<p>Delivery Location (Melbourne Campus): Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000 Australia</p> <p><i>*This course is not available in Hobart, Tasmania.</i></p>
<b>Course Fees</b>	\$15,700
<b>Duration of the training (Including Holidays &amp; breaks)</b>	78 weeks (6 weeks holiday breaks)
<b>Amount of training:</b>	20 scheduled course contact hours per week.
<b>Delivery Schedule for face to face component</b>	72 weeks
<b>Pre-Training Review</b>	<p><i>The Pre-Training Review (PTR) will be conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Australian School of Commerce (ASOC) is able to meet the student's individual needs. Students are required to fill up the PTR form submit it along with the application form.</i></p> <p><i>ASOC will reviews the student's current competencies, student needs, English level, support requirements and oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.</i></p>
<b>Language, Literacy and Numeracy test (LLN)</b>	<p><i>Students undertaking this course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, students wanting to study at ASOC are required to undertake LLN test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.</i></p> <p><i>LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under the supervision of qualified LLN assessor.</i></p> <p><i>Students will be required to undertake LLN test at the ACSF Level 4 for "BSB60215 Advanced Diploma of Business"</i></p>



<b>Computer literacy requirements</b>	<p>All students enrolling into ASOC programs must have basic computer skills. Student are required to fill in</p> <p>the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form.</p> <p>Students who do not possess basic computing skills will be provided with basic computer using support.</p> <p>Students can contact ASOC for any further information or assistance.</p>
<b>Academic requirements</b>	<p>To enter into this course delivered at ASOC, applicants should have successfully completed Certificate IV level qualifications.</p> <p>Or</p> <p>Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be accessed for possible RPL opportunities and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.</p>
<b>Age</b>	<p>Students must be above 18 years of age while filling up the application form.</p>
<b>Material and Resources required</b>	<p>Although ASOC will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher.</p> <p>Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).</p> <p>All learners are expected to have access to MS office application such as Microsoft Word, an email platform.</p>
<b>Assessment methods</b>	<p>Assessment methods used for this course are practical demonstrations- (Role plays and Presentations), case studies, projects, reports and knowledge test.</p>
<b>Pathways</b>	<p>Units in this qualification reflect the knowledge and skills of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions e.g. senior administrator &amp; senior executive.</p> <p>However, above pathway information is in line with qualification description on National Training Register (<a href="http://www.training.gov.au">www.training.gov.au</a>), it doesn't imply any job guarantee or job role at the end of the course.</p> <p>ASOC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.</p>

Course Name and Code	
<b>BSB80615 Graduate Diploma of Management (Learning)</b>	
<b>CRICOS code</b>	093595J
<b>Course Description</b>	<p>This qualification reflects the roles of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.</p> <p>This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability.</p>
<b>Delivery Mode</b>	Face to Face
<b>Location</b>	<p>Delivery Location (Melbourne Campus): Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000 Australia</p> <p>Delivery Location (Hobart Campus): Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia</p>
<b>Course Fees</b>	\$20,000
<b>Duration of the training</b> <b>(Including Holidays &amp; breaks)</b>	52 weeks (4 weeks holiday breaks)
<b>Amount of training:</b>	20 scheduled course contact hours per week.
<b>Delivery Schedule for face to face component</b>	48 weeks
<b>Pre-Training Review</b>	<p>The Pre-Training Review (PTR) will be conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Australian School of Commerce (ASOC) is able to meet the student's individual needs. Students are required to fill up the PTR form submit it along with the application form.</p> <p>ASOC will reviews the student's current competencies, student needs, English level, support requirements and oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.</p>
<b>Language, Literacy and Numeracy test (LLN)</b>	<p>Students undertaking this course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, students wanting to study at ASOC are required to undertake LLN test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.</p> <p>LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under the supervision of qualified LLN assessor.</p> <p>Students will be required to undertake LLN test at the ACSF Level 4 for "BSB80615</p>

	Graduate Diploma of Management (Learning)".
<b>Computer literacy requirements</b>	<p>All students enrolling into ASOC programs must have basic computer skills. Student are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form.</p> <p>Students who do not possess basic computing skills will be provided with basic computer using support.</p> <p>Students can contact ASOC for any further information or assistance.</p>
<b>Academic requirements</b>	<p>To enter into this course delivered at ASOC, applicants should have successfully completed Diploma level qualifications.</p> <p>or</p> <p>Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be assessed for possible RPL opportunities and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.</p>
<b>Age</b>	Students must be above 18 years of age while filling up the application form.
<b>Material and Resources required</b>	<p>Although ASOC will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher.</p> <p>Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).</p> <p>All learners are expected to have access to MS office application such as Microsoft Word, an email platform.</p>
<b>Assessment methods</b>	Assessment methods used for this course are practical demonstrations- (Role plays and Presentations), case studies, projects, reports and knowledge test.
<b>Pathways</b>	<p>Units in this qualification reflect the knowledge and skills of individuals with significant experience in:</p> <ul style="list-style-type: none"> <li>• Learning and development consultant</li> <li>• Manager/head of department, registered training organisation (RTO)</li> <li>• Organisational learning and leadership manager</li> <li>• Training manager</li> <li>• Workforce capability development leader</li> <li>• Workforce planner</li> <li>• Educational professional working within an RTO</li> <li>• Manager providing research or information related to career development.</li> </ul> <p>However, above pathway information is in line with qualification description on National Training Register (<a href="http://www.training.gov.au">www.training.gov.au</a>), it doesn't imply any job guarantee or job role at the end of the course.</p> <p>ASOC doesn't claim any employment outcome or job guarantee associated with its</p>

courses as it will be misleading.

### Entry Requirements and Prerequisite (including English language Requirements)

#### Enrolment information

ASOC's enrolment requirements for this course are:

- A completed Application form and signed agreement
- Identification documents, one of which is a photo of the student such as a passport.

#### Pre-training Review (PTR)

The Pre-Training Review (PTR) is conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Australian School of Commerce (ASOC) is able to meet the student's individual needs.

ASOC reviews the student's current competencies, student needs, English level, support requirements and oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.

#### Guidelines for PTR-To be filled up by Students

1. Students are required to fill up the PTR form and submit it along with the application form.
2. Students are required to read all the details of their course, policies and procedures of the School before filling up the answers. Information can be made available from the Student Handbook and/or ASOC's website.
3. Students are required to answer the questions in a true and correct manner.
4. Enrolment officer will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.
  - **PTR Interview conducted via Telephone**-If PTR Interview is conducted via telephone, Enrolment officer will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained by making notes of the response of the discussion by Enrolment Officer.
  - **PTR Interview conducted Face to Face**- During face to face PTR interview, Enrolment officer will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer.
5. During both Telephonic and/or Face to face PTR Interview, Enrolment officer will verify the answers provided by the student and check:
  - if the student is aware of the policies, procedures and other information necessary for the students.
  - if the student has received true and accurate information and if they are suitable to undertake the course/s.
6. Enrolment officer will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.
7. **If students have not received sufficient information i.e.** are not aware of the policies, procedures and other information necessary for students to make enrolment decision to study at ASOC, Enrolment officer will provide necessary information to the student required to make enrolment decision.
8. **For example: If students have answered "No" or have not answered the questions in the PTR form**, Enrolment officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at ASOC.
9. While conducting PTR, Enrolment officer will take information from the Application form and Pre training review form to identify any support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, etc.
10. At the final stage of the PTR, the Enrolment officer will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Enrolment officer will take holistic approach while assessing student's answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals.

Enrolment officer will have a thorough discussion with the student and will offer support or guidance if required.

#### Application Rejection

Student's Application will be rejected if:

- Student does not have appropriate work experience, level of skills and the ability to undertake the course successfully.

- Enrolment in the course is not aligned with the student's educational goals, work/career goals and/or previous experience in that particular area (if any).
- Student does not meet the entry requirements specified for the course including English requirements, academic requirements, age, and does not have the ability to undertake this course successfully.
- Student does not have appropriate listening and oral communication skills as interpreted during PTR Interview.

Enrolment officer will inform the student before cancelling and discuss reasons for cancellation.

Please refer to ASOC's Enrolment Kit for more information available on website and can also be made available at the reception. *Students are encouraged to contact ASOC administration on 1300 781 194 to ask any doubts they may have.*

The pre-training review ensures that ASOC:

- Understands the student's reasons for undertaking the course
- ensures the suitability of the training to the students
- understands the student's current competencies and therefore provides opportunities for these to be assessed
- Identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge on Language Literacy and Numeracy skills.
- check if the training and assessment strategies employed to deliver the course suits the student's needs, and
- Provides relevant support required for the student to succeed in the course.

If a student is granted with RPL or course credit, ASOC will give a written record of the decision to the overseas student to accept and will retain the written record of acceptance and payment receipts for two years after the overseas student ceases to be an accepted student.

If student is granted with RPL or course credit which will reduce overseas student's length course,

- Students will be informed of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course.
- Any changes in course duration will be reported in PRISMS, if RPL or course credit is granted.

#### **English Language Requirements for International students:**

International students applying for this course either off-shore or on-shore will require:

- i) Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course;  
or, IELTS score of 5.0 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course;
- or, IELTS score of 4.5 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course;

Note: Results older than two years are not acceptable.

**OR**

- ii) to provide evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States

**OR**

- iii) to provide evidence that, within two years\* of their signed written agreement date, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

#### **Test evidence table:**

English Language Test Providers	Minimum Test Score	Minimum Test Score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	5.5	5	4.5



*Test of English as a Foreign Language (TOEFL) paper based	527	500	450
TOEFL internet-based test	46	35	32

The test must have been taken no more than two years\* before you apply to study at ASOC.

\*The date when ASOC receives the signed written agreement (either through Email or in hand)

### **Academic Requirements**

For BSB40215 Certificate IV in Business and BSB50215 Diploma of Business: To enter into these courses delivered at ASOC, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

For BSB60215 Advanced Diploma of Business: To enter into this course delivered at ASOC, applicants should have successfully completed Certificate IV level courses.

For BSB80615 Graduate Diploma of Management (Learning): To enter into this course delivered at ASOC, applicants should have successfully completed Diploma level courses.

Or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be accessed for possible RPL opportunities and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

### **Language, Literacy and Numeracy test (LLN)**

Students undertaking the course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students wanting to study at ASOC are required to undertake LLN Test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under the supervision of qualified LLN assessor.

All students are required to undertake a language, literacy and numeracy test (LLN) according to the following qualification:

BSB40215 - Certificate IV in Business	ACSF Level 3
BSB50215 - Diploma of Business	ACSF Level 3
BSB60215 - Advanced Diploma of Business	ACSF Level 4
BSB80615 - Graduate Diploma of Management (Learning)	ACSF Level 4

Students are required to achieve expected level of working component as per the required level. Where a student does not achieve the required LLN scores for the qualification into which they are seeking enrolment, LLN support\* will be provided to the student, providing the student achieves the required performance level in at least three of the core skill elements and only fails to achieve the required score in the other 2 areas by 1 level. However, if student fails to demonstrate performance level in more than two core skills or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application. A student failing to demonstrate this LLN level does not have the required skills to successfully obtain the qualification applied for and will be referred to explore other training pathways.

\*LLN support-If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students will be asked to take further Language, literacy and numeracy training, such as ELICOS programs (ASOC does not offer ELICOS program). ASOC will offer support and guidance to students who require LLN Support.

**ACSF Support plan** is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact ASOC to seek assistance or support in LLN. Refer to LLN policy for more details.

**Note:**

ASOC does not:

- claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by ASOC.
- claim any job guarantees or employment with its programs.
- guarantee a successful education assessment outcome for the student or intending student.

**Computer Literacy Requirements**

All students enrolling into ASOC programs must have basic computer skills. Student are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form. Students who do not possess basic computing skills will be provided with basic computer using support. Students can contact ASOC for any further information or assistance.

**Minimum age requirements**

Students must be above 18 years of age while filling up the application form.

**Materials and Equipment Required**

Although ASOC will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS office application such as Microsoft Word, an email platform.

## TRAINING AND ASSESSMENT

Australian School of Commerce's training and assessment strategies and practices, including the amount of training we provide, are consistent with the requirements of training packages and VET accredited courses and will enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

The amount of training provided to each learner is in regard to:

- the existing skills, knowledge and the experience of the learner
- the mode of delivery
- where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

### Competency based training and assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard of performance expected in the workplace. Classroom assessment, project, reports are adopted by ASOC and assessment practices aims to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace. Those being assessed are often referred to as learners or students. The method and timing of assessment will vary depending upon the assessor, the student and the competency being assessed. ASOC ensures that all the assessments are valid, fair, reliable, authentic and flexible and that assessments are conducted in accordance with the Principles of Assessment and the Rules of Evidence.

### MODE OF DELIVERY/ APPROACH

All the courses at ASOC are delivered face to face in a classroom with access to a simulated environment for a minimum of 20 hours face to face schedule course per week usually over three days. Australian School of Commerce (ASOC) courses are delivered using a variety of different methods. Delivery methods include classroom delivery, lectures, group discussions, presentations, case study analysis. During class times, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

### Course Assessment and Methods

All assignments will be in accordance with the principles of assessment and rules of evidence (these can be found at <https://www.asqa.gov.au/standards/chapter-4/clauses-1.8-1.12>).

### Principles of Assessment

#### i. Fairness:

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments will be applied by the Australian School of Commerce to consider the individual learner's needs. Australian School of Commerce will inform the learners about the assessment process and provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

#### ii. Flexibility:

Assessment is flexible to the individual learner by:

- reflecting the learner's needs
- assessing competencies held by the learner no matter how and where they have been acquired, and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

#### iii. Validity:

Any assessment decision of Australian School of Commerce is justified, based on the evidence of performance of the individual learner. Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
- assessment of knowledge and skills is integrated with their practical application.

- assessment is based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations
- Judgement of competence is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.

iv. Reliability:

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

### Rules of Evidence

v. Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.

vi. Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competency.

vii. Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

viii. Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Detailed procedures of how assessments will be conducted is given in the Assessment Policy which is available on the website and can be made available from the reception.

### Assessment methods

A range of assessment methods will be used to accommodate the diversity in student's learning styles and preferences. These assessment methods may include but are not restricted to:

- Case studies
- Projects
- Presentations
- Role plays
- Reports and
- Knowledge Test

### Re-assessment

Students will be given 3 attempts (1 Original submission + 2 more attempts) to demonstrate competency at each assessment. 1<sup>st</sup> and 2<sup>nd</sup> attempt will be free of cost, however, if a student is unable to clear 2 attempts, a charge of AU\$300 will be applied. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

### Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment, the student's submission will be marked Satisfactory (S) or not satisfactory (NS). After each assessment, verbal and written feedback is provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

### Assessment Appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the trainer/assessor and discussing the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either Administration Manager or training manager. If students are still dissatisfied, students can appeal formally and in writing to have the result reviewed. Students can refer to Complaints and Appeals policy for more details. It is available on ASOC's website [www.asoc.edu.au](http://www.asoc.edu.au), and can also be made available from the Reception.

### **Qualifications to be issued**

Qualifications gained at ASOC are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognised nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results or transcript of results will only be issued once all the outstanding fees have been paid in full. ASOC will issue certification in a timely manner, so students can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation they may need. Providing all fees have been paid, all AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.

Please contact ASOC's Administration department for more details.

### **Academic Misconduct**

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a Student is caught engaging in these acts, their assessment will be deemed Not Yet Competent. If students are engaged in such act for a second time, they may be suspended or expelled from the course. All work submitted must be an accurate reflection of the Student's level of competence.

All plagiarism is unacceptable and each case of plagiarism should be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

Inappropriate practices in the use of referencing, citations, quotations or attributions for formative assessment may be dealt with and by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments will be dealt with seriously:

- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments.
- If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- All work submitted must be an accurate reflection of the Student's level of competence. The evidence used to make a decision at Australian School of Commerce about competence will be valid, sufficient, authentic and current.

More detailed information can be found on Plagiarism and cheating Policy available on ASOC's website and/or at the reception.

### **PLAGIARISM and CHEATING**

Australian School of Commerce (ASOC) is committed to upholding standards of academic integrity and honesty. Plagiarism and Cheating in any form is unacceptable and will be treated seriously by ASOC. Students will be advised at the beginning of their course about the plagiarism policy and procedures; and the provisions in the School about cheating.

#### **PLAGIARISM**

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students or the internet, published and unpublished works. Plagiarism occurs when students fails to acknowledge that the ideas of others are being used. Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;

- other people's designs, codes or images are presented as the student's own work;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;
- Lecture notes are reproduced without due acknowledgement.
- Plagiarism may take the form of similar work submitted by students who may have worked together

## **COLLUSION**

Collusion means unauthorised collaboration on assessable written, oral or practical work with another person.

## **CHEATING**

Cheating may include (but is not limited to):

- Someone copying from others work.
- Someone pretending that it is their own work

## **Consequences-Plagiarism and Cheating**

- All plagiarism is unacceptable and each case of plagiarism should be treated on its own merits. Educational procedures should be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.
- All assessment work submitted by a student should be assessed in accordance with its academic merit. If a student receives a reduced grade or fails an assessment task because of the absence of appropriate citations and references it may be a consequence of the student failing to meet the state criteria for the task, rather than as a punishment for plagiarism.
- Inappropriate practices in the use of referencing, citations, quotations or attributions for formative assessment may be dealt with by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments must be dealt with according to the guidelines of the Plagiarism and cheating policy.
- The penalties associated with plagiarism are designed to impose sanctions that reflect the seriousness of the ASOC's commitment to academic integrity. Penalties may include revising and resubmitting assessment work, receiving a result of zero for the assessment task, failing the course, expulsion and/or the imposition of a financial penalty.
- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments. If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- The Training Manager will keep a record of all suspected incidents of plagiarism brought to attention by the trainers. Procedural aspects of these records will be reviewed to ensure that they have been dealt with fairness.
- If trainer and/or the Training Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at ASOC, and a further penalty may be imposed.

Kindly refer to Plagiarism and Cheating policy available on ASOC's website and/or at the reception for more details.



### **Credit Transfer**

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on the identified equivalence in the content and learning outcomes between the matched qualifications. Such as:

1. Unit/module is the same i.e. same code and title
2. Unit/module has been reviewed and this results in minor changes to the unit/module code e.g. B to C. This indicates that the learning outcomes of the unit/module have remained the same.
3. Unit/module has been transferred from another training package/curriculum and recorded; however, the learning outcomes remains the same.
4. If the course credit is given, the confirmation of enrolment (COE) issued for that student will indicate the actual net program duration (as reduced by course credit) for that program.
5. If course credit is granted, and it results in shortening of the student's program duration, the School will report the change of program duration in PRISMS.

Students who have completed identical units to those in the course they are beginning at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment issued by any other RTO or AQF authorised issuing organisation.

- Students are requested to apply for credit transfer before enrolment but no later than 2nd week of the first term of study in their enrolled course.
- Students must complete the Credit Transfer Application form, and submit the application to the Administration department or at the Reception.
- The application must include copy of verified Award or statement of attainment copies, all original documents and must identify the units successfully completed including unit codes, unit name and dates of completion.
- Training Manager or Administration Manager will verify the Award or Statement of Attainment, and other original documents submitted along with the Credit transfer application form and will grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.
- Verified copies of Qualifications and Statements of Attainment and other documents provided by the students and used as the basis for granting Credit Transfer will be placed in the student files.
- Granting of Credit Transfer will be recorded as a unit outcome and kept in the students file.
- If Credit transfer is granted, ASOC will provide a written record of the decision to the students to accept and will retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

Application forms and more information about credit transfers are available on ASOC's website or can be obtained from ASOC's reception.

### **Recognition of Prior Learning (RPL)**

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is defined as an assessment-only pathway of determining the competence of a person. RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency standards. To support this type of application evidence of where and how the skills were obtained is required.

Australian School of Commerce (ASOC) recognises the prior learning of students based on:

- previous training, (includes overseas qualifications);
- formal study and acquisition of a qualification and statements of attainment from another RTO;
- practical experience in a work environment;
- projects undertaken; and
- life experience.

Students who believe they already have some of the competencies in the course they wish to study may apply for RPL. An essential requirement of RPL is proof of competency. This may involve providing copies of your resume and/or work performance appraisals, job descriptions and any certificates of in-house or formal training. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients or personal character references from the community.

### Procedures

- Students are requested to apply for Recognition of Prior Learning before enrolment but no later than 2nd week of the first term of study in their enrolled course.
- An RPL application for students will include all relevant evidence of work experience and where the learning has occurred. Applications will not be accepted unless all required information is included. Students who request an RPL assessment will be advised of the evidence required and suggestions on how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community-based learning, or overseas education, training or experience etc.)
- All RPL Applications are to be submitted to the administration department/Reception in the first instance along with verified supporting documents. The application and supporting documentation will be copied and placed into the student's file. Where originals are required for verification, authorised ASOC staff from the Administration department or representative will sight and indicate on copies "original sighted" and shall return originals to the student. ASOC will at no time accept and retain original certificates.
- The application will be forwarded to the Training Manager or representative to be assessed and outcomes will be determined by RPL/qualified assessor.
- It will be ensured that the evidence provided is valid, authentic, current and sufficient and that the process is fair, flexible and valid.
- If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate his/her skills/experience. The Training Manager or representative will set a date for the additional documents to be submitted.
- The applicant will be notified of the outcome of the RPL. On the basis of the assessment, the student will be advised that:
  - the application has been granted; or
  - the application has been denied; or
  - further evidence is required
- Where an application for RPL or Course Credit is received by ASOC, The Training Manager or representative will assess the application and provide an outcome to the application within 14 working days of receipt or as soon as practicable where further information is required to determine the outcome. If RPL is approved, the applicant will be marked as "CT or RPL" rather than "Competent" in the transcript of records.
- Where either of the above, credit transfer or RPL applications are received or course credit is approved, the following must occur: Enrolment Officer or representative will change student's COE to reflect reduction in period of study. ASOC will provide student with the outcome of the credit application. The students must sign a letter to indicate the agreement with the outcomes of credit transfer or RPL applications and a copy will be kept in the students file.
- ASOC's Assessment policy will be followed when undertaking RPL assessments.

Application form for RPL can be obtained from the website or from ASOC's reception. More information on RPL is available on ASOC's website [www.asoc.edu.au](http://www.asoc.edu.au). Students can also speak to ASOC Staff for enquiries.

### **Currency of training**

ASOC implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses. ASOC ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

### **Pathways to Higher Education**

Graduates of ASOC may seek credits to the relevant degree programs in Australian universities. ASOC has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

### **Reasonable Adjustment**

Students have different needs and often training needs to be adjusted to meet individual student's needs. Adjustments can be made to assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for ASOC and must be allowable within rules defined by the training package.'

### **Unique Student Identifier (USI)**

The Unique Student Identifier (USI) is a mandatory requirement for anyone wishing to complete Nationally Recognised VET qualification as of 1 January 2015. Each time a student completes nationally recognised training, the RTO collects and verifies their USI before they can issue a qualification or statement of attainment. In addition, ASOC is required to include student's USI in the data submitted to NCVER.

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the ASOC during the enrolment process. If students do not provide an USI, ASOC will not be able to issue a Certificate, Statement of Attainment or Transcript for the training.

If you wish for Australian School of Commerce (ASOC) to create a USI on your behalf, be aware of the following:

ASOC will collect information about you for the purpose of creating a USI, this information is collected under the Student Identifiers Act 2014

This information can only be used for:

- Applying, verifying and giving a USI
- Resolving problems with a USI; and
- Creating authenticated vocational education and training (VET) transcripts;

This information may be shared with:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- The purpose of administering and auditing VET, VET providers and VET programs;
- Education related policy and research purposes; and
- To assist in determining eligibility for training subsidies
- VET regulators to enable them to perform their VET regulatory functions;
- VET admissions Bodies for the purpose of administering VET and VET programs,
- Current and former Registered Training Organisations to enable them to deliver VET courses to individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- Schools for the purpose of delivering VET courses to the individual and reporting on these courses;
- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and the collection, preparation and auditing of national VET statistics;
- Researchers for education and training related research purposes;
- Any other person or agency that may be authorised or required by law to access the information;
- Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not be disclosed without your consent unless authorised or required by or under law.

**M.S Aviation Pty Ltd T/A Australian School of Commerce**

**RTO NO. 41089 | CRICOS NO.: 03489A**

Melbourne Campus: Level 4, 123-129 Lonsdale Street Melbourne, Victoria 3000 Australia

Hobart Campus: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia

Ph: 1300 781 194

E: [Info@asoc.edu.au](mailto:Info@asoc.edu.au)

W: [www.asoc.edu.au](http://www.asoc.edu.au)



If you would like ASOC to apply for a USI on your behalf, you must authorise us to do so. You must also provide some additional information as noted below so that we can apply for a USI on your behalf. Students will be required to fill up USI Application form during induction prior to the course commencement.

For details on USI, visit [www.usi.gov.au](http://www.usi.gov.au). ASOC Student Services staff can assist you to obtain your USI on request.

**Note:**

ASOC does not guarantee that:

- a learner will successfully complete a training product on its scope of registration, or
- a learner will obtain a particular employment outcome.

## Campus Facilities and Resources

### Training Location

ASOC has its training facility located at a convenient location in Melbourne city. ASOC's Hobart campus is located in the CBD of Hobart. ASOC's location is accessible from all kinds of public transportation.

**Melbourne Campus:** Level 4, 123-129 Lonsdale Street Melbourne, Victoria 3000 Australia

**Hobart Campus:** Level 4, 18 Elizabeth Street, Hobart, Tasmania  
7000 Australia

Phone: 1300 781 194

Email: [info@asoc.edu.au](mailto:info@asoc.edu.au)

Website: [www.asoc.edu.au](http://www.asoc.edu.au)

### How to reach us:

#### By Public Transport

##### By Train

Nearest Train Stations:

Melbourne Campus: Parliament Station, Melbourne Central Station,

Hobart Campus: No trains (buses mainly)

##### By Tram

Melbourne Campus: Tram No 86, 96, 59, 57, 19

Hobart Campus: No Trams (buses mainly)

##### By Bus:

Melbourne Campus Bus no 251, 250, 3560, 207

Hobart Campus: There are plenty of bus options available near campus.

Southern Suburbs: Bus no 401, 409, 410, 411, 710, 712, 714, 716

Eastern Suburbs: Bus no:606, 676

Northern Suburbs: Bus no 511, 512, 513

*Students may seek assistance from our friendly Support staff if there is any difficulty in understanding routes.*

##### By Uber

Uber services are available round the clock.

##### By Taxi

TAXI services are available round the clock.



### **By Car**

If you are driving, you can use public parking or paid parking available in nearest place. For any assistance, please contact ASOC on 1300 781 194.

### **Modern Campus Facilities and Equipment (For both the campuses i.e. Melbourne and Hobart)**

- Fully equipped classrooms with table, chairs (flipped chairs), projectors and/or Interactive screens.
- Computer lab with Desktops with LED monitors
- Chairs with Tables where students can keep their notebooks or laptops.
- Quiet Study area with computers for students to work on assignments and/or study
- Library
- Climate control Air Conditioning
- High speed internet
- Access to many cafés and restaurants.
- Photocopy and printer facilities for students.

### **Student recreational area and lunch room**

ASOC campus has a dedicated student lunch and recreational area with access to kitchen facilities where students can relax and meet with others during breaks.

### **Classrooms**

All training rooms are modern, fitted with whiteboards, Interactive screens or projectors to transfer trainers notes directly to your Pc/laptop or mobile device, air-conditioned facilities that is well equipped including projectors, conferencing facilities and internet connection and computer systems. ASOC aims to provide inclusive learning environment for its learners.

### **Class times and reception hours**

- ASOC Melbourne campus will be open for classes from 7:00 a.m-10:00 p.m. from Monday to Sunday
- ASOC's Hobart campus will open for classes 7:00 a.m-10:00 p.m. from Monday to Sunday
- ASOC Melbourne Campus: Reception will be open from 9.00 a.m.-5.00 p.m. from Monday to Sunday.
- ASOC's Hobart campus: Reception will be open from 9.00 a.m.-5:00 p.m. from Monday to Friday.

There will be at least 1 or more student support officer depending upon the scheduled classes during weekend class hours.

Students will not be scheduled for more than 8 hours class in a day. Classes will run in 4 hours session. Students are requested to call ASOC to receive information on the class timetable.

### **Library**

ASOC has a library where students can gain access to books, printed materials etc. Students can complete their assignments or study in their free time in the library.

### **Fully equipped IT labs**

ASOC has fully equipped computer lab with Microsoft Office – Word, Excel, and PowerPoint. Students can request for printing and photocopying facilities at the reception at no extra cost.

### **Student Administration and Support Services**

Student Administration and Student Support Services are available for all students. Reception is your first point of contact for any queries.

### **Materials and Equipment**

ASOC will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication



and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS office application such as Microsoft Word, an email platform.

### **Book and Reading Materials**

ASOC provides the handouts and reading material for students to read and keep (Cost for handouts and reading material is already included in Material fees).

## **Studying at ASOC**

A number of approaches to course delivery are used by ASOC's staff. Course delivery approaches include: supervised study, case studies, tutorials, trainer led classroom delivery, practical activities like role play and presentations. During class time, students will be expected to participate by answering questions, giving opinions, giving assessments in the form of projects, assignment etc., demonstrating tasks, working with others in groups, making presentations, participate in role-play scenarios.

The duration of the course specified in the course information includes only formal training. Students are required to dedicate a minimum of 20 hours per week towards their study. This will include class attendance, self-paced learning (not included in the minimum 20 hours per week), research, learning activities and assessment activities.

### **Course Assessments**

The Australian School of Commerce uses several methods of assessment to measure students' competency as mentioned above in the Assessment Methods section. Assessment methods used for this course includes practical demonstrations (presentations and role plays), case studies, projects, reports and knowledge test.

## **Our Obligation to You**

ASOC is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and for the issuance of the AQF certification documentation. This means that the School is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.

### **Transfer Between Registered Providers**

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. ASOC will not actively recruit a student where this clearly conflicts with obligations under standard 7 of the National Code 2018 (Overseas student transfers).

ASOC will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them.

If students wish to apply for a transfer, they will need to apply to the School for a release. There is no cost attached to apply for a release; however, students will need to contact the Department of Home Affairs to seek advice on whether a new visa is required.

All applications will be assessed on the basis of the ASOC's transfer between providers Policy, conditions of Enrolment, the Fee Payment and Refund Policy, the study plan and declaration submitted by the student in their application.

Documented evidence supporting circumstances/reasons for seeking release must be included with this application. Please refer to the ASOC's transfer between providers policy for more details available on the website.

### **Deferral, Suspension and Cancellation**

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the School. Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g. you are going into hospital)
- Bereavement (death of an immediate member of family)

- Serious illness of an immediate member of family.

If you know that you will not be attending classes during the study period, you should contact the School and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence, supporting circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to formally apply for the deferral or suspension.

The School may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to the Department of Home Affairs through the PRISMS by the School and this may affect the status of a student visa. Please refer to ASOC's Deferral, Suspension and Cancellation Policy for more details available on ASOC's website or can also be made available from the reception.

## Student Obligations

### Overseas Student Health Cover

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date as long as you hold this visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

As holding OSHC is a visa requirement, take care to maintain your cover at all times. If you do fall behind in payments or renewing your cover, you will be able to continue your cover but you may not be able to claim for services you received while you were in arrears.

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued. Australian School of Commerce can assist you in organising an OSHC cover for you if you wish. Contact our Student Services.

You can find out more about OSHC at

[https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.htm](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm)

Some of registered health insurers that offer OSHC are:

Health Insurer	Insurers website
ahm OSHC	<a href="http://www.ahmoshc.com">www.ahmoshc.com</a>
Allianz Global Assistance (Peoplecare Health)	<a href="http://www.allianzassistancehealth.com.au/en/student-visa-oshc/">www.allianzassistancehealth.com.au/en/student-visa-oshc/</a>
BUPA Australia	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	<a href="http://www.cbhsinternationalhealth.com.au/overseas-students-oshc">www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
NIB OSHC	<a href="http://www.nib.com.au">www.nib.com.au</a>

### Full Time Study

Overseas students are required to be enrolled in a full-time registered course to undertake study. Australian law requires international students to study a full-time study load. A full-time study load is normally a minimum of 20 scheduled course contact hours per week.

## Academic Course Progress

Students at ASOC are required to regularly attend classes and achieve satisfactory course progress.

If students do not make satisfactory academic progress, they may be reported to the Department of Home Affairs which may affect their visa status.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

A failure of units in any study period will trigger a review of academic progress by the school and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit after one or more opportunities for re-assessment has been provided or a result appeal process has been undertaken. In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by the trainers;
- Make an appointment with the Student Support Officer or Training Manager if you are having any difficulties with your studies.

In addition to the above minimum requirement, the School will implement counselling procedures and an intervention strategy when you think you may be in danger of not meeting the requirements.

Counselling and intervention strategy may be triggered by any of the following events (including but not limited to):

- Failing any units in a study period
- Not attending compulsory classes

If students fail to meet the requirements of satisfactory course progress, they will be reported to the Department of Home Affairs.

Please refer to the Attendance and course progress policy available on ASOC's website and/or student administration for more details on Intervention strategy, academic progress, extension of course duration etc.

## Attendance Requirements

ASOC gives strong emphasis on attendance requirements. ASOC collects and monitors attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. ASOC will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students must maintain satisfactory attendance (i.e. minimum 80% of attendance) throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to students breaching their visa conditions. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress. ASOC is required to report the students on the basis of unsatisfactory course progress to the department of Home Affairs (DHA).

Note: Students will not be reported on the basis of attendance. However, Low attendance may lead to unsatisfactory course progress which can lead to you being reported to DHA.

As per the Attendance regulation set up by the Australian Skills Quality Authority (ASQA), overseas students are required to be enrolled

in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA. Students are required to participate in and attend the scheduled classes.

If **an overseas student** is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training.

In this case, Australian School of Commerce (ASOC) **will invite the student to apply for RPL and the School will reduce the duration of the course to the minimum duration** required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

Please refer to the Attendance and course progress policy available on ASOC's website and/or student administration for more details.

### **Intervention Strategy**

ASOC ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. ASOC will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the Training Manager or Student Support Officer and it may include one or more of the following strategies (but not limited to):

- attending counselling;
- attending extra/catch up classes;
- English language support;
- reviewing learning materials with the student and providing information to students in a context that they can understand;
- providing extra time to complete tasks;
- providing access to supplementary or modified materials;
- providing supplementary exercises to assist understanding;
- attending academic skills programs;
- attending tutorial or study groups;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where ASOC is unable to address the identified learning or academic issues;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

### **Change of Address**

Upon arriving in Australia students are required to advise the School of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the School of a change of address as, under Section 20 of the ESOS Act 2000.

ASOC is obliged to serve a notice at the last known address of the students if the student breaches a student visa condition relating to attendance and/or academic performance. The School may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions.

Hence, students must notify ASOC of any change of their address and contact details within 7 days of change while enrolled at the School including:

- the student's current residential address, mobile number (if any) and email address,
- who to contact in emergency situations

Failure to update the contact details to ASOC means that students may not receive important information which may affect their course, their enrolment or visa.

As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up-to-date to ensure they receive important information about their course, fees and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs web site at <https://www.homeaffairs.gov.au/>

### **Student Complaints and appeals procedure**

M.S Aviation Pty Ltd trading as Australian School of Commerce

Student Handbook

Version no:8.0

The School has a Student Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing ASOC's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with this outcome, the student may request mediation through the Overseas Student Ombudsman.

### Informal Complaint Process

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff member/s involved. Any student with a complaint may first raise the issue informally with Administration Manager or Trainer or Student Support Officer and attempt an informal resolution of the complaint. Complaints dealt in this way will not become part of the formal complaints process and will not be documented, recorded or reported on unless ASOC staff involved determines that the issue in question or complaint is relevant to the wider operation of ASOC.

ASOC staff involved in the discussion of an informal complaint or appeal will do their best to resolve the matter effectively and quickly.

Students who are not satisfied with the outcome of the complaint, they will be advised to register a formal complaint.

What can a complaint be about?

- A complaint can be about:
- any aspect of the service provided, or not provided by ASOC
- any aspect of the training and assessment
- the behaviour or decisions of staff, or
- policies and/or procedures of ASOC
- any action by any relevant 3rd party

### 5.2. Formal Complaint Process

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to Administration Manager/Complaints Officer. Students can also send an email alternatively to [apply@asoc.edu.au](mailto:apply@asoc.edu.au).

#### Lodging a complaint

To register a formal complaint, a student must complete and lodge a Student Complaints Form to Administration Manager/Complaints Officer providing:

- a clear and detailed statement of the complaint, including the parties involved
- a suggested solution that the student believes would settle the complaint (E.g. an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame).
- Complaint will be lodged in a complaint register.

**The resolution phase:** The Administration Manager/Complaints Officer will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.

The resolution phase will commence within **10 working days** of the complaint being lodged in writing, i.e. assessment of complaints or appeal will commence within 10 working days of it being made and the outcome will be finalised as soon as possible.

Where it is determined that the subject matter falls within the definition, the following procedures will take place:

- **Acknowledging the Lodging of a complaint**

Each formal complaint lodged by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through the email in writing by student support/admin staff.

The Student support/admin staff will forward the complaint for action to the relevant department as soon as practicable and should not take more than 10 days. Parties to complaint will not be part of the investigation team.

- **Recording the complaint**

Details of the complaints and their outcomes will be recorded in ASOC's complaints and appeals register and a copy will be filed in student's file. The original complaint will be forwarded to the Administration Manager/Complaints Officer. The Administration Manager/Complaints Officer will be responsible for ensuring that all of these actions are completed within five working day of the lodgement of the complaint.

- **Acting on Complaint**

All concerned parties will be contacted for investigation. Students will be given an opportunity to respond and present their case with supporting evidence.

Administration Manager/Complaints Officer will set an agenda for the meeting and discuss what steps should be taken.

**The right to be accompanied by a support person during the complaints/appeals process:** Parties making complaint will be invited for meeting and each involved party may be accompanied and assisted by a support person, according to the principles of natural justice. There will be an attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

All the information will be gathered as required to assist with the settlement of the complaint, including, providing the respondent with the statement of the complaint and all the relevant documents.

Complaints will be investigated thoroughly in spirit of natural justice and principal fairness. Best possible resolution will be achieved keeping a student-centred approach based on the facts and documents.

- **Time frame**

Person making a complaint will be informed of the outcome in writing and all the complaints will be finalised as soon as practicable understanding the student's requirements and other matters but *maximum within 60 days of receipt of complaint*.

Where ASOC considers more than 60 calendar days are required to process and finalise the complaint or appeal, the School will inform the complainant or appellant in writing, including reasons on why more than 60 calendar days are required, and will regularly update the complainant or appellant on the progress of the matter.

**If complaint falls outside the definition of complaints:** The Administration Manager/Complaints Officer will advise the student accordingly. Administration Manager/Complaints Officer may dismiss a complaint if, in their view the complaint is ill advised, misguided, frivolous, malicious or vexatious.

**Note:** it is to be noted that ASOC will respond to any complaint or appeal the overseas student makes regarding his or her dealings with ASOC, ASOC's education agents.

**At the conclusion of the resolution phase,** the Administration Manager/Complaints Officer will write to both the student and the respondent indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process. Students will be informed about their *Right to appeal* within 20 working days of the complaints if dissatisfied with the outcome.

**Record the decision:** ASOC's decision and reasons for the decision will be recorded by the Administration Manager/Complaints Officer and placed in the student's file.

**If a student is dissatisfied with the outcome of the formal complaint process,** students may initiate an internal appeal process by completing a Complaints and Appeal Form from the website [www.asoc.edu.au](http://www.asoc.edu.au) or student administration/Reception.

#### **Appeals**

ASOC's appeals procedures will help in managing requests for a review of decisions, including decisions made by ASOC.

#### **Internal Appeals Process**

Internal appeals may arise from a number of sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by ASOC. An Internal Appeal Process is initiated by a student lodging an Appeal by filling up complaints and appeals Form available from the Student Administration and/or ASOC website.

- **Acknowledging the Lodging of a complaint**

Appeals are acknowledged by sending written confirmation to complaint that is done by the Training Manager.



- **Consideration of Appeal by Complaints and appeals officer**

Where an appeal relates to the following matters, the Student Appeals Form must be lodged within 20 working days (International Students):

- Notification of an intention to report the student to the Department of Home Affairs (DHA) or due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of Behaviour and Discipline Procedures for details).

- **Time Frame and Acting on an Appeal**

Within 10 working days of receiving the Complaints and Appeal Form, the Chief Executive Officer (CEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint. The Investigator or the Student Appeals Committee will:

- a. Meet with student (and support person, if present) and provide the student with an opportunity to present their case and with any supporting evidence they bring to the meeting at no cost. At any given meeting to discuss an appeal, students will be given the opportunity **to be accompanied and assisted by a support person**.
- b. At the conclusion of the meeting, students will be informed about the timeframe within which the School will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and make a decision.

#### **Student Appeal Committee**

- Chief Executive Officer
- Training Manager
- Investigator or nominee appointed by the CEO

*\*ASOC will ensure that assessment of the complaint or appeal is conducted in a professional, fair and transparent manner.*

The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student of **his or her right to an external appeal**. Details of the suitable external appeal bodies will be made available to the student with information at no cost associated with that.

**If more than 60 days:** Where it is apparent that appeals will take more than 60 calendar days, appellant will be informed in writing, including reasons why more than 60 calendar days are required, and the students will be regularly updated on the progress of the matter.

**Recording the appeal:** ASOC will keep a written record of the complaint or appeal, including statement of the outcome and the reasons for the outcome with signature and date of student and Training Manager.

*A written statement of the outcome of the internal appeal, including detailed reasons for the outcome will be sent to the student.*

#### **If matter remains unresolved or student is unsuccessful or dissatisfied with the outcome.**

There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in the ASOC's internal complaints and appeals process. In such cases, School will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by ASOC.

**Note: Students' enrolment will be kept active until both internal and external appeal is concluded.**

## External Appeals Process

After the student has been advised of the external complaint handling process and procedure, ASOC will provide students with contact details of the appropriate complaints handling and external appeals body. ASOC will refer the student to an **Overseas Students Ombudsman** to lodge an external appeal or complain about the decision.

*The Overseas Students Ombudsman offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.*

In most cases, the purpose of the external appeals process is to consider whether the registered provider, i.e. ASOC in this case, has followed its policies and procedures, rather than make a decision in place of the Institute/School. External appeal authority will be provided with sufficient information within due to timelines requested.

**For example**, if an overseas student appeals against his or her subject results and goes through the internal appeals process of the School, the external appeals process would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

Complaints outcome will be entered in complaints register after external appeals has given a decision and copy of all relevant documents will be attached in that register.

### Outcome

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, ASOC will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action or outcome.

Written record of the complaints or Appeal and statement of the outcome will be kept and maintained by ASOC.

Examples of an external or independent body or person may include:

- private conciliators or dispute resolution counsellors
- a complaints and appeals body established by a peak industry body
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

**NOTE:** The Overseas Students Ombudsman is a free and independent service

Refer to ASOC's complaints and Appeal Policy available on website or at Reception for more details.

### Overseas Students Ombudsman

Overseas Students Ombudsman is a free and independent service

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman (OSO) also:

- a. Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.
- b. Publishes reports on problems and broader issues in international education that OSO identify through investigations.

### The Overseas Students Ombudsman contact details are:

- **Website:** <http://www.ombudsman.gov.au/>
- **Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)
- **Contact Number:** 1300 362 072

For further information, please visit [www.oso.gov.au](http://www.oso.gov.au) or contact overseas student ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.

Refer to <https://www.ombudsman.gov.au/making-a-complaint/overseas-students>

### ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and includes the Education Services for Overseas Students Act (the ESOS Act), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

**ESOS Act:** The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. For more information, kindly refer to <https://www.legislation.gov.au/Details/C2018C00210>

**The National Code** is a legislative instrument made under the Education Services for Overseas Students Act 2000 (Cth) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. For more information, kindly refer to <https://www.legislation.gov.au/Details/F2017L01182>

For additional information on the ESOS Legislative Instruments, please visit ESOS Legislative Instruments:  
<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

### **Access and Equity**

ASOC's Code of Practice includes an Access and Equity policy. It is the responsibility of all ASOC staff to ensure the requirements of the Access and Equity policy are met at all times. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote students. All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Training services are delivered in a non-discriminatory, open and respectful manner.

Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.

Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.

Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.

Provides culturally inclusive language, literacy and numeracy advice that assists clients in meeting personal training goals.

Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.

ASOC is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act 1984, Australian Human Rights Commission Act 1986, Racial Discrimination Act 1975, Victorian Equal Opportunity Act 1995, VIC Anti-Discrimination Act 1977 and Disability Discrimination Act 1992.

Any issues or questions raised regarding access and equity can be directed to the Training Manager.

Staff and students are required to comply with the Access and Equity Requirements at all times.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the Training Manager.

For more information, you can review Access and Equity policy at ASOC's website or at Reception.

### **CODE OF CONDUCT**

Australian School of Commerce shall at all-times act with integrity in dealings with all students, staff and members of the community.

ASOC shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with: ASQA, and Standards for Registered Training Organisations 2015.

The Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 Commonwealth/State Legislation and regulatory requirements.

a. ASOC's obligations to the student, including that ASOC is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation"

ASOC will ensure:

The provision of adequate facilities in which to conduct training programs

The employment of qualified staff and maintenance of staff training on an ongoing basis sufficient to deliver programs

Accuracy in representing the services provided and training product on scope of registration.

The accuracy of any marketing and promotional advertising material

Compliance with current Occupational Health and Safety and Duty of Care requirements

The maintenance of adequate records and security of all current and archival records

Students can request to re-check their records.

The maintenance and continual improvement of a Quality Assurance System

ASOC undertakes to maintain quality training and to uphold the highest ethical standards.

ASOC undertakes to ensure that all employees, agents and representatives are familiar

with and agree to comply with this code of conduct.

ASOC shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of conduct.

All people involved at ASOC must show respect and courtesy to others at all times. Every person at ASOC has the same right to deliver or receive education in a safe, supportive environment.

## **STUDENT CODE OF CONDUCT**

Each student of ASOC must abide by the following:

- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.
- Use English at all times to improve your language skills.
- Do not smoke or carry/consume alcohol on ASOC property.
- Do not cheat on assessments, tests and exams
- Drugs are expressly forbidden from being brought into any of ASOC premises.
- Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the School. This disrupts the rights of other students to learn.
- Be considerate of others when taking lifts. You must show courtesy and respect to other users at all times. As our student, you represent our School. It is accepted practice that you must let people leave the lift before boarding yourself. You must not push in, but instead wait your turn to board the lift.
- Do not discriminate against any person associated with ASOC because of race, religion, creed, nationality, sex, or any other individual difference. Every person at ASOC has the same rights as you, regardless of these differences.

The following Code of Conduct is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit themselves.

## **General Misconduct**

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony or other activity
- Refuse to leave a property after being reasonably requested to do so
- Assault or attempt to assault any person whilst training or acts dishonestly.
- prejudices the good order and governance of ASOC or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the ASOC
- Contravenes any rules or acts.
- wilfully disobeys or disregards any lawful order or direction from ASOC personnel
- refuses to identify him or herself when lawfully asked to do so by ASOC staff
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the ASOC, or on ASOC's premises or other premises to which the student has access as a student of ASOC;
- fails to comply with any penalty imposed for breach of discipline.
- knowingly makes any false or misleading representation about things that concern the student as a student of ASOC or breaches any of ASOC rules;
- harasses or intimidates another student, a member of staff, a visitor to the ASOC or any other person while the student is engaged in study or other activity as a School/college student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the ASOC premises while acting as ASOC student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- A formal discipline / warning system exist, and continued misconduct/disruptive behaviour may result in students being expelled and DHA advised.
- ASOC will issue the student with a written warning before taking any actions.
- ASOC will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made to defer, suspend or cancel their studies and have 20 working days to access ASOC's complaints and appeals process prior to ASOC taking action to suspend or cancel the student's enrolment.

## **Important Information**

### **Working in Australia**

Australian Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students must not work for more than 40 hours a fortnight when student's course of study or training is in session. A fortnight means the period of 14 days commencing on a Monday.

### **School-aged dependents**

Students must maintain adequate arrangements for the education of their school-age dependants who are in Australia for more than 3 months as a dependant on student's visa.

There are requirements for compulsory school attendance for dependents of international students. In Australia, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school or university that they enrol in whilst in Australia.

Refer to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#> for more information.

## **Legislation**

The Australian Government is committed to ensuring students have a great education experience in Australia. Therefore, various legislations have been enacted to safeguard the interest of both education providers and students.

Australian School of Commerce (ASOC) is also subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), to students as our customers, and relate to the industry that we are conducting training for.

A range of legislation is applicable to all the staff members and students of Australian School of Commerce. Information on relevant legislation can be found at the following websites.

- Occupational Health & Safety <http://www.worksafe.vic.gov.au/>
- Equal Opportunity <http://www.humanrightscommission.vic.gov.au/>
- VET Quality Framework [www.asqa.gov.au/](http://www.asqa.gov.au/)
- Department of Home Affairs <https://immi.homeaffairs.gov.au/>
- Australian Human Rights Commission Act 1986 <https://www.humanrightscommission.vic.gov.au/>
- Disability Standards for Education 2005 <https://www.education.gov.au/disability-standards-education-2005>
- Disability Discrimination Act 1992 <https://www.legislation.gov.au/Series/C2004A04426>
- Racial Hatred Act 1995 <https://www.legislation.gov.au/Details/C2004A04951>
- Racial Discrimination Act 1975 <https://www.legislation.gov.au/Details/C2016C00089>
- Sex Discrimination Act 1984 <https://www.legislation.gov.au/Details/C2018C00499>
  - Privacy Act 1988 <https://www.legislation.gov.au/Details/C2019C00241>
  - National Code of Practice for Providers of Education and Training to Overseas Students 2018 [https://www.legislation.gov.au/Details/F2017L01182/Html/Text#\\_Toc487026955](https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026955)
- Education Services to Overseas Students (ESOS) Act 2000 <https://www.legislation.gov.au/Details/C2018C00210>
- Education Services to Overseas Students (ESOS) Regulations 2019 <https://www.legislation.gov.au/Details/F2019L00571>

It is the responsibility of all ASOC's staff to ensure the requirements of relevant legislation are met at all times. Please refer to the websites indicated, or contact the School if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

### **Agent's Legislation**

ASOC engages with on shore and off shore Agents to recruit students. Full list of Agents can be found on ASOC's website [www.asoc.edu.au](http://www.asoc.edu.au). ASOC is responsible to ensure that it's Agents accurately represents ASOC's services on their behalf. If you have any feedback or concerns regarding services provided by Agents or its representatives, please contact ASOC students support at [info@asoc.edu.au](mailto:info@asoc.edu.au) or give us a call at 1300 781 194.

### **Use of personal information**

Information is collected during enrolment in order to meet the School's obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected about students may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the School and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Administration Manager if they wish to view their own records.



## Student Support Services

***Student Administration and Student Support Services are available for all the students. Reception is your first point of contact for any queries.***

As per the **standard 6.3 of the National code 2018**, ASOC will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas students' place of study or the mode of study of the course, at no additional cost to the overseas student. ASOC will provide an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are free of cost.

**ASOC aims to identify and respond to the learning needs of all the students.** Diverse student learning needs are catered to and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. All support services on-campus are free of charge. Some referred services external to the institute may come at a charge determined by the provider of the service.

All staff at ASOC are available to provide general advice, assistance and support with matters such as studying, assessment, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact a student support officer who may refer them to external support services if required. ASOC will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. However, students might have to pay the fee charged by the external services.

Please refer to ASOC's Support and Welfare Policy for more details available on ASOC's website.

All staff at ASOC are available to provide general advice, assistance and support with matters such as studying, assessment, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact a student support officer who may refer them to external support services if required. ASOC will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. However, students might have to pay the fee charged by the external services.

ASOC will facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. Australian School of Commerce has documented processes that it implements for supporting these processes.

Student Support Officer has been appointed to be the point of contact for students who require support. Student Support Officer will have up-to-date details of the Australian School of Commerce's support services. All administration and academic staff will provide student support in their respective areas to assist the student.

Student Support Officer

Email: [info@asoc.edu.au](mailto:info@asoc.edu.au)

Contact: 1300 781 194

All students who require support can contact ASOC's student support officer through email, phone or face-to-face contact. Student support services will be available for students at all times.

Students can fill up a "Student Support Request Form" to mention the support they require in detail.

Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

ASOC will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of:

1. Student Support Request form: available from ASOC's reception or website. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. ASOC understands the difficulty that students may have to face when they are away from their home. Therefore, ASOC ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.

2. Academic Support-Intervention Strategy Form: Students whose attendance is unsatisfactory (i.e. below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the course requirements in the study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to Attendance and Course Progress Policy available on website or from Reception.

The support staff and initial contact person on campus are:

**Table 1: Support staff and initial contact person on campus.**

Service	Responsibility	Phone no	Email
<b>Emergency Health, safety and security, critical incident.</b>	CEO	1300 781 194 (Office hours)  0433549626 (for after hours)  (In case of life threatening emergency, CALL <b>000</b> )	<a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>
<b>Academic support</b> (including catch up classes, academic progress, attendance, LLN Support, intervention)	Trainer/Training Manager	1300 781 194	<a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>
<b>First aid, student's health and safety</b>	Administration Manager/ Student Support Officer	1300 781 194	<a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>
<b>Complaints &amp; Appeals</b>	Administration Manager/Training Manager/Student Support Officer	1300 781 194	<a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>
<b>Administration Matters</b> (including enrolment, orientation, deferral, results, Refunds)	Administration Manager/Training Manager/Student Support Officer/Accounts Officer	1300 781 194	<a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>
<b>LLN support</b>	Administration Manager/Trainers Student Support officer	1300 781 194	<a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>
<b>Accommodation</b>	Administration Manager/ Student Support Officer	1300 781 194	<a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>
<b>Counselling support</b>	Internal: Student support officer External: Counsellor	1300 781 194	<a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>

	(Administration department is to be contacted for arranging an appointment with the Counsellor at no additional cost).		
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### Orientation Sessions

Many students find life in Australia quite different from life in their home country so Australian School of Commerce organises orientation day to help students become familiar with Australian culture and customs and to introduce students to the School and its services.

All students will go through orientation program on the day of enrolment Australian School of Commerce. Australian School of Commerce conducts an age and culturally sensitive orientation programmed delivered by official point of contact personal i.e. Student support officer or representative. This program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

Support services available to assist overseas students to adjust to study and life in Australia

- Being safe on campus and around campus
- English language and study assistance programs
- Language Literacy and numeracy (LLN) support
- Any relevant legal services
- Emergency and health services
- Australian School of Commerce facilities and resources
- Complaints and appeals processes
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- services that students can access for information on their employment rights and conditions, and how to resolve work place issues, such as through the Fair Work Ombudsman.

Orientation sessions are a great way of meeting other students.

Please refer to ASOC's Support and Welfare Policy for more details available on ASOC's website.

### Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

#### Fair Work Ombudsman focuses on:

- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically and ethically.

For more information, refer to <https://www.fairwork.gov.au/>

### **National Employment Standards**

The National Employment Standards (NES) are 10 minimum employment entitlements that have to be provided to all employees.

The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement can't provide for conditions that are less than the national minimum wage or the NES. They can't exclude the NES.

The 10 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement

For more information, refer to <https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

### **Arrival Assistance**

Australian School of Commerce can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport or Hobart Airport. There is a Student's Welcome Desk available at Melbourne airport run by the government and support services available at Hobart Airport. It is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. Visit [studymelbourne.vic.gov.au](http://studymelbourne.vic.gov.au) or <https://www.studytasmania.tas.gov.au/> for more information.

ASOC provides airport pick up. Students are required to fill the Airport Pick up form available on ASOC's website or students can email their request for Airport pick up at [apply@asoc.edu.au](mailto:apply@asoc.edu.au). Students are requested to contact ASOC at 1300 781 194 for any other information.

Airport pick up fees: AU\$100

There is a help desk available at the airport for international student to assist students in finding suitable airport pick up services e.g. UBER, Sky Bus and taxi services.

### **Accommodation Assistance**

Australian School of Commerce does not have its own accommodation facilities. However, accommodation assistance will be provided to students upon request. Providing accommodation advice is free of cost. However, students will have to pay fees for the accommodation booked on behalf of them. Four weeks of notice prior to arrival is required.

### **Academic Support**

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain appropriate academic level, and general support to ensure that they achieve satisfactory course progress. Student's course progress and attendance is monitored and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

*Unsatisfactory Course Progress: A student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in at least 50% of the course requirements in any semester of their studies or achieved minimum competency level as stipulated in individual program requirement.*

A student can discuss any academic or other related issues to study at ASOC at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

We carefully monitor course progress to ensure Students do not fall behind course requirements, because we want our Students to succeed.

Intervention strategies are put in place to assist Students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include, but are not limited to:

- Reduced Study Load
- English language Support;
- Extra/Catch up Classes
- LLN and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Extra classes and/or re-assessment
- Counselling;
- Mentoring;
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE.

### **English Language Support and LLN Support**

If students do not meet the recommended English and LLN requirements, students will be referred for additional support to be provided by the school or students will be asked to take further Language, literacy and numeracy training, such as ELICOS programs. ASOC will provide support and guidance to students who are facing difficulty in English or LLN. Students are requested to meet Student Support Officer to seek guidance and/or support.

ASOC has an appointed LLN support officer to provide LLN Support to students. Support services are offered to all students.

In the event that a Trainer and Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist them with their learning. Additional support will be provided by the School with ACSF Support plan.

Students are requested to speak to LLN Support officer or Training Manager to discuss about the support measures that they might need. Australian School of Commerce will provide support with no additional cost.

The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

### **Outcome of LLN assessment**

The outcome of the LLN assessment will allow targeted solutions to be developed and implemented.

Students identified as At Risk from the initial assessment can be offered a variety of solutions and/or interventions. This may include ACSF Support plans

### **ACSF Support plan**

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, Pronunciation. Students must contact ASOC to seek assistance or support in LLN.

Detailed ACSF Support plan is available on the LLN Policy or can be made available from the reception.

### **Student Counselling**

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. All students needing counselling, study skills assistance or practical help can make an appointment with the Student Support Officer, on Campus. An appointment can be made at reception or by emailing student support officer or Training Manager at [info@asoc.edu.au](mailto:info@asoc.edu.au). Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice



- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from student support officer.

Australian School of Commerce has made arrangements with “**Life Resolutions**” **counselling service providers**. Life resolutions offers counselling services by qualified clinical psychologists throughout Australia.

They have experience in dealing with student issues. The qualified counsellors will be able to provide advice and counselling to students of different cultural backgrounds. They will be able to provide counselling on (but not limited to):

- i. academic and future progress advice
- ii. welfare matters

These services will be available and accessible by all students at suitable times. If student would like to discuss matters with “Life Resolutions” please contact the Student Administration to book an appointment as these services will be available by pre-arranged appointment.

**Note: These referral to these services will be free of cost.**

Australian School of Commerce offers reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

Australian School of Commerce will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

#### **For Melbourne: Student Melbourne Study Centre (SMSC)**

SMSC offers free support, information and contacts to help students to enjoy living and studying in Victoria. It provides information, referral and practical support for all international students in Victoria. For more details, please refer to <https://www.study Melbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

#### **For Tasmania-Study Tasmania**

Study in Tasmania offers free support, information and contacts to help students to enjoy living and studying in Tasmania. It provides information, referral and practical support for all international students in Tasmania. For more details, please refer <https://www.studytasmania.tas.gov.au/>

#### **Disability Support**

Australia has laws that protects individuals from discrimination in many areas of public life, including education. A person with disability has just as much right to study as any other student.

ASOC will apply reasonable adjustment for students with disability. However, reasonable adjustment applied must not be detrimental for the student to achieve course outcomes. ASOC will apply reasonable adjustments to the level it can.

This means that school cannot and will not:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with disability (for example, not allowing access to excursions, or having inaccessible student common-rooms or lecture facilities).

#### **Student Welfare Services**

ASOC has a designated Student Support Officer to provide basic counselling services to all students. This service assists the students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them to access study support and welfare- related services such as;

- **Legal Services** – Australian School of Commerce can refer a student who requires to Legal Aid Victoria, Legal Aid Tasmania (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice charged by legal practitioner.
- **Accommodation** – Accommodation advice is available to all international students from the point of application through to the completion of their course. Australian School of Commerce will provide up to date information on accommodation options and or providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation, students are advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g. 000 and inform Australian School of Commerce as soon as possible.
- **Facilities and Resources** – At orientation, students are given a guided tour of the campus and all Australian School of Commerce facilities. Students will be given detailed description of all available resources.
- **Complaints and appeals processes** – The complaints and appeals policy and procedure is available in detail on the website [www.asoc.edu.au](http://www.asoc.edu.au) and can be made available from reception and from ASOC's website.
- Student visa conditions relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions. Students can seek help from Student support officer if they have any concerns regarding visa requirements and conditions. **Intervention strategies** will be discussed which are provide to students when students are facing difficulties in achieving satisfactory course progress or are unable to attend classes due to problems or issues they may have.

ASOC can also refer students to external counselling services for various issues if necessary, however, each issue will be dealt with a case by case basis. There is no fee attached to seek advice on welfare support and referral service.

#### Support Staff

Enrolment officer: Enrolment Officer handles all the admissions and enrolment related processes and queries.

Student Support Officers: provides academic and non-academic support to students which includes, but is not limited to, providing counselling, coaching, mentoring, accommodation support, etc. and also handles course related queries.

Health, Safety and Security Support, First Aid and Counselling: provides medical assistance, student safety, assistance and counselling support.

Administration Manager, Complaints Officer: Handles all general courses, enrolment, administration queries and complaints process.

Trainers and Assessors: handles all the specific course related queries and assessment issues.

Reception: Our reception is open to assist students from 9:00 am to 5:00 pm Monday to Sunday.

### Fee Payment and Refunds

Initial payment of fees is payable when the student enrolls into a course. The student will be required to pay an application fee, material fee and initial tuition fee deposit prior to commencement. Please note that enrolment fee is one-time fee to cover cost of administration related costs and a non-refundable fee. Fee has been scheduled to ensure that ASOC is not collecting more than the initial tuition fee amount as stated on your offer letter and that ASOC will not receive more than 50% of the students' total fee for a course before the student has begun their course unless the course has only one study period which is 25 weeks or less. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50 % of their tuition fees before they start their course.

Any amount of fees paid before the start of the course will be reflected on your Confirmation of Enrolment (COE).

### Fee Schedule

The table below lists a Schedule of Fees charged by ASOC to students where applicable.

Course fee	As per course offer and written agreements
Application fee	\$300
Material Fee	As per the course offer and written agreements and student handbook
Recognition of Prior Learning fee	Subject to Qualification and Units
Credit transfer fee	No charge
Repeat unit fee	\$300
Assessment re-sit fee (2 attempts)	No charge
Re-assessment fee (after 2 attempts)	\$300
Late payment fee	\$50 per week
Deferral Fees	\$250
Bank Transfer fee	What the bank charges for the transfer
Credit card payment surcharge	2% surcharge
Accommodation Services	Depends on Specific Arrangements
Airport pickup	\$100
OSHC (Overseas Student Health Cover)	Outsourced- contact ASOC for details
Re-Issue of Certificates and transcript	\$50
Re-Issue of Student ID Card	\$10
Interim academic transcript	No charge
Change of COE Fee	\$250
Extended of COE duration	Depends on Course and duration extended

\* Material fee includes handouts and printed material costs only

\*\* Application fee is one-time fee payable at the admission to cover administration cost associated with enrolment and its non-refundable fee in event of withdrawal.

### Payment of Tuition Fees

- The initial tuition fee, enrolment fee and material fee (if applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at the school.
- Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students can pay more than 50% if they wish to do so. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).
- Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement which states the next instalments amount with the due dates. All due dates on the tuition fees are kept at standard 15th of every month.
- Student must pay full tuition fees for each term by the due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the school.
- Tuition fees will be payable to the school by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to the school.
- Student must pay their fee directly to Australian School of Commerce. Students should not pay the fees to an agent and/or third party in relation to the application for enrolment and tuition fee.

g. Reminder Letter and SMS

In case the student's installment falls on a particular month, a friendly email reminder or first warning letter will be issued to the student after 7 working days of the date when the student has missed the payment i.e. 7 working days after the "due date". Students may also be informed via phone call or post for initial reminder.

After sending the first warning letter, if student fails to make the payment again and does not communicate with the accounts department, a second warning letter will be issued to the student after 7 working days of sending the first warning letter. Students will be provided with 7 more working days to make the payment or to request for an extension. Students must meet the Administration Manager or call ASOC at 1300 781 194 if they require any kind of support.

h. If a student fails to make the payment and/or does not communicate with ASOC even after the second warning letter, a final notice i.e. "Intention to cancel Enrolment" will be issued to the student. Students will be provided with 20 working days to make complaints or lodge appeals.

h. If a student fails to make the payment of the outstanding fees even after sending "Intention to cancel Enrolment" letter and/or does not access the complaints and appeals procedures, Student's enrolment will be cancelled after 20 working days of the final notice.

The suspension of enrolment will cause following restrictions to apply:

- i. Loss of access to the school library service, Learning Management System (LMS), classroom, computer system including internet and others.
- ii. Loss of access to enrolment records, results and academic certificates.
- iii. Inability to attend any classes where this may result in students having to repeat missed work and/units.

The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on ASOC's website.

If the student decides to appeal against the decision, his/her enrolment will be kept active until both internal and external appeal process is completed.

If students choose not to appeal against the school's decision and makes no further payment or do not contact the school concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees.

If student decides to not appeal against the decision and accepts to pay the fees, then students will be required to pay the full dues along with late fee of \$50 per week.

k. An additional fee for re-assessments will be applicable when:

Students have to undergo reassessment after two additional attempts.

(Reassessment fee), or

Students have to repeat a subject (unit fee).

l. Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.

m. The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, tuition fee for the transferred course will be applied.

Please Note: Fees are subject to change without prior notice. However, fees will remain the same once the student is enrolled in a course. Please contact the student administration for updated fees and charges. Students are advised to contact student administration for updated fees and charges.

n. If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.

o. ASOC reserves the right to engage in any third party to recover any outstanding fees payable to the school. The cost incurred to the school for engaging a third party to recover such outstanding fees will be charged to the student.

p. ASOC applies the following procedures to ensure all the students are treated fairly and with integrity when applying for refunds.

q. All refunds applications will be submitted to the student administration department and the following procedures will be followed in assessing the application.

r. All 'refunds' will be approved by the Administration manager and the applications will be processed within 10 working days of the application being placed.

### **Process for claiming Refund**

A student who wishes to apply for a refund of tuition fees in accordance with this refund policy should do so by filling up a Refund Application form available at the ASOCs reception or on the ASOC website at

[www.asoc.edu.au](http://www.asoc.edu.au) and submit with other supporting documents at one of the locations where you are enrolled:

Administration Manager  
Australian School of Commerce,  
Level 4, 123-129 Lonsdale Street Melbourne, Victoria 3000 Australia  
or  
Level 4, 18 Elizabeth Street, Hobart, Tasmania 7000 Australia  
**Or**  
Email at [apply@asoc.edu.au](mailto:apply@asoc.edu.au)

## Refunds

**All students' refunds are conditional on the following:**

### A. COURSE WITHDRAWAL

- i. Where a written notice of withdrawal is received by the School at least **12 full weeks or more before the agreed start date** of the course or term, the School will refund 100% of the fee received except application fee.
- ii. Where a written notice of withdrawal is received by the School within **6 to 11 full weeks before the agreed start date** of the course or term, the school will refund 50% of the fee received except application fee.
- iii. Where a written notice of withdrawal is received by the School within **5 full weeks or less before the agreed start date** of the course or term, no refund will be provided.
- iv. Where a written notice of withdrawal is received by the School **after the start date** of the course or term, no refund will be provided.
- v. Where the student defaults, including withdrawing from a course, after the course/term start date, students will be liable to pay full tuition fee for that study period and there will be no refund of paid tuition fees.
- vi. It should also be noted that if the student's enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.  
For example: If a student enrolls in week 5 before the course start date, he/she will not be eligible for refund as the enrolment falls in no refund time period of 5 full weeks prior to the agreed start date of the course.
- vii. If the refund application is approved, refund will be paid within the period of 20 working days after receiving a written notification/claim from the student and relevant forms duly signed by the student.
- viii. The School must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).

### B. STUDENT DEFAULTS

- An overseas student or intending overseas student defaults, in relation to a course at the location, if the student himself/herself initiates termination of enrollment like:
- a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn);  
or
  - b) the student withdraws from the course at the location (after the agreed starting day);  
or
  - c) the School refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:
    - i. the student failed to pay an amount payable to the provider for the course;
    - ii. the student breached a condition of his/her student's visa and his/her visa has been refused;
    - iii. misbehavior by the student {Note: the student is entitled to natural justice under subsection 47A (3)}

Note: If students do not commence studies in a course (i.e. the student does not start the course on that day) or when they are due to commence and have not notified the School in writing within 14 days of the course commencement, then student's enrolment will be cancelled on the basis of non-commencement of studies.

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the School.

ASOC will pay the refund to the following person:

- a. the student
- b. if a person (other than the student) is specified in the written agreement to receive any refund- the specified person.

ASOC will pay the refund within the period of 20 working days after receiving written claim from the student.

### C. VISA REFUSAL

If a student's visa application or visa renewal is refused by the Australian Government, a refund of full course fees will be made and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (2).

The calculation under subsection 47E (2) is as follows:

The amount of unspent pre-paid fees that the provider must refund the student for the purpose of

Subsection 47E (2) of the Act is the total amount of the pre-paid fees that the provider received for the course in respect of the student less the following amount (the lesser of):

- A. 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- B. the sum of \$500.

Students must provide the School with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by the Department of Home Affairs (DHA) after the commencement of their studies; refund will be calculated as follows:

The refund amount = weekly tuition fee x the number of weeks in the default period

a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.

b. Weeks in default period: number of calendar days from the default day to the end of the period to which the payment relates/7

or

The number of weeks in the default period = the number of weeks (i.e. calendar days divided by 7, rounded up to the nearest whole number) in the unexpired portion of the course after the default day, in relation to which ASOC has received tuition fees.

If ASOC has only received an installment of tuition fees for part of the course, the weeks in default period would be the number of weeks between the default day and the end of the part of the course to which the installment relates.

If the number of weeks calculated is not a whole number, round the number up to the nearest whole number.

No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.

### D. PROVIDER DEFAULT

I. In the unlikely event that the School is unable to start or deliver the course (known as provider default), the student can choose to accept either:

i. A refund of course fees, which will be issued to the student within 14 days.

ii. Or be placed in an alternative course with the School or another provider. If the student chooses this option, they must sign a new written agreement to indicate that they have accepted the placement.

II. If the student chooses to receive a refund of course fees, the School will calculate the unspent portion of tuition fees paid to date (i.e. tuition fees the student has paid for, but which has not been delivered by the School). The refund will be paid within 14 working days after the cessation of the course.

III. If the School is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

### I. REFUND PROCESS

- a. The Student must apply for refund using the *Refund Form* available on the website or from the reception, along with the evidence and supporting documents. Such documents may include, but are not limited to:
  - i. a completed refund application form provided by the School



- ii. a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
- iii. Proof of extenuating circumstances of a compassionate nature.
- b. Refunds will be made within 28 days (20 working days) of the receipt of completed refund application form along with full the supporting documents by the School (*in case of student's default*).
- c. Refunds will be made within 14 working days of the receipt of completed refund application form along with the full supporting documents by the School (*in case of ASOC default*).
- d. Student can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

## II. PAYMENT OF REFUNDS

- a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.
- b. Refund to International banks will be made in the Australian currency whereby the student will receive refund amount equivalent to Australian dollar exchange rate on the date of transfer.

### Note: Timeline for refund

It is to be noted that refund will be made available to students differently based on the student's default and providers (ASOC) default.

- i. **In case of Student default:** Refund will be paid within the period of 20 working days after receiving written notification/claim from student and relevant forms duly signed by the student.
- ii. **In case of Provider's (ASOC) default:** Refund will be paid within the period of 14 days after cessation of the course.

Please refer to the course refund table below for details:

ASOC Course fee refund table			
Refund Circumstances	Refund of Tuition Fees Paid	Refund of Material Fees	Application Fee
Withdrawal at least 12 full weeks or more prior to agreed start date.	100%	100%	No refund
Withdrawal between 6 to 11 full weeks prior to the agreed Start date.	50%	100%	No refund
Withdrawal in 5 full weeks or less	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by the School	100%	100%	100%
Application rejected by the School	100%	100%	No Refund
The course is not provided fully to the student because the School has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to the course commencement	Total amount of the pre-paid fees received by ASOC for the course in respect of the student course less the following amount (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser	100%	100%
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7	No Refund	No refund

RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Visa refused due to submission of the fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The School cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund. For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund time period of 5 weeks prior to the agreed start date of the course.			

### COOLING OFF PERIOD

ASOC will provide applicants a 7-day cooling off period. This means that if a student accepts the offer letter to study at ASOC and pays ASOC relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify ASOC in writing within 7 days of the signed agreement date.

### III. STUDENT'S RIGHTS TO APPEAL

- Any student who is refused for a refund by the School may appeal within 20 working days in writing to the student Administration Manager and follow the complaints and appeal process of ASOC.
- The School's appeal process does not restrict the student's right to pursue other legal avenues.
- This written 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.

### Tuition Protection Services

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. 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.

ASOC is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students.

In regards to the above, ASOC follows arrangement no 2. The School is a member of the Tuition Protection Service (TPS). This means that the fees paid to the School are safeguarded if the School defaults on delivering the courses you are enrolled in.

It is an unlikely event that ASOC is unable to deliver a course that you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider default obligations), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information on Tuition Protection Service visit: <https://tps.gov.au>

### Critical Incident

As per standard 6.8 of the National Code 2018, Australian School of Commerce has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if

appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing, and are kept for a period of not less than two years after the student's enrolment has expired.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

It is Australian School of Commerce's intention to provide students with a safe environment on campus and advise students and staff of how they can enhance their personal safety and security

Critical incident officer: Sukhdeep Singh

Phone no: 0433 549 626

By email: [info@asoc.edu.au](mailto:info@asoc.edu.au)

For detailed information, students can refer to Critical Incident Policy available on the website and can also be made available from ASOC's reception.

## Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169
Life Line: 24-hour service	131 114
Public transport & timetables	131 638
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Nurse On Call: AMA Victoria's Doctor Search	1300 606024

## External Services

**Fire, ambulance, police (life-threatening emergencies): Ring 000**



**Hospitals and Medical Issues (Melbourne, Victoria):**

The Alfred: (03) 9076 2000

Austin Hospital: (03) 9496 5000

Royal Children's Hospital: (03) 9345 5522

Royal Women's Hospital: (03) 8345 2000

Royal Melbourne Hospital: (03) 9342 7000

St Vincent's Hospital: (03) 9411 7111

**Refer to [www.yellowpages.com.au](http://www.yellowpages.com.au) for services near you.**

The National Translating and Interpreting Service: 131 450

Life Line 24-hour Counselling Services: 131 114

**Solicitors/ Lawyer:**

The Institute of Arbitrators Mediators Australia: Free call 1800 651 650

Victoria Legal Aid: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

**Study in Australia:** [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

**Youth Central:** [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)

**Places of Worship**

Churches: [www.australianchurches.net](http://www.australianchurches.net)

Mosques: <http://www.islamiccouncilwa.com.au/mosque/>

Temples Australia: [www.hinducouncil.com.au](http://www.hinducouncil.com.au)

Sikh Temple: <http://www.sikhyouthaustralia.com/>

### **Other Support Services**

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

Lifeline: 13 11 14 (24-hour counselling service)

Men's line Australia: 1300 78 99 78

Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Help: 1800 627 727

Domestic Violence Resource Centre Victoria: 1800 737 732

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Accommodation Information (Homelessness Help Services): 1800 627 727

The Gambling Help Line: 1800 858 858

### **Safety and Security**

At ASOC, the senior staffs are instructed to 'notice' any safety or security issue during their daily work routines. All staff are instructed on general workplace safety issues and how to manage them.

Students leaving late in evening from the school are advised to leave the building accompanied by one or more fellow student(s) or advise their trainer or administrative staff on duty that they are leaving, and request accompanied to their mode of transport if necessary. Students and staff are advised to travel on main streets where other members of the public are present rather than side streets or alleyways.

When less number or single staff is on site after normal business hours, they are advised to lock the doors for security.

Any incidents or student welfare issues are recorded on the critical incident record and a critical issue report is compiled describing the issue, the people involved, action taken and follow-up required or planned. When the issue is closed, the report and record are stored in ASOC's files for a period of not less than two years from the conclusion of the student's enrolment or the staff member's tenure.

Australian School of Commerce will provide staff and students access to information on general safety and security whilst on campus and advise them of the actions they can take to enhance their personal security and safety. Information is summarised during orientation of students and induction of staff. Information will be available on ASOC's website with links to other organisations that supply additional information.

Information provided to staff and students on seeking assistance for, and reporting an incident or a matter concerning their wellbeing is contained amongst the information provided in the handbook and at orientation. Information also includes general information relevant to safety awareness for general life in Australia.

Australian School of Commerce and its staff may be trained and experience to manage minor incidents, such as basic first aid, minor harassment or minor risks discovered within the premises. However, Australian School of Commerce is not equipped to manage major incidents and has a policy of requesting assistance from appropriate emergency services or specialists. Staff are instructed to call in external assistance when they feel it is required. They do not need permission from senior management to engage external assistance.

Staff members are instructed through the Critical Incident policy that they are to never speak with the media about any issue or incident.; unless instructed to by the CEO of the Australian School of Commerce and they are accompanied by the Australian School of Commerce's legal representative.

## **ASOC POLICIES AND PROCEDURES**

Students have access to all relevant administrative and academic policy and procedures. They are published on our website [www.asoc.edu.au](http://www.asoc.edu.au) or they can be made available from the Student Administration or reception.

### **Student Rights as a Consumer**

As a consumer, a student has the right to receive current, factual and accurate information about the courses offered by ASOC before making an enrolment decision. To ensure this, ASOC has stringent policies and procedures in place.

It is very important that you read the Handbook/prospectus carefully before enrolling with ASOC to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student.

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

ASOC will notify the learners when any change occurs that may affect the services that ASOC is providing. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements ASOC puts in place, for the delivery of services to the learners

### **Media Consent**

The Application form gives you the opportunity to decline permission for ASOC to use any representation of your time here for promotional purposes.



From time to time, ASOC staff may request to take photographs/videos or verbal/written interviews/testimonials of students at ASOC or at places where the student is involved in an activity. These creations may be used in a classroom, or work activities or could be published by ASOC in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have the right to refuse use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or contacting ASOC's student administration.

### **Access, correction and complaints**

You have the right to seek access to or correct your own personal information. You may also complain if you believe your privacy has been breached.

Please refer to ASOC privacy policy for more information and/or visit office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au/> for more information.

### **PRIVACY STATEMENT**

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information collected during your enrolment is done in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, to ensure student's compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the National Code 2018. Information collected about you during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected during your enrolment can be disclosed without your consent where the School is authorised or required to do so by the law.

You can access information collected from you on the application form and during your enrolment by contacting Student Administration at the School.

Under the National Vocational and Training Regulator (Data Provision Requirements) Instrument 2020, ASOC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this letter of offer, your training activity data) may be used or disclosed by ASOC for statistical, regulatory and research purposes. ASOC may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

**If there are any queries about our School and courses, please feel free to contact us via phone, email or visit our School. The contact details are listed below:**

### **Address**

M.S Aviation Pty Ltd trading as Australian School of Commerce

Student Handbook

Version no:8.0

M.S Aviation Pty Ltd T/A Australian School of Commerce

RTO NO. 41089 | CRICOS NO.: 03489A

Melbourne Campus: Level 4, 123-129 Lonsdale Street Melbourne, Victoria 3000 Australia

Hobart Campus: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia

Ph: 1300 781 194

E: [Info@asoc.edu.au](mailto:Info@asoc.edu.au)

W: [www.asoc.edu.au](http://www.asoc.edu.au)



Melbourne Campus: Level 4, 123-129 Lonsdale Street Melbourne, Victoria 3000 Australia

Hobart Campus: Level 4, 18 Elizabeth Street, Hobart, Tasmania 7000

**Phone**

1300 781 194

**Email**

[Info@asoc.edu.au](mailto:Info@asoc.edu.au)

**Website**

[www.asoc.edu.au](http://www.asoc.edu.au)

**Disclaimer: Information contained in this Students Handbook is current at the time of printing and is subject to change. Please refer to information published on website [www.asoc.edu.au](http://www.asoc.edu.au) for the most current information or speak to ASOC's student's administration. Students are encouraged to get more information from the National Training Register at [www.training.gov.au](http://www.training.gov.au) or speak to ASOC staff member for further details.**

**Just Remember – when you think all is lost, the future remains.**

**Don't forget to contact us for any kind of support or help that you may need.**

**We are always there to provide support wherever required.**

Find us on



<https://m.facebook.com/australianschoolofcommerce.edu.au/>



[https://instagram.com/asoc\\_melbourne\\_tassie?igshid=1r5563l13tb9s](https://instagram.com/asoc_melbourne_tassie?igshid=1r5563l13tb9s)