



Student Prospectus 2022

SIT COURSES

Commercial Cookery, Kitchen & Hospitality Management



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

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

CRICOS Code: 03489A

RTO ID: 41089

Email: info@asoc.edu.au

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.

ASOC has structured its programs based on classroom-based face to face learning and hands-on practical experience using technology, practical demonstration, work-based training where students will develop knowledge and skills in realistic environment conditions

By focusing on both theoretical and practical knowledge, 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 the student prospectus available on website www.asoc.edu.au.

For Commercial Cookery, Kitchen and Hospitality Courses, refer to this student Prospectus.

We are located at:

Melbourne CBD

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

Phone: 1300 781 194 (Australia),

ASOC's Commercial Kitchen Location (for practical training)

Hobart Campus

Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia

Phone: 1300 781 194 (Australia)

ASOC's Commercial Kitchen Location (for practical training)

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.

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 Student Prospectus is an 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/C2021C00586>

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.

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, visitor must carry a certified translation in English or apply for an

International Driving Permit from your home country.

For more details you may visit <https://www.studiesinaustralia.com/Blog/about-australia/driving-in-australia-as-an-international-student>

Victoria-

<https://www.vicroads.vic.gov.au/licences/new-to-victoria>

To convert an overseas license in Tasmania please refer to the link given: [Converting an overseas licence – Transport Services](#)

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.

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. 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)

Useful internet sites for student housing are:
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<https://student-accommodation.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

www.domain.com.au

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 as the most liveable city in Australia and 10th in the world by Economist Intelligence Unit's Global Liveability Survey 2022."

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

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

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

www.studymelbourne.vic.gov.au

www.studyinaustralia.gov.au

<https://www.homeaffairs.gov.au/>

Living in Hobart

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 so, 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.

Services and Facilities

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.



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 restaurant 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>

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 are required to attend an orientation

information session. This session details many aspects of living and studying in Australia and introduces students to study and life in Australia.

Orientation sessions include information about enrolment, facilities and services available, Australian culture and customs, safety in Melbourne, support provided to students to adjust to study and life in Australia. Orientation sessions are a great way of meeting other students. More information on the topic covered during Orientation is provided in the handbook.

Cost of Living

Australia provides good quality and affordable accommodation. 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

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/m>

living-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. 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: <https://findakinder.educationapps.vic.gov.au/>
<https://www.education.tas.gov.au/parent-s-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.

at their best.

*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. 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

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. ASOC is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students.

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

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.

Enrolment Information

This Students Prospectus has been developed in order to provide prospective students with important 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 Prospectus 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 prospectus or have any questions.

Students must complete the student's application form and Pre-Training Review form (provided inside the application form as Appendix 1) 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 <http://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 interview 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	CRICOS Course Code	Duration (Weeks) Including holiday breaks)	Total Tuition Fee (AUD)	Non-Tuition Fees	Total Course Fee
SIT30821 Certificate III in Commercial Cookery	109845E	56 weeks (including holiday breaks)	\$18,700	\$1,300	\$20,000
SIT40521 Certificate IV in Kitchen Management	109503E	78 weeks (including holiday breaks)	\$20,400	\$1,600	\$22,000
SIT50422 Diploma of Hospitality Management	111704M	64 weeks (including holiday breaks)	\$16,000	\$2,300	\$18,300
<p>Delivery Mode: Classroom based Face to Face theory learning and Practical training in ASOC's commercial kitchen and at workplace.</p> <p>Delivery Location: Classroom based Face to Face delivery Location Melbourne Campus: Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000 Hobart Campus: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000</p> <p>Practical training location The practical training component of the courses will be delivered at ASOC's commercial kitchen.</p> <p>Work Based Training Students are required to complete 196 hours of Work Based Training and it will be completed in workplace commercial kitchen. An induction for WBT students would be conducted at school and workplace induction will be conducted at workplace before commencement of WBT. Students enrolled in pathway qualifications will be required to complete 196 hours of Work Based Training before the transition from lower AQF level qualification to the higher AQF level qualification.</p> <p>Material Fees will only include printed reading materials and handouts provided by the school. Students will have to pay separately for the kitchen kit which includes chef dress, safety boots and knife kit. Kitchen Kit - \$400</p> <p>Study Period: SIT30821-Certificate III in Commercial Cookery 2 study period=25 weeks each</p> <p>SIT40521- Certificate IV in Kitchen Management 3 study period (2 study period of 25 weeks each and 1 study period of 20 weeks)</p> <p>SIT50422-Diploma of Hospitality Management 3 study period=2 study period for 20 weeks each and 3rd study period for 18 weeks.</p> <p>Details of course information can also be found on ASOC's website: http://asoc.edu.au/ or can be made available at the reception.</p> <p>Please Note: Students are required to attend a minimum 20 scheduled course contact hours per week.</p>					

Any 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

SIT30821 - Certificate III in Commercial Cookery	
CRICOS course code	109845E
Course Description	<p>This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies, and procedures to guide work activities. Completion of this qualification contributes to recognition as a trade cook.</p> <p>This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.</p>
Delivery Mode	Classroom based Face to Face theory learning and Practical training in ASOC's commercial kitchen and at workplace.
Location	<p>Classroom based Face to Face delivery Location</p> <p>Melbourne Campus: Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000</p> <p>Hobart Campus: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000</p> <p>Practical training location</p> <p>The practical training component of the courses will be delivered at ASOC's commercial kitchen.</p>
Course Fees	<p>Total Course Fee \$20,000</p> <p>Non-Tuition Fees: \$1,300</p> <p>*Kitchen Kit: \$400</p> <p>Total Tuition Fees-\$18,700</p> <p>*Student will be required to purchase Kitchen Kit from ASOC</p>
Duration of the training (Including Holidays & breaks)	56 weeks (including holiday breaks)
Amount of training:	20 scheduled course contact hours per week.
Delivery Schedule	50 weeks delivery
Volume of Learning	1218 hours
Units	
<p>In order to complete "SIT30821 - Certificate III in Commercial Cookery", students must complete 25 units must be completed:</p> <ul style="list-style-type: none"> • 20 core units • 5 elective units, 	



Unit code	Unit Title	Core/ Elective	Pre-requisites required
SITHCCC023	Use food preparation equipment	C	SITXFSA005
SITHCCC027	Prepare dishes using basic methods of cookery	C	SITXFSA005
SITHCCC028	Prepare appetisers and salads	C	SITXFSA005
SITHCCC029	Prepare stocks, sauces and soups	C	SITXFSA005
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	C	SITHCCC027, SITXFSA005
SITHCCC031	Prepare vegetarian and vegan dishes	C	SITHCCC027 SITXFSA005
SITHCCC035	Prepare poultry dishes	C	SITHCCC027 SITXFSA005
SITHCCC036	Prepare meat dishes	C	SITHCCC027 SITXFSA005
SITHCCC037	Prepare seafood dishes	C	SITHCCC027 SITXFSA005
SITHCCC041	Produce cakes, pastries and breads	C	SITXFSA005
SITHCCC042	Prepare food to meet special dietary requirements	C	SITHCCC027 SITXFSA005
SITHCCC043	Work effectively as a cook	C	SITHCCC027 SITXFSA005
SITHKOP009	Clean kitchen premises and equipment	C	SITXFSA005
SITHKOP010	Plan and cost recipes	C	Nil
SITHPAT016	Produce desserts	C	SITXFSA005
SITXFSA005	Use hygienic practices for food safety	C	Nil
SITXFSA006	Participate in safe food handling practices	C	Nil
SITXHRM007	Coach others in job skills	C	Nil
SITXINV006	Receive, store and maintain stock	C	SITXFSA005
SITXWHS005	Participate in safe work practices	C	Nil
SITHCCC040	Prepare and serve cheese	E - A	SITXFSA005
SITHCCC039	Produce pates and terrines	E - A	SITHCCC027 SITXFSA005
SITHCCC026	Package prepared foodstuffs	E - A	SITXFSA005
SITXINV007	Purchase goods	E - C	Nil
BSBSUS211	Participate in sustainable work practices	E - C	Nil

<p>Work based training</p>	<p>A total of 196 hours will be completed in workplace commercial kitchen as a part of work-based training. An induction for WBT students would be conducted at school and workplace induction will be conducted at workplace before commencement of WBT. Students are required to undertake compulsory 196 hours of Work-based training which will be conducted at an approved industry workplace commercial kitchen with whom ASOC has an agreement with.</p> <p>Work Based Training (WBT) has been implemented for the delivery of the following unit:</p> <ul style="list-style-type: none"> - SITHCCC043 - Work effectively as a cook (minimum of 48 complete service periods in a commercial kitchen) <p>Students are also required to complete a logbook for each service period and reflect on tasks performed during service period. Workplace supervisor/Trainer or Assessor /Trainer or Assessor will verify logs of training for each food service period on student logbook.</p>
<p>Workplace suitability assessment</p>	<p>WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements. Work-based training site will be assessed for work-based training suitability by the WBT Trainer/ assessor using the Workplace Training Facility Checklist. The WBT Coordinator will use a suitability check list to determine the following: ABN registration, menu and meal type served, work safety, WHS safety measures in regard to equipment resources available and capacity of number of learners the Host Employer is able to have at any one-time conducting Work-Based Training.</p> <p>Students can use their workplace to complete 196 hours of Work-Based Training. However, to ensure that student's workplace requirements are met, WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements.</p>
<p>Alternative Arrangements if industry workplace does not meet the requirements</p>	<p>If student's workplace site does not meet suitability, the WBT coordinator will allocate another WBT facility which can provide the opportunity for the identified gap e.g., Missing equipment, meal type, or menu style or menu items.</p> <p>Work-based training will be conducted at approved industry workplace commercial kitchen with whom ASOC has an agreement with.</p>
<p>English Language Requirements</p>	<p>English proficiency at an IELTS overall band score 5.5 or above or Upper Intermediate ELICOS Course Certificate from Australia or similar. Refer to Enrolment kit or student handbook available on ASOC's website for more information.</p>
<p>Pre-Training Review</p>	<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 and submit it along with the application form.</p> <p>ASOC will review 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. Refer to Enrolment kit or student handbook available on ASOC's website for more information.</p>

Language, Literacy and Numeracy test (LLN)	<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 "SIT30821 - Certificate III in Commercial Cookery". Refer to Enrolment kit or student handbook available on ASOC's website for more information.</p>
Computer literacy requirements	<p>All students enrolling into this course 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>
Academic requirements	<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>
Age	<p>Students must be above 18 years of age while filling up the application form.</p>
Material and Resources required	<p>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>Learners are required to have kitchen kit including, chef dress, safety boots and knife kit including various knives and other tools. Kitchen Kit is required to enter into the kitchen and to be able to undertake training in the kitchen effectively. Students will be required to purchase chef dress, safety shoes and knife kit from the school.</p> <p>Please Note: Material Fees will only include printed materials and handouts provided by the school. Students will have to pay separately for the kitchen kit which includes</p>

	chef dress, safety boots and knife kit.
Physical Abilities and handling complex foods	<p>Learners are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training effectively. Learners must be able to handle complex foods including cooking of various processed or raw meats, poultry, seafoods, dairy items and must be kept in mind of any religious or dietary barriers to handle such foods before enrolling into this course. In line with its access and equity policy, ASOC will identify any such barriers presented by students during pre-training review call before enrolment and will identify and provide required support and reasonable adjustment where possible.</p> <p>Physical fitness</p> <p>Students are expected to have an understanding of physical abilities and manual handling required to perform tasks involved while undergoing training effectively. As part of this course students are expected to do manual handling, lifting heavy pots and pans.</p>
Assessment methods	Knowledge questions, Worksheets, Practical Demonstration in training kitchen/workplace kitchen, Role plays, Research, Case Studies, Scenario Presentation, Project work, Logbook
Qualification Pathways	Pathways from the qualification- SIT40521 - Certificate IV in Kitchen Management
Employment Pathways	<p>Units in this qualification reflect the knowledge and skills of individuals with significant experience in:</p> <ul style="list-style-type: none"> • Trade Cook (Kitchen) • Cook (Hotels) • Cook (Restaurant) • Cook (clubs, Pubs) • Cook (Cafés and coffee Shop) <p>Note: Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.myskills.gov.au/, 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> <p>Course Information may not be sufficient to make an Enrolment decision. Please refer to the information available on student handbook, website or call ASOC at 1300 781 194.</p>

SIT40521 - Certificate IV in Kitchen Management	
CRICOS course code	109503E
Course Description	<p>This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.</p> <p>This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.</p>

Delivery Mode	Classroom based Face to Face theory learning and Practical training in ASOC's commercial kitchen and at workplace.
Location	<p>Classroom based Face to Face delivery Location</p> <p>Melbourne Campus: Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000</p> <p>Hobart Campus: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000</p> <p>Practical training location</p> <p>The practical training component of the courses will be delivered at ASOC's commercial kitchen.</p>
Course Fees	<p>Total Course Fees: \$22,000</p> <p>Non-Tuition Fees: \$1,600</p> <p>*Kitchen Kit: \$400</p> <p>Total tuition fees: \$20,400</p> <p>*Student will be required to purchase Kitchen Kit from ASOC.</p>
Duration of the training (Including Holidays & breaks)	78 weeks (including holiday breaks)
Amount of training:	20 scheduled course contact hours per week.
Delivery Schedule	70 weeks delivery
Volume of Learning	1578 hours
Units	
<p>In order to complete the SIT40521 - Certificate IV in Kitchen Management 33 units must be completed:</p> <ul style="list-style-type: none"> • 27 core units • 6 elective units, consisting of: 	

Unit code	Unit Title	Core/ Elective	Pre-requisites required	
SITHCCC023	Use food preparation equipment	C	SITXFSA005	
SITHCCC027	Prepare dishes using basic methods of cookery	C	SITXFSA005	
SITHCCC028	Prepare appetisers and salads	C	SITXFSA005	
SITHCCC029	Prepare stocks, sauces and soups	C	SITXFSA005	
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	C	SITHCCC027 SITXFSA005	
SITHCCC031	Prepare vegetarian and vegan dishes	C	SITHCCC027 SITXFSA005	
SITHCCC035	Prepare poultry dishes	C	SITHCCC027 SITXFSA005	
SITHCCC036	Prepare meat dishes	C	SITHCCC027 SITXFSA005	
SITHCCC037	Prepare seafood dishes	C	SITHCCC027 SITXFSA005	
SITHCCC041	Produce cakes, pastries and breads	C	SITXFSA005	
SITHCCC042	Prepare food to meet special dietary requirements	C	SITHCCC027 SITXFSA005	
SITHCCC043	Work effectively as a cook	C	SITHCCC027 SITXFSA005	
SITHKOP010	Plan and cost recipes	C	Nil	
SITHKOP012	Develop recipes for special dietary requirements	C	SITHCCC027 SITHCCC042 SITHKOP010 SITXFSA005	
SITHKOP013	Plan cooking operations	C	SITXFSA005	
SITHKOP015	Design and cost menus	C	SITHKOP010	
SITHPAT016	Produce desserts	C	SITXFSA005	
SITXCOM010	Manage conflict	C	Nil	
SITXFIN009	Manage finances within a budget	C	Nil	
SITXFSA005	Use hygienic practices for food safety	C	Nil	
SITXFSA006	Participate in safe food handling practices	C	Nil	
SITXFSA008	Develop and implement a food safety program	C	SITXFSA005 SITXFSA006	



SITXHRM008	Roster staff	C	Nil
SITXHRM009	Lead and manage people	C	Nil
SITXINV006	Receive, store and maintain stock	C	SITXFSA005
SITXMGT004	Monitor work operations	C	Nil
SITXWHS007	Implement and monitor work health and safety practices	C	Nil
SITHCCC040	Prepare and serve cheese	E-A	SITXFSA005
SITHCCC039	Produce pates and terrines	E-A	SITHCCC027 SITXFSA005
SITHCCC026	Package prepared foodstuffs	E-A	SITXFSA005
SITXHRM007	Coach others in job skills	E- Outside	Nil
SITXWHS005	Participate in safe work practices	E- Outside	Nil
SITHKOP009	Clean kitchen premises and equipment	E- Outside	SITXFSA005
Work based training	<p>A total of 196 hours will be completed in commercial kitchen as a part of work-based training. An induction for WBT students would be conducted at the school and workplace induction will be conducted at workplace before commencement of WBT. Students are required to undertake compulsory 196 hours of Work-based training which will be conducted at an approved industry workplace commercial kitchen with whom ASOC has an agreement with.</p> <p>Work Based Training (WBT) has been implemented for the delivery of the following units:</p> <ul style="list-style-type: none"> - SITHCCC043 - Work effectively as a cook (minimum of 48 complete service periods in a commercial kitchen) <p>Students are also required to complete a logbook for each service period and reflect on tasks performed during service period. Workplace supervisor/Trainer or Assessor will verify logs of training for each food service period on student logbook.</p>		
Workplace suitability assessment	<p>The WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements. Work-based training site will be assessed for work-based training suitability by the WBT assessor using the Workplace Training Facility Checklist. The WBT Coordinator will use a suitability checklist to determine the following: ABN registration, menu and meal type served, work safety, WHS safety measures in regard to equipment resources available and capacity of number of learners the Host Employer is able to have at any one time conducting Work-Based Training.</p> <p>Students can use their workplace to complete 196 hours of Work-Based Training. However, to ensure that student's workplace requirements are met, WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements.</p>		
Alternative Arrangements if industry workplace does not meet the requirements	<p>If student's workplace site does not meet suitability, the WBT coordinator will allocate another WBT facility which can provide the opportunity for the identified gap e.g., Missing equipment, meal type, or menu style or menu items.</p> <p>Work-based training will be conducted at approved industry workplace commercial</p>		

	kitchen with whom ASOC has an agreement with.
English Language Requirements	English proficiency at an IELTS overall band score 5.5 or above or Upper Intermediate ELICOS Course Certificate from Australia or similar. Refer to Enrolment kit or student handbook available on ASOC's website for more information.
Pre-Training Review	<p>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 and submit it along with the application form.</p> <p>ASOC will review 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. Refer to Enrolment kit or student handbook available on ASOC's website for more information.</p>
Language, Literacy and Numeracy test (LLN)	<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 "SIT40521 - Certificate IV in Kitchen Management". Refer to Enrolment kit or student handbook available on ASOC's website for more information.</p>
Computer literacy requirements	<p>All students enrolling into this course 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>
Academic requirements	<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>
Age	Students must be above 18 years of age while filling up the application form.
Material and Resources	Although ASOC will provide access to computers with required resources including

required	<p>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>Learners are required to have kitchen kit including, chef dress, safety boots and knife kit including various knives and other tools. Kitchen Kit is required to enter into the kitchen and to be able to undertake training in the kitchen effectively. Students will be required to purchase chef dress, safety shoes and knife kit from the school.</p> <p>Please Note: Material Fees will only include printed materials and handouts provided by the school. Students will have to pay separately for the kitchen kit which includes chef dress, safety boots and knife kit.</p>
Physical Abilities and handling complex foods	<p>Learners are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training effectively. Learners must able to handle complex foods including cooking of various processed or raw meats, poultry, seafoods, dairy items and must kept in mind of any religious or dietary barriers to handle such foods before enrolling into this course. In line with its access and equity policy, ASOC will identify any such barriers presented by students during pre-training review call before enrolment and will identify and provide required support and reasonable adjustment where possible.</p> <p>Physical fitness</p> <p>Students are expected to have an understanding of physical abilities and manual handling required to perform tasks involved while undergoing training effectively. As part of this course students are expected to do manual handling, lifting heavy pots and pans.</p>
Assessment methods	<p>Knowledge questions, Worksheets, Practical Demonstration in training kitchen/workplace kitchen, Role plays, Research, Case Studies, Scenario Presentation, Project work, Logbook</p>
Qualification Pathways	<p>Pathways from the qualification- SIT50422 - Diploma of Hospitality Management.</p>
Employment Pathways	<p>Units in this qualification reflect the knowledge and skills of individuals with significant experience in:</p> <ul style="list-style-type: none"> • Chef • Executive Chef • Head Chef • Sous Chef <p>Note: Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.myskills.gov.au/, 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> <p>Course Information may not be sufficient to make an Enrolment decision. Please refer to the information available on Student handbook, website or call ASOC at 1300 781</p>

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SIT50422 - Diploma of Hospitality Management	
CRICOS course code	111704M
Course Description	This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.
Delivery Mode	Classroom based Face to Face theory learning and Practical training in ASOC's commercial kitchen.
Location	<p>Classroom based Face to Face delivery Location</p> <p>Melbourne Campus: Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000</p> <p>Hobart Campus: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000</p> <p>Practical training location</p> <p>The practical training component of the courses will be delivered at ASOC's commercial kitchen.</p>
Course Fees	<p>Total Course Fees: \$18,300</p> <p>Non-Tuition Fees: \$2,300</p> <p>*Kitchen Kit: \$400</p> <p>Total Tuition Fees: \$16,000</p> <p>*Student will be required to purchase Kitchen Kit from ASOC.</p>
Duration of the training (Including Holidays & breaks)	64 weeks (including holiday breaks)
Amount of training:	20 scheduled course contact hours per week.
Delivery Schedule	58 weeks delivery
Volume of Learning	1258 hours
Units	<p>In order to complete the SIT50422- Diploma of Hospitality Management, 28 units must be completed:</p> <ul style="list-style-type: none"> 11 core units 17 elective units, <p>Please refer list of units below:</p>



Unit code	Unit Title	Core/ Elective	Pre-requisites required
SITXCCS015	Enhance customer service experiences	C	Nil
SITXCCS016	Develop and manage quality customer service practices	C	Nil
SITXCOM010	Manage conflict	C	Nil
SITXFIN009	Manage finances within a budget	C	Nil
SITXFIN010	Prepare and monitor budgets	C	Nil
SITXGLC002	Identify and manage legal risks and comply with law	C	Nil
SITXHRM008	Roster staff	C	Nil
SITXHRM009	Lead and manage people	C	Nil
SITXMGT004	Monitor work operations	C	Nil
SITXMGT005	Establish and conduct business relationships	C	Nil
SITXWHS007	Implement and monitor work health and safety practices	C	Nil
SITXFSA005	Use hygienic practices for food safety	E-A	Nil
SITHCCC027	Prepare dishes using basic methods of cookery	E-C	SITXFSA005
SITHCCC041	Produce cakes, pastries and breads	E-C	SITXFSA005
SITHCCC023	Use food preparation equipment	E-C	SITXFSA005
SITHCCC028	Prepare appetisers and salads	E-C	SITXFSA005
SITHCCC035	Prepare poultry dishes	E-C	SITHCCC027 SITXFSA005
SITXINV006	Receive, store and maintain stock	E-C	SITXFSA005
SITHCCC029	Prepare stocks, sauces and soups	E-C	SITXFSA005
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	E-C	SITHCCC027 SITXFSA005
SITHCCC031	Prepare vegetarian and vegan dishes	E-C	SITHCCC027 SITXFSA005
SITHCCC036	Prepare meat dishes	E-C	SITHCCC027 SITXFSA005
SITHCCC037	Prepare seafood dishes	E-C	SITHCCC027 SITXFSA005
SITHCCC042	Prepare food to meet special dietary requirements	E-C	SITHCCC027 SITXFSA005
SITHPAT016	Produce desserts	E-C	SITXFSA005

	SITXFSA006	Participate in safe food handling practices	E-C	Nil
	SITHCCC026	Package prepared foodstuffs	E-C	SITXFSA005
	SITHKOP013	Plan cooking operations	E-B	SITXFSA005
English Language Requirements		English proficiency at an IELTS overall band score 5.5 or above or Upper Intermediate ELICOS Course Certificate from Australia or similar. Refer to Enrolment kit or student handbook available on ASOC's website for more information.		
Pre-Training Review		<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 and submit it along with the application form.</p> <p>ASOC will review 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. Refer to Enrolment kit or student handbook available on ASOC's website for more information.</p>		
Language, Literacy and Numeracy test (LLN)		<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 SIT50422 - Diploma of Hospitality Management. order to enrol them in the most appropriate course to achieve their intended outcomes. Refer to Enrolment kit or student handbook available on ASOC's website for more information.</p>		
Computer literacy requirements		<p>All students enrolling into this course 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>		
Academic requirements		<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>		

Age	Students must be above 18 years of age while filling up the application form.
Material and Resources required	<p>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). All learners are expected to have access to MS office application such as Microsoft Word, an email platform.</p> <p>Learners are required to have kitchen kit including, chef dress, safety boots and knife kit including various knives and other tools. Kitchen Kit is required to enter into the kitchen and to be able to undertake training in the kitchen effectively. Students will be required to purchase chef dress, safety shoes and knife kit from the school.</p> <p>Please Note: Material Fees will only include printed materials and handouts provided by the school. Students will have to pay separately for the kitchen kit which includes chef dress, safety boots and knife kit.</p>
Physical Abilities and handling complex foods	<p>Learners are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training effectively. Learners must able to handle complex foods including cooking of various processed or raw meats, poultry, seafoods, dairy items and must kept in mind of any religious or dietary barriers to handle such foods before enrolling into this course. In line with its access and equity policy, ASOC will identify any such barriers presented by students during pre-training review call before enrolment and will identify and provide required support and reasonable adjustment where possible.</p> <p>Physical fitness</p> <p>Students are expected to have an understanding of physical abilities and manual handling required to perform tasks involved while undergoing training effectively. As part of this course students are expected to do manual handling, lifting heavy pots and pans.</p>
Assessment methods	Knowledge questions, Worksheets, Practical Demonstration in training kitchen/workplace kitchen, Role plays, Research, Case Studies, Scenario Presentation, Project work, Logbook
Qualification Pathways	<p>Pathways from the qualification- SIT60322 - Advanced Diploma of Hospitality Management.</p> <p>Please Note: ASOC doesn't offer SIT60322 qualification.</p>
Pathways	<p>Units in this qualification reflect the knowledge and skills of individuals with significant experience in:</p> <p>Departmental Manager, or (in restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops)</p> <p>Small business Manager (in restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops)</p> <p>Note: Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or https://www.myskills.gov.au/, 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>

	<p>courses as it will be misleading.</p> <p>Course Information may not be sufficient to make an Enrolment decision. Please refer to the information available on Student handbook, website or call ASOC at 1300 781 194.</p>
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Note: Students must read the course details in conjunction with the student handbook available on ASOC website www.asoc.edu.au

TRAINING AND ASSESSMENT

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. Classroom assessment, practical demonstration in training kitchen, 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. 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. In specific cases, where student support and special needs are identified, the method and timing of assessment can be adjusted. However, the requirements of the unit of competency including requirements of knowledge evidence and performance evidence will remain unchanged. The adjustment will be applied to evidence gathering techniques and due dates of assessment without changing training package requirements and unit outcome requirements.

ASOC ensures that all the assessments are valid, fair, reliable, authentic and flexible. Refer to ASOC's student handbook for more information on Assessments.

Mode of Delivery/ Approach

SIT qualifications at ASOC will be delivered face to face in a classroom, practical training at ASOC's commercial kitchen with access to a simulated environment for a minimum 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, scenario, 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.

Teacher to student ratio: To ensure quality delivery of training and assessment, amount of adequate support, ASOC trainers to student ratio will not exceed 1:20 for theory classes and Kitchen practical classes (2 burners per student) and bench space available (1.5 meter per person) and other resources available.

Work based Training

Applicable only for SIT30821 - Certificate III in Commercial Cookery and SIT40521 - Certificate IV in Kitchen Management

WBT is aimed at giving students a varied experience in a real live situation, under normal commercial pressures. For example, in the live environment, they will be able to test their skills and knowledge when the kitchen is busy, customers are waiting, or it is “rush hour” – e.g. Lunch times at a restaurant in the city.

While determining amount of training, ASOC has taken in account work-based training units “SITHCCC043 - Work effectively as a cook” requires students to undertake 48 occasions cooking various meals including breakfast, lunch, and dinner (196 Hours = 2 minimum service period X 48 occasions = 192 Hours + 12 hours of induction and de-briefing).

Total 196 hours has been allocated to work based training for this unit.

An induction for WBT students would be conducted at institute and workplace induction will be conducted at workplace before commencement of WBT

Students are required to complete a logbook for each service period and reflect on tasks performed during service period. Workplace supervisor/Trainer or Assessor will verify logs of training for each food service period on student logbook. Work-based training will be conducted at approved industry workplace commercial kitchen with whom ASOC has an agreement with.

Students can use their workplace to complete 196 hours of Work-Based Training. However, to ensure that student's workplace requirements are met, WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements.

Workplace suitability assessment

WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements. All work-based training sites are assessed for work-based training suitability by the WBT assessor using the Workplace Training Facility Checklist. WBT Coordinator use a suitability check list to determine the following: ABN registration, menu and meal type served, work safety, WHS safety measures in regard to equipment resources available and capacity of number of learners the Host Employer is able to have at any one-time conducting Work-Based Training.

Alternative Arrangements if industry workplace does not meet the requirements

If student's workplace site does not meet suitability, the WBT coordinator will allocate another WBT facility which can provide the opportunity for the identified gap e.g., Missing equipment, meal type, or menu style or menu items.

Work-based training will be conducted at approved industry workplace commercial kitchen with whom ASOC has an agreement with.

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>).

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 not restricted to:

- Practical demonstrations in training kitchen,
- Role plays,
- Presentations,
- Simulated hospitality environment including scenarios and case studies,
- Project work,
- Worksheets and

- Knowledge questions.

Re-assessment

Learners unsuccessful at achieving competency in first attempt will be given two further opportunities for re-assessment at a mutually agreed time and date (total 3 attempts*). If a learner fails the re-assessment after three attempts, they will be advised to re-enrol in the unit.

*Students will be given total 3 attempts including 1 original plus 2 reassessments.

Cost of reassessment will be as follows:

- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: \$300

If student fails in the 3rd reassessment, then students will have to repeat unit. Repeat unit fee- \$300.

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 students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

To view the Assessment Policy and Procedure, please visit www.asoc.edu.au.

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, or student's handbook or can seek assistance at 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. 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.

Information on Plagiarism and collusion is defined clearly in ASOC's student handbook. More detailed information can be found on Plagiarism and Cheating Policy available on ASOC's website and/or at the reception.

Credit Transfer

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. An application for credit transfer must be lodged in writing. Application forms and more information about credit transfer (Credit transfer and RPL policy) is available on our website or can be obtained from ASOC's reception. Students can also refer to Student Handbook for more information.

ASOC students who are enrolled in a package (pathway) qualification, i.e. Certificate III, IV and Diploma will be automatically provided with credit transfers as they transition from one qualification to the next.

Application forms and more information about credit transfer is available on ASOC's website. Please contact ASOC for any further enquiries.

Please Note: According to Clause 3.5 on the Standards for RTOs 2015, when a student presents a superseded equivalent unit of competency for credit transfer for the purpose of reducing the amount of learning required to achieve the qualification or skill set, credit can be granted to that student for that unit without needing to map unit outcomes. As a best practice approach, institute may conduct mapping analysis for the units that have been superseded twice or more despite still being deemed equivalent, to ensure that the assessment of competence is still relevant.

Recognition of Prior Learning (RPL)

Students who believe they already have skills and experience learnt through a job, worked in a position that's enabled the student to undergo industry –relevant tasks, or simply been trained in-house through a company that students may have previously worked for; you may be eligible to apply for Recognition of Prior Learning.

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. If the evidence provided is relevant to the course that student is interested in or has applied for; ASOC will access the application and will determine whether the student is a suitable applicant.

An application for RPL must be lodged in writing. Application forms can be obtained from the website or from ASOC's reception. More information on RPL is available on our website www.asoc.edu.au or refer to ASOC's student handbook. 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. For details on USI, visit www.usi.gov.au. ASOC Student Services staff can assist you to obtain your USI on request.

Campus Facilities and Resources

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

Website: www.asoc.edu.au

The practical component of the course will be delivered at ASOC's commercial kitchen

How to reach us:

By Public Transport

By Train

Nearest Train Stations:

Melbourne Campus: Parliament Station, Melbourne

Central Station,

Hobart Campus: No trains

By Tram

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

Hobart Campus: No Trams

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 pay parking available in nearest place. For any assistance, please contact ASOC on 1300 781 194.

Modern Campus Facilities and Equipment

- 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.

Classrooms

All classrooms are equipped with the following resources for the delivery and assessment of the units of competency selected for this qualification:

- Computer with Internet connection to enable research.
- Access to network printers and photocopiers from class
- Data projectors connected with trainer's computers
- Whiteboard
- Table and chairs
- Power points for laptop, computer

Training Kitchen

ASOC has a commercial kitchen with access to all equipment and food preparation areas with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines including specific equipment for each relevant unit of competency.

For more information on the list of available equipment in the training kitchen, contact ASOC at 1300 781 194.

Student recreational area and lunchroom

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.

Training Location- The practical training component of the courses will be delivered at ASOC's commercial kitchen. ASOC has fully equipped training kitchen.

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 and computer lab:

Library and learning resources relevant to each unit including but not limited to textbooks & other hospitality books and resources are available at ASOC's library and resource centres are located at:

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

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

List of resources and books will be available at ASOC's library.

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.

ASOC has access to standard equipment required for cookery and hospitality courses.

Learners are required to have kitchen kit including, chef dress, safety boots and knife kit including various knives and other tools. Kitchen Kit is required to enter into the kitchen and to be able to undertake training in the kitchen effectively.

Students will be required to purchase chef dress, safety shoes and knife kit from the school.

Please Note: Students will have to pay separately for the kitchen kit which includes chef dress, safety boots and knife kit.

Book and Reading Materials

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

Workplace Documentation

Wherever conditions in the unit of competency specifies case-studies, scenarios and role plays related to the units have to be used, students will have access to sample templates, forms, copy of legislation, sample guides, School's policies and procedures.

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, and Work-Based Training and 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., and practical demonstrations in kitchen, 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 includes but is not limited to class attendance, work-based training, self-paced learning (not included in the minimum 20 hours per week), research, learning activities and assessment activities.

Course Assessments

Australian School of Commerce uses several methods of assessment to measure students' competency. Assessment methods used for this course are Practical demonstrations in training kitchen, Role plays, Presentations, Case studies, Scenario, Project work, Worksheets and Knowledge questions.

Plagiarism

Acts of plagiarism, collusion and/or cheating are not permitted in any work completed for assessment. Students found to be involved in cheating, plagiarism and/or collusion will be required to repeat the unit and will be given a written warning. Any charges associated with the re-assessment will be payable by the student. If a student is caught engaging in these acts a second time, they may be suspended or expelled from ASOC. All work submitted must demonstrate competence in the unit of study. Information on Plagiarism, cheating and collusion is defined clearly in ASOC's student handbook. More detailed information can be found on Plagiarism and cheating Policy available on ASOC's website and/or at the reception.

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

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 School's 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.

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

Student Obligations

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals. 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

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 for two consecutive study periods, 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 units in the 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 intervention strategy and/or counselling procedures when you think you may not be able to meet 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 student fails to meet the requirements of satisfactory course progress for two consecutive study periods i.e. does not successfully complete or demonstrate competency in at least 50% of the units in two consecutive study periods, 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 records 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 attend all kitchen practicals to fully develop their culinary skills. Student's kitchen attendance will be monitored closely, and student missing kitchen's practical classes will be treated on a case by case basis. Student missing more than one kitchen practical class will not be allowed to sit in re-assessment but will be required to repeat the units as it will not be possible for students to develop the required skills without attending kitchen practical classes.

Students must maintain satisfactory attendance (i.e. minimum 80% of attendance) throughout the course.

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, 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 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;
- Adjusting timetables
- providing access to supplementary or modified materials;
- providing supplementary exercises to assist understanding;
- attending academic skills programs;
- attending tutorial or study groups;
- attending study clubs;
- 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

The School has a student's 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 Commonwealth Ombudsman. Refer to ASOC's complaints and Appeal Policy for more details available on the website and in the student's handbook.

Commonwealth Ombudsman

The Commonwealth Ombudsman investigates complaints about problems that international students have with private schools, colleges and universities (education providers) in Australia.

The Commonwealth 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. Please refer to student's handbook or Complaints and Appeals Policy available on ASOC's website. Alternatively, it can be obtained from the Administration department.
Refer to <http://www.ombudsman.gov.au/>

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.

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 additional information on the ESOS Legislative Instruments please visit ESOS Legislative Instruments: <https://www.dese.gov.au/esos-framework>

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. Students can review the policy at ASOC's website.

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

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 <https://www.humanrights.vic.gov.au/>
- VET Quality Framework www.asqa.gov.au/

- Department of Home Affairs <https://immi.homeaffairs.gov.au/>
- Australian Human Rights Commission Act 1986 <https://www.humanrights.vic.gov.au/>
- Disability Standards for Education 2005 <https://www.legislation.gov.au/Details/F2005L00767>
- Disability Discrimination Act 1992 <https://www.legislation.gov.au/Details/C2022C00087>
- 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/C2021C00420>
- Privacy Act 1988 <https://www.legislation.gov.au/Details/C2022C00199>
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182>
- Education Services to Overseas Students (ESOS) Act 2000 <https://www.legislation.gov.au/Details/C2022C00066>
- Education Services to Overseas Students (ESOS) Regulations 2019 <https://www.legislation.gov.au/Details/F2021C01320>

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.

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 School 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.

Arrival Assistance

An airport pick-up service is available to arriving students, upon request. This is undertaken as part of a meet-and-greet service and usually requires at least one week's notice. 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. 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 students 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.

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 at other institute as ASOC does not offer ELICOS program. ASOC will provide support and guidance to students who are facing difficulty in English or LLN. Students are requested to meet Student Support Office to seek guidance and/or support. Appropriate strategies will be implemented to assist the students with their learning. Additional support will be provided by the School with ACSF Support plan. Refer to LLN policy or Student Support and Welfare Policy for more details.

Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. Our student support officer offers a confidential support service and external referral where necessary. Students can obtain more information on the support services available ASOC through Student handbook or by speaking to our friendly staff member. All students needing counselling, study skills assistance or practical help should make an appointment with the Students Support Services Officer at the Campuses. An appointment can be made at reception or by emailing us at info@asoc.edu.au.

Students requiring assistance with course progress should contact the students support services as soon as possible.

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.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

Disability Support

Australia has a law 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:

- 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 – ASOC can refer the student who requires legal advice to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student will be responsible for any cost related to the legal advice charged by legal practitioner.

Accommodation – Accommodation advice is available to all the international students from the point of application to the completion of their course. ASOC will provide up to date information on accommodation options and/or accommodation 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 the student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g. 000 and inform ASOC as soon as appropriate.

Facilities and Resources – At orientation, students will be given a guided tour of the campus and all ASOC facilities. At this time, they will be given an explanation of all available resources.

Any student visa conditions relating to the course progress and or attendance as appropriate – Students will be advised during the orientation of their requirements to continue to meet their visa 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 is 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, and 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

Payment of Tuition Fees

- a. 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.
- b. 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).
- c. 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.
- d. 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.
- e. 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.
- f. 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 instalment 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.

i. 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.

j. 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.

k. 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.

l. 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).

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

n. 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.

o. 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.

p. 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.

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

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

s. 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 and submit with other supporting documents:

Administration Manager

Australian School of Commerce,

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

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

Or

Email at apply@asoc.edu.au

Refunds

Students are required to read the Fee payment and Refund Policy" for detailed information available on student's handbook or at ASOC's website.

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
<p>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.</p> <p>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.</p>			

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.

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.

STUDENT'S RIGHTS TO APPEAL

- A. 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.
- B. The school's appeal process does not restrict the student's right to pursue other legal avenues.
- C. 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 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 regard 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

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 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

Study in Australia: www.studyinaustralia.gov.au

Youth Central: www.youthcentral.vic.gov.au

Places of Worship

Churches: www.australianchurches.net

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

Temples Australia: www.hindu council.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

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 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.

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 a 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).

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

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 (Melbourne and Hobart)

Email

Info@asoc.edu.au

Website

www.asoc.edu.au

Disclaimer: Information contained in this Students Prospectus is current at the time of printing and is subject to change. Please refer to information published on website 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 or speak to ASOC staff member for further details.

ASOC handles all superseded qualifications as per our Course Transition Policy and Procedures available from www.asoc.edu.au. Information contained in this prospectus might not be suitable for enrolment purposes however this information should be read in conjunction with student's handbooks, website or course information brochures. For more information please speak to student's Administration officer at the reception of Australian School of Commerce.

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.

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