



Australian
School of
Commerce

RTO NO.41089 | CRICOS NO. 03489A

Student Handbook 2024



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

Melbourne campus/Head Office: 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 (Within Australia only)

CRICOS Code: 03489A

RTO ID: 41089

Email: apply@asoc.edu.au, info@asoc.edu.au

Welcome to Australian School of Commerce

From the Chief Executive Officer

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

We endeavour to make your stay in Australia productive and enjoyable. We pride ourselves not only in fostering academic excellence but also in making our students educational experience satisfying such that student will remember their time at Australian School of Commerce. We have dedicated professional staff members to support students and help them with their transition to Australia.

On behalf of our staff and teachers, I warmly welcome you to Australian School of Commerce ("ASOC").

This Student handbook has been developed to provide you with important information to make an informed decision about your future study plans. It contains information about the courses we offer, fees and costs, admission procedures at ASOC 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.

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

Mr Sukhdeep Singh

CEO

Australian School of Commerce

About Australian School of Commerce

Australian School of Commerce is a Registered Training Organisation and an accredited Vocational Education and Training provider providing high-quality training to students in Australia. ASOC is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students. Head Office Located in Melbourne's Commercial Business District (CBD) and another campus located at Hobart, Tasmania, both campuses have easy access to public transport, shopping centres, restaurants, and entertainment centres.

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 institute is committed to providing quality education to international students. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

At ASOC, we understand the aspirations of our students and have focused our philosophy on imparting premium quality education. The institution caters to the needs of students in the field of vocational education. We are committed to providing a warm and caring educational environment.

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

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

We are located at.

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

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

Contact Information

1300 781 194 (Australia)

Email: apply@asoc.edu.au, Info@asoc.edu.au | Website: www.asoc.edu.au

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.

Our objectives:

In recognition of this mission, our objectives are:

- **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 and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behavior which hold ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognize 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 industry needs and expectations.

Living in Australia

Australia

Australia is an ethnic melting pot. It is a country known for its world-famous natural wonders, diverse landscapes and 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.

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 slang 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, Gurudwara and synagogues are 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.

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 several 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 translation with the permit. An international driver's license alone is not sufficient. Different states in Australia have different driving licence conditions.

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

Taxis

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

Uber

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

Telephones and Wi-Fi connections

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

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

Airport and a 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 and 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 plan with fewer 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 considered. For more information on living in Australia, and costs, visit www.studyinaustralia.gov.au.

Travel

During the term breaks, students may like to venture beyond Melbourne 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 may 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 mealtimes are in relation to your studies and other commitments. There are different types of homestay 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 homestay 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 "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 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:

<http://homestaydirect.com.au>

<http://gumtree.com.au>

<http://flatmatefinders.com.au>

<http://www.studymelbourne.vic.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 sports 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 is among the top 10 most liveable cities in the world as surveyed by CNN travel index."



Climate

Melbourne has a temperate climate with four distinct seasons:

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

Events and Entertainment

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

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

Study

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

Transport

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

Useful Websites

www.ptv.vic.gov.au

www.studymelbourne.vic.gov.au

www.studyinaustralia.gov.au

www.homeaffairs.gov.au

Living in Hobart

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



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

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

Award-winning restaurants offers fine dining experiences using the best Tasmanian produce recognised by the world's best chefs, while on the waterfront punts and fishmongers sell the freshest seafood straight from the Southern Ocean.

Enjoy the contrast of elegant heritage sandstone alongside modern architecture. Explore Salamanca Place, a short walk from the waterfront, with its galleries, theatres, craft shops and restaurants in 1830s Georgian warehouses and on Saturdays enjoy the food and entertainment of Salamanca Market <http://www.salamanca.com.au/>, Tasmania's best-known landmark along with Cradle Mountain, Mount Wellington, Port Arthur, Freycinet, Bruny Island Strahan and MONA.

Take a walk along Hobart's iconic waterfront, explore the [Tasmanian Museum and Art Gallery](#) or take a ferry up river to [MONA](#) for an out-of-this-world modern art experience.

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

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

Climate

Hobart experiences four distinct seasons, each with its own beauty and charm 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.



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.decyp.tas.gov.au/>

Services and Facilities

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

Orientation Sessions

Many students find life in Australia quite different from life in their home country, therefore, ASOC organises an orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute 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, and support services available for students to adjust to study and life in Australia. Orientation sessions are a great way of meeting other students.

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/moving-to-australia.html>

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

ANZ Bank

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

National Australia Bank (NAB)

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

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

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

Education and Childcare

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

- <https://www.studyinaustralia.gov.au/>

Find an Early Childhood Service or School: <http://www.education.vic.gov.au/findaservice/home.aspx>

Why Study at ASOC?

Better Career Outcomes

ASOC's government accredited, and internationally recognised courses will help you achieve your career goals. ASOC does not guarantee any job or employment outcomes.

Experienced Staff

ASOC employs experienced, industry-aware trainers who are committed to promoting a culture of learning, achievement, and ambition. Trainers are involved in frequently developing their skills and knowledge as per the current market changes by undertaking professional development activities and sessions.

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 its operations.
2. ASOC adheres to principles of access and equity to maximise outcomes for clients.
3. Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which ASOC operates.

Student Service Focus

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

Registration

Australian School of Commerce (ASOC) 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

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

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

ASOC will assess student'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, to enrol them in the most appropriate course to achieve their intended outcomes.

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

ASOC will issue a 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 student's written agreement and send it to ASOC. ASOC will not accept any course fees without a student's written agreement.

Students undertaking the course must possess 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 a 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 student's agreement and fee is received (and cleared by the bank) ASOC will issue a Confirmation of Enrolment (COE) with a condition that you must take the LLN test before the course commencement.

Please refer to Enrolment Kit available on the ASOC website for more information on Enrolment.

Courses Offered

Course Code and Name	CRICOS Course Code	Duration (including holiday breaks)	*Study Period (weeks)	Total tuition fee (AUD)	Non-Tuition Fee (AUD)	Total Course Fee (AUD)
BSB40920- Certificate IV in Project Management Practice	107346G	26 weeks (including holiday breaks)	1 Study Periods	\$10,000	\$900	\$10,900
BSB50820- Diploma of Project Management	107347F	52 weeks (including holiday breaks)	2 Study Periods	\$12,000	\$900	\$12,900
BSB60720- Advanced Diploma of Program Management	107348E	52 weeks (including holiday breaks)	2 Study Periods	\$15,000	\$900	\$15,900
BSB80120 - Graduate Diploma of Management (Learning)	107349D	52 Weeks (including holiday breaks)	2 Study Periods	\$16,000	\$1,200	\$ 17,200

BSB50120-Diploma of Business	108692C	52 weeks (including holiday breaks)	2 Study Periods	\$ 12,000	\$ 1000	\$ 13,000
BSB60120-Advanced Diploma of Business	108693B	52 weeks (including holiday breaks)	2 Study Periods	\$ 12,000	\$ 1000	\$ 13,000
**SIT30821 - Certificate III in Commercial Cookery	109845E	56 Weeks (including holiday breaks)	2 Study Periods	\$18,500	\$1500	\$20,000
**SIT40521- Certificate IV in Kitchen Management	109503E	78 Weeks (including holiday breaks)	3 Study Periods	\$20,500	\$1500	\$22,000
SIT50422- Diploma of Hospitality Management	111704M	64 Weeks (including holiday breaks)	3 Study Periods	\$16,000	\$2,300	\$18,300
<p>*Study Period - each study period for the course mentioned above ranges between 12 weeks to 26 weeks. Contact institute for latest information on the study period at 1300 781 194 or email your request to apply@asoc.edu.au.</p> <p>Application Fees: \$300</p> <p>**For Commercial Cookery and Kitchen Management qualifications only: Students are required to complete Work Based Training as part of SIT (Commercial Cookery and Kitchen Management) qualifications, and it will be completed in a workplace commercial kitchen. An induction for WBT students would be conducted at the institute and workplace induction will be conducted at the workplace before the commencement of WBT. For more information on WBT and entry requirements, please refer to Enrolment Kit available on ASOC website www.asoc.edu.au.</p> <p>Students are required to attend a minimum of 20 scheduled course contact hours per week for the qualification they wish to undertake at ASOC.</p> <p>Delivery Mode For BSB qualifications: Classroom based Face to Face theory learning. For SIT Qualifications: Classroom based Face to Face theory learning and practical training at ASOC's commercial kitchen with access to a simulated environment.</p> <p>Delivery Location: Classroom based Face to Face delivery Location (On campus) Melbourne Campus: Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000 Hobart Campus: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Practical training location for SIT Qualifications, i.e., Commercial Cookery, Kitchen and Hospitality Management qualifications will be delivered at ASOC's commercial kitchen.</p> <p>For Commercial Cookery, Kitchen, and Hospitality Management qualifications: It is a mandatory requirement for students undertaking Commercial Cookery and Kitchen Management qualifications to have a kitchen kit (includes chef dress, knife kit and Safety shoes) to enter the kitchen and to be able to undertake training in the kitchen effectively. Students will have to pay separately for the kitchen kit which includes chef dress, safety boots and knife kit. Kitchen Kit- \$400. Note: Details of course information can be obtained by visiting our website www.asoc.edu.au. Alternatively, students can also contact student's administration on 1300 781 194 or email their request at apply@asoc.edu.au.</p>						

Course Information

BSB40920- Certificate IV in Project Management Practice

Course Description: This qualification reflects the role of individuals who apply project management skills and knowledge in a wide variety of contexts. Individuals in these roles work autonomously, and might be members of a project team, with no direct responsibility for overall project outcomes. Primarily, these roles would support wider project operations. They may use project tools and methodologies selectively to support organisational or business activities.

Volume of Learning: 610 hours

Course Structure: To achieve this qualification, students must complete the following 9 units of competencies.

- 3 core units, plus
- 6 elective units

Core units

BSBPMG420 - Apply project scope management techniques
BSBPMG421 - Apply project time management techniques
BSBPMG422 - Apply project quality management techniques

Elective Units

BSBPMG424 - Apply project human resources management approaches
BSBPMG427 - Apply project procurement procedures
BSBPMG426 - Apply project risk management techniques
BSBLDR413 - Lead effective workplace relationships
BSBXTW401 - Lead and facilitate a team
BSBTEC404 - Use digital technologies to collaborate in a work environment

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Students will be required to perform in a range of areas including role plays and presentations, case studies, projects, reports, and knowledge test etc.

Pathways

Pathways from the Qualification: Successful completion may enable the student to apply for BSB50820 – Diploma of Project Management.

Employment/Career Pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Contracts Officer
- Project Administrator
- Quality Officer

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. ASOC doesn't claim any employment/Job outcome or job guarantee associated with its courses as it would be misleading.

BSB50820- Diploma of Project Management

Course Description: This qualification reflects the role of individuals who apply project management skills and knowledge in a variety of contexts, across several industry sectors. Individuals in these roles have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical, and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

Volume of Learning: 1200 hours

Course Structure: To achieve this qualification, students must complete the following 12 units of competencies.

- 8 core units, plus
- 4 elective units

Core units

BSBPMG530 Manage project scope
BSBPMG531 Manage project time
BSBPMG532 Manage project quality
BSBPMG533 Manage project cost
BSBPMG534 Manage project human resources
BSBPMG535 Manage project information and communication
BSBPMG536 Manage project risk
BSBPMG540 Manage project integration

Elective Units

BSBCRT511 Develop critical thinking in others.
BSBCMM511 Communicate with influence.
BSBLDR523 Lead and manage effective workplace relationships.
BSBTWK503 Manage meetings.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Students will be required to perform in a range of areas including role plays and presentations, case studies, projects, reports, and knowledge test etc.

Pathways

Pathways from the Qualification: Successful completion may enable the student to apply for BSB60720 – Advanced Diploma of Program Management.

Employment/Career Pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Project Manager
- Project Team Leader
- Project Contracts Manager

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. ASOC doesn't claim any employment/job outcome or job guarantee associated with its courses as it would be misleading.

BSB60720- Advanced Diploma of Program Management

Course Description: This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in program management across a range of enterprise and industry contexts. Individuals in these roles are responsible for managing or directing a program to achieve organisational objectives. A program is defined as a set of interrelated projects, each of which has a project manager. Individuals at this level use initiative and judgement to direct, plan, and lead a range of program functions, with accountability for personal and team outcomes within broad parameters. They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Volume of Learning: 1200 hours

Course Structure: To achieve this qualification, students must complete the following 12 units of competencies.

- 4 core units, plus
- 8 elective units

Core units

BSBPMG630 Enable program execution
BSBPMG634 Facilitate stakeholder engagement
BSBPMG635 Implement program governance
BSBPMG636 Manage benefits

Elective Units

BSBPEF502 Develop and use emotional intelligence
BSBTWK503 Manage meetings
BSBCRT611 Apply critical thinking for complex problem solving
BSBLDR602 Provide leadership across the organization
BSBSTR601 Manage innovation and continuous improvement
BSBLDR601 Lead and manage organisational change
BSBFIN601 Manage organisational finances
BSBSUS601 Lead corporate social responsibility

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Students will be required to perform in a range of areas including role plays and presentations, case studies, projects, reports, and knowledge test etc.

Pathways

Pathways from the Qualification: Successful completion may enable the student to apply for BSB80120 – Graduate Diploma of Management (Learning).

Employment/Career Pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Project Manager
- Project Director

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. ASOC doesn't claim any employment/job outcome or job guarantee associated with its courses as it would be misleading.

BSB80120 - Graduate Diploma of Management (Learning)

Course Description: This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design, and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.

Volume of Learning: 1210 hours

Course Structure: To achieve this qualification, students must complete the following 8 units of competencies.

- 3 core units, plus
- 5 elective units

Core units

BSBHRM613 Contribute to the development of learning and development strategies.

BSBLDR811 Lead strategic transformation.

TAELED803 Implement improved learning practice.

Elective Units

BSBLDR812 Develop and cultivate collaborative partnerships and relationships.

BSBINS603 Initiate and lead applied research.

BSBMKG621 Develop organisational marketing strategy.

BSBHRM614 Contribute to strategic workforce planning.

BSBSTR801 Lead innovative thinking and practice.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Students will be required to perform in a range of areas including role plays and presentations, case studies, projects, reports, and knowledge test etc.

Pathways

Pathways from the Qualification: Successful completion may enable the student to apply for bachelor or degree Level courses at other institutions.

Employment/Career Pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- learning and development consultant
- organisational learning and leadership manager
- Operational Manager
- workforce capability development leader
- workforce planner
- RTO Manager
- RTO Director

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the

course. ASOC doesn't claim any employment/Job outcome or job guarantee associated with its courses as it would be misleading.

BSB50120-Diploma of Business

Course Description: This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have frontline management accountabilities. Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

Volume of Learning: 1200 hours

Course Structure: To achieve this qualification, students must complete the following 12 units of competencies.

- 5 core units, plus
- 7 elective units

Core units

BSBCRT511 Develop critical thinking in others.

BSBFIN501 Manage budgets and financial plans.

BSBOPS501 Manage business resources.

BSBSUS511 Develop workplace policies and procedures for sustainability.

BSBXCM501 Lead communication in the workplace

Elective Units

BSBCMM511 Communicate with influence.

BSBLDR523 Lead and manage effective workplace relationships.

BSBOPS502 Manage business operational plans.

BSBTWK502 Manage team effectiveness.

BSBTWK503 Manage meetings.

BSBWHS521 Ensure a safe workplace for a work area.

BSBPMG430 Undertake project work.

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Students will be required to perform in a range of areas including role plays and presentations, case studies, projects, reports, and knowledge test etc.

Pathways

Pathways from the Qualification: Successful completion may enable the student to apply for BSB60120 - Advanced Diploma of Business.

Employment/Career Pathway

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Business Manager
- Chief Data Manager

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. ASOC doesn't claim any employment/Job outcome or job guarantee associated with its courses as it would be misleading.

BSB60120-Advanced Diploma of Business

Course Description: This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities.

Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis and will often contribute to setting the strategic direction for a work area.

Volume of Learning: 1200 hours

Course Structure: To achieve this qualification, students must complete the following 10 units of competencies.

- 5 core units, plus
- 5 elective units

Core units

BSBCRT611 Apply critical thinking for complex problem solving

BSBFIN601 Manage organisational finances

BSBOPS601 Develop and implement business plans

BSBSUS601 Lead corporate social responsibility

BSBTEC601 Review organisational digital strategy

Elective Units

BSBPMG630 Enable program execution

BSBPMG636 Manage benefits

BSBSTR601 Manage business resources

BSBLDR601 Lead and manage organisational change

BSBSTR602 Develop organisational strategies

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Students will be required to perform in a range of areas including role plays and presentations, case studies, projects, reports, and knowledge test etc.

Pathways

Pathways from the Qualification: Successful completion may enable the student to apply for BSB80120-Graduate Diploma of Management (Learning).

Employment/Career Pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- learning and development consultant
- Managing Director
- Senior Human Resources Generalist
- Senior Manager

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. ASOC doesn't claim any employment/job outcome or job guarantee associated with its courses as it would be misleading.

SIT30821 - Certificate III in Commercial Cookery

Course Description: 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.

Volume of Learning: 1218 hours

Course Structure: To achieve this qualification, students must complete the following 25 units of competencies.

- 20 core units, plus
- 5 elective units

Core units

Unit code	Unit Title	Pre-requisites
SITXFSA005	Use hygienic practices for food safety	Nil
SITHCCC027	Prepare dishes using basic methods of cookery	SITXFSA005
SITXHRM007	Coach others in job skills	Nil
SITHKOP010	Plan and cost recipes	Nil
SITHCCC041	Produce cakes, pastries and breads	SITXFSA005
SITHCCC028	Prepare appetisers and salads	SITXFSA005

SITHCCC035	Prepare poultry dishes	SITXFSA005
		SITHCCC027
SITHCCC043	Work effectively as a cook	SITXFSA005
		SITHCCC027
SITHCCC023	Use food preparation equipment	SITXFSA005
SITHCCC029	Prepare stocks, sauces and soups	SITXFSA005
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	SITXFSA005
		SITHCCC027
SITHCCC031	Prepare vegetarian and vegan dishes	SITXFSA005
		SITHCCC027
SITHCCC036	Prepare meat dishes	SITXFSA005
		SITHCCC027
SITHCCC037	Prepare seafood dishes	SITXFSA005
		SITHCCC027
SITHCCC042	Prepare food to meet special dietary requirements	SITXFSA005
		SITHCCC027
SITXWHS005	Participate in safe work practices	Nil
SITHKOP009	Clean kitchen premises and equipment	SITXFSA005
SITHPAT016	Produce desserts	SITXFSA005
SITXFSA006	Participate in safe food handling practices	Nil
SITXINV006	Receive, store and maintain stock	SITXFSA005

Elective Units

Unit Code	Unit Title	Pre-requisites
SITXINV007	Purchase goods	Nil
SITHCCC040	Prepare and serve cheese	SITXFSA005
BSBSUS211	Participate in sustainable work practices	Nil
SITHCCC039	Produce pates and terrines	SITXFSA005
		SITHCCC027
SITHCCC026	Package prepared foodstuffs	SITXFSA005

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Students will be required to perform in a range of areas including Knowledge Test-Multiple Choice, Worksheets-Written Questions, Practical demonstration in training/workplace kitchen, Roleplay, Presentation, WBT Logbook, Project Work.

Pathways

Pathways from the Qualification: Successful completion may enable the student to apply for SIT40521 - Certificate IV in Kitchen Management.

Employment/Career Pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Trade Cook (Kitchen)
- Cook (Hotels)

- Cook (Restaurant)
- Cook (clubs, Pubs)
- Cook (Cafés and coffee Shop)

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. ASOC doesn't claim any employment/Job outcome or job guarantee associated with its courses as it would be misleading.

SIT40521- Certificate IV in Kitchen Management

Course Description: 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.

Volume of Learning: 1578 hours

Course Structure: To achieve this qualification, students must complete the following 33 units of competencies.

- 27 core units, plus
- 6 elective units

Core units

Unit Code	Unit Title	Pre-requisites
SITXFSA005	Use hygienic practices for food safety	Nil
SITHCCC027	Prepare dishes using basic methods of cookery	SITXFSA005
SITHKOP010	Plan and cost recipes	Nil
SITHCCC041	Produce cakes, pastries and breads	SITXFSA005
SITHCCC028	Prepare appetisers and salads	SITXFSA005
SITHCCC035	Prepare poultry dishes	SITXFSA005
		SITHCCC027
SITHCCC023	Use food preparation equipment	SITXFSA005
SITHCCC029	Prepare stocks, sauces and soups	SITXFSA005
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	SITXFSA005
		SITHCCC027
SITHCCC031	Prepare vegetarian and vegan dishes	SITXFSA005
		SITHCCC027
SITHCCC036	Prepare meat dishes	SITXFSA005
		SITHCCC027
SITHCCC037	Prepare seafood dishes	SITXFSA005
		SITHCCC027
SITHCCC042	Prepare food to meet special dietary requirements	SITXFSA005
		SITHCCC027
SITHPAT016	Produce desserts	SITXFSA005
SITXFSA006	Participate in safe food handling practices	Nil
SITXINV006	Receive, store and maintain stock	SITXFSA005
SITHCCC043	Work effectively as a cook	SITXFSA005
		SITHCCC027

SITXHRM008	Roster staff	Nil
SITXFIN009	Manage finances within a budget	Nil
SITXHRM009	Lead and manage people	Nil
SITXMGT004	Monitor work operations	Nil
SITXWHS007	Implement and monitor work health and safety practices	Nil
SITHKOP013	Plan cooking operations	SITXFSA005
SITXCOM010	Manage conflict	Nil
SITHKOP015	Design and cost menus	SITHKOP010
SITHKOP012	Develop recipes for special dietary requirements	SITXFSA005
		SITHCCC027
		SITHKOP010
		SITHCCC042
SITXFSA008	Develop and implement a food safety program	SITXFSA005
		SITXFSA006

Elective Units

Unit Code	Unit Title	Pre-requisites
SITXHRM007	Coach others in job skills	Nil
SITHCCC039	Produce pates and terrines	SITXFSA005
		SITHCCC027
SITHCCC040	Prepare and serve cheese	SITXFSA005
SITHCCC026	Package prepared foodstuffs	SITXFSA005
SITXWHS005	Participate in safe work practices	Nil
SITHKOP009	Clean kitchen premises and equipment	SITXFSA005

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Students will be required to perform in a range of areas including Knowledge Test-Multiple Choice, Worksheets-Written Questions, Practical demonstration in training/workplace kitchen, Roleplay, Presentation, WBT Logbook, Project Work.

Pathways

Pathways from the Qualification: Successful completion may enable the student to apply for SIT50422- Diploma of Hospitality Management.

Employment/Career Pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Chef
- Executive Chef
- Head Chef
- Sous Chef

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. ASOC doesn't claim any employment/Job outcome or job guarantee associated with its courses as it will be misleading.

SIT50422- Diploma of Hospitality Management

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.

Volume of Learning: 1298 hours

Course Structure: To achieve this qualification, students must complete the following 28 units of competencies.

- 11 core units, plus
- 17 elective units

Core units

SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXWHS007	Implement and monitor work health and safety practices
SITXCCS015	Enhance customer service experiences
SITXCCS016	Develop and manage quality customer service practices
SITXFIN010	Prepare and monitor budgets
SITXGLC002	Identify and manage legal risks and comply with law
SITXMGT005	Establish and conduct business relationships

Elective Units

Unit Code	Unit Title	Pre-requisites
SITXFSA005	Use hygienic practices for food safety	Nil
SITHCCC027	Prepare dishes using basic methods of cookery	SITXFSA005
SITHCCC041	Produce cakes, pastries and breads	SITXFSA005
SITHCCC023	Use food preparation equipment	SITXFSA005
SITHCCC028	Prepare appetisers and salads	SITXFSA005
SITHCCC035	Prepare poultry dishes	SITXFSA005
		SITHCCC027
SITXINV006	Receive, store and maintain stock	SITXFSA005
SITHCCC029	Prepare stocks, sauces and soups	SITXFSA005
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	SITXFSA005
		SITHCCC027
SITHCCC031	Prepare vegetarian and vegan dishes	SITXFSA005
		SITHCCC027
SITHCCC026	Package prepared foodstuffs	SITXFSA005
SITHCCC036	Prepare meat dishes	SITXFSA005
		SITHCCC027
SITHCCC037	Prepare seafood dishes	SITXFSA005
		SITHCCC027
SITHCCC042	Prepare food to meet special dietary requirements	SITXFSA005
		SITHCCC027
SITHPAT016	Produce desserts	SITXFSA005
SITXFSA006	Participate in safe food handling practices	Nil
SITHKOP013	Plan cooking operations	SITXFSA005

Assessment Methods

All assessments of units of competency will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification. Students will be required to perform in a range of areas including Knowledge Test-Multiple Choice, Worksheets-Written Questions, Practical demonstration in training/workplace kitchen, Roleplay, Presentation, Project.

Pathways

Pathways from the Qualification:

Successful completion may enable the student to apply for SIT60322- Advanced Diploma of Hospitality Management. Please Note: ASOC doesn't offer SIT60322 - Advanced Diploma of Hospitality Management qualification.

Employment/Career Pathway

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Departmental Manager, or (in restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops)
- Small business Manager (in restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops)

The above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or www.myskills.gov.au, it doesn't imply any job guarantee or job role at the end of the course. ASOC doesn't claim any employment/Job outcome or job guarantee associated with its courses as it would be misleading.

Entry Requirements and Prerequisite (including English language Requirements)

English Language Requirements for International students:

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

Either a minimum IELTS test score of 6.0 or equivalent for direct entry into a VET course.

or IELTS score of 5.5 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course.

or IELTS score of 5.0 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course.

or Oxford Placement test with score 61 or higher.

Score Guide: Average test score of 61 or higher in Oxford placement test is equivalent to IELTS 6.0.

Students may refer to IELTS 6.0 equivalent policy for further information available on ASOC's website or on campus.

Note: Results older than two years are not acceptable.

OR

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

OR

- to provide evidence that they are a citizen of and hold a valid passport from the United Kingdom, the United States of America, Canada, New Zealand, or the Republic of Ireland.

OR

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

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

Test evidence table:

*English Language Test Providers	Minimum Test Score	Minimum Test Score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	6.0	5.5	5.0
Test of English as a Foreign Language (TOEFL) paper based	567	527	500
TOEFL internet-based test	64	46	35
PTE-A	50	42	36

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

Students may refer to the IELTS Equivalent Requirements policy for further information available at reception.

Academic Requirements

Qualification	Academic Requirement
BSB40920- Certificate IV in Project Management Practice, BSB50820- Diploma of Project Management, BSB50120 - Diploma of Business, SIT30821 - Certificate III in Commercial Cookery, SIT40521 - Certificate IV in Kitchen Management, SIT50422-Diploma of Hospitality Management	To enter into these courses delivered at ASOC, applicants should have successfully completed year 12 or senior secondary studies in applicant's home country equivalent to Australian senior secondary school examination.
BSB60720 - Advanced Diploma of Program Management	Successful completion of one of the following qualifications is required: BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version). or Have completed two years equivalent full-time relevant workplace experience at a significant level within a project or program environment within an enterprise.
BSB80120 - Graduate Diploma of Management (Learning)	Successful completion of minimum Diploma level qualification from any training package is required.
BSB60120 - Advanced Diploma of Business	Must have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions). or Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

Language, Literacy and Numeracy test (LLN)

Students undertaking the course/s at ASOC must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students who are interested in studying 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 services and/or external support services.

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

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

Qualification	Performance Level
SIT30821 - Certificate III in Commercial Cookery	ACSF Level 3
SIT40521 - Certificate IV in Kitchen Management	ACSF Level 4
SIT50422-Diploma of Hospitality Management	ACSF Level 4
BSB40920- Certificate IV in Project Management Practice	ACSF Level 3
BSB50820- Diploma of Project Management	ACSF Level 3
BSB50120 - Diploma of Business	ACSF Level 3
BSB60720- Advanced Diploma of Program Management	ACSF Level 4
BSB60120 - Advanced Diploma of Business	ACSF Level 4
BSB80120-Graduate Diploma of Management (Learning)	ACSF Level 4

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

***LLN support-**If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students may also be asked to take

further Language, literacy, and numeracy training, such as ELICOS programs at other institute to ensure that students are provided with support and proper guidance. ASOC does not offer ELICOS programs.

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

Support plan can be created in areas namely:

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

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

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

Computer Literacy Requirements

Students enrolled in ASOC courses must have basic computer skills. Students will be required to fill in the questions related to computer and internet skills in the Pre-Training Review form attached along with the application form.

Students who do not possess basic computing skills will be provided with basic computer use support. Students may contact ASOC for any further information or assistance on +61 424525757.

Minimum age requirements

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

Materials and Equipment Requirement

ASOC will provide access to computers/laptops with required resources during classroom hours, however, to work on 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 applications such as Microsoft Word, and an email platform.

Additional Requirements

For SIT30821 - Certificate III in Commercial Cookery, SIT40521- Certificate IV in Kitchen Management and SIT50422- Diploma of Hospitality Management.

Requirements for tools and equipment

It is a mandatory requirement for students undertaking Commercial Cookery, Kitchen, and Hospitality Management qualifications to have a kitchen kit including a chef dress, safety boots and knife kit including various knives and other tools. Kitchen Kit is required to enter the kitchen and to be able to undertake training in the kitchen effectively. The kitchen kit is not included in the material fees as the material fees will include printed reading materials and handouts or books only. Students will be required to purchase chef dress, safety shoes and knife kit from the school.

Physical Abilities and handling complex foods.

For SIT Qualifications, Learners are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training. Learners must be 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 Commercial Cookery, Kitchen, and Hospitality Management (SIT) qualifications. 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.

Physical Fitness: Students are expected to understand physical abilities and manual handling required to perform tasks involved while undergoing training. As part of Commercial Cookery, Kitchen, and Hospitality Management (SIT) qualifications, students are expected to do manual handling, lifting heavy pots and pans.

Undertake Pre-Training Review (PTR)

ASOC will assess the learner's needs by conducting PTR. PTR will be conducted prior to enrolment to review student's current competencies, student needs, English level, and support* requirements including their oral communication skills, to enrol them in the most appropriate course to achieve their intended outcomes. Applicants are required to fill in the PTR form attached 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).

*Refer to ASOC's Student support and welfare policy for more information on the support services provided by the institute.

Enrolment Officer or representative will take information from the Application form and Pre training review to identify the support and needs required by the student which includes disability support, RPL/CT, English language support, etc.

Guidelines for PTR-To be filled up by Students.

1. Students are required to fill up the PTR form which is included in the Application form as "Appendix 1" and read all the details of their course, policies, and procedures of the Institute before filling up the answers. Information can be made available from the information available on ASOC's website.
2. Students are required to answer the questions in a true and correct manner. Enrolment Officer or representative will ensure that the PTR form received along with the application form is completed by the student intending to apply for the course.
3. Enrolment Officer or representative will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.
 - **PTR Interview conducted via Telephone-**If PTR Interview is conducted via telephone, prior to conducting an interview, Enrolment Officer or representative will check the student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained by making notes of the response to the discussion by Enrolment Officer.
 - **PTR Interview conducted Face to Face-** During face-to-face PTR interview, prior to conducting interview, Enrolment Officer or representative will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer.

These discussion notes will be recorded in the "Summary of the Discussion" section by the Enrolment Officer or representative (Office use).

4. During both Telephonic and/or Face to face PTR Interview, Enrolment Officer or representative will verify the answers provided by the student and check:
 - If student is aware of the policies, procedures, and other information necessary for students.
 - If student has received true and accurate information and if they are suitable to undertake the course/s.
5. **If students have not received sufficient information i.e.,** are not aware of the policies, procedures, and other information necessary for students to make an enrolment decision to study at ASOC, Enrolment Officer or representative will provide necessary information to the student required to make enrolment decision.
6. **For example: If students have answered "No" or have not answered the questions in the PTR form,** Enrolment Officer or representative will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at ASOC.
7. While conducting PTR, Enrolment Officer or representative will take information from the Application form and Pre training review form to identify any support and needs required by the student which includes disability support, RPL/CT, English language support, etc.
8. At the final stage of the PTR, the Enrolment Officer or representative will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Enrolment Officer or representative will take a holistic approach while assessing student's answers during Pre-Training Review by ensuring that all the answers provided by student aligns with their educational and future goals. Enrolment Officer or representative will have a thorough discussion with the student and will offer support or guidance if required.

Application Rejection

Student's Application will be rejected if:

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

Enrolment Officer or representative will inform the student before cancelling and discuss reasons for cancellation. Students are encouraged to contact ASOC administration on +61 424525757 to ask any doubts they may have.

Note:

ASOC does not:

- Guarantee any job or employment outcomes.
- Guarantee a successful education assessment outcome for the student or intending student.
- Claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by ASOC.

Commercial Kitchen

Students undertaking SIT Qualifications i.e., Commercial Cookery, Kitchen and Hospitality Management qualifications will be required to participate in practical training as a part of completing these qualifications which will be delivered at ASOC's commercial Kitchen. Along with practical training, students will also be required to participate in classroom-based theory learning which will be delivered at Level 4, 123 Lonsdale Street, Melbourne, Victoria 3000, Australia.

For any further enquiries, learners are requested to call ASOC at +61 424525757 or you can send us an email on apply@asoc.edu.au.

Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)

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

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

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

Students are requested to refer to "Course Credit and RPL policy" for more details available on ASOC's website.

Training and Assessment

Australian School of Commerce has training and assessment strategies and practices in place that ensures that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards that applies to Registered Training Organisations.

Competency based training and assessment.

In vocational education and training, people are competent when they can apply their knowledge and skills to successfully complete work activities in a range of situations and environments.

Knowledge questions/written test, Practical demonstrations in the kitchen, Presentations, Case studies, are adopted by ASOC and assessment practices aim 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 students or learners. 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 Assessment policy for more information on Assessments available on ASOC's website and can also be made available from reception. To view the Assessment Policy and Procedure, please visit www.asoc.edu.au.

Mode of Study and Delivery Approach

For SIT Qualifications i.e., SIT30821 - Certificate III in Commercial Cookery, SIT40521- Certificate IV in Kitchen Management and SIT50422 - Diploma of Hospitality Management

Classroom based face to face theory learning on campus and Practical Training at ASOC's commercial kitchen.

Work-Based Training: In addition to the theory and practical learning, students undertaking SIT30821 - Certificate III in Commercial Cookery and SIT40521- Certificate IV in Kitchen Management qualification will be required to complete work-based training at workplace with whom ASOC has an agreement with. Contact ASOC institute for further details on 1300 781 194.

For BSB Qualifications i.e., BSB40920- Certificate IV in Project Management Practice, BSB50820- Diploma of Project Management, BSB50120 - Diploma of Business, BSB60720 - Advanced Diploma of Program Management, BSB80120 - Graduate Diploma of Management (Learning) and BSB60120 - Advanced Diploma of Business: Classroom-based face to face theory learning with access to a simulated environment.

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 (NYC). 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.

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

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

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

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

PLAGIARISM and CHEATING

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

PLAGIARISM

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students, or the

internet, published and unpublished works. Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically, it occurs when:

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

COLLUSION: It means unauthorised collaboration on assessable written, oral, or practical work with another person.

CHEATING

Cheating includes:

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

Consequences-Plagiarism and Cheating

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

- All assessment work submitted by a student will be assessed in accordance with its academic merit. If a student fails an assessment task because of the absence of appropriate citations and references, it may be a consequence of the student failing to meet the stated criteria for the task, rather than as a punishment for plagiarism.
- Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments must be dealt with according to the guidelines of the policy.
- The penalties associated with plagiarism are designed to impose sanctions that reflect the seriousness of ASOC's commitment to academic integrity. Penalties may include resubmitting assessment work i.e., further reassessment and/or possible financial penalty or failing the unit. It may also lead to students being re-enrolled in the unit which will incur payment of \$300.
- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for reassessments. If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- Training Manager or representative will keep a record of all suspected incidents of plagiarism brought to attention by the trainers. Procedural aspects of these records will be reviewed to ensure that they have been dealt with fairness.
- If trainer and/or Training Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at ASOC, and a further penalty may be imposed.
- If the trainer and/or Training Manager finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at ASOC, and a further penalty may be imposed. Kindly refer to the Plagiarism and Cheating policy available on ASOC's website and/or at the reception for more details.

CODE OF CONDUCT

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

ASOC shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with: ASQA, and the Standards for Registered Training Organisations 2015, the Education Services for Overseas Students Act 2000, the National Code of Practice for Providers of Education and Training to

Overseas Students 2018, Commonwealth/State Legislation, and regulatory requirements.

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

ASOC will ensure:

- The provision of adequate facilities in which to conduct training programs.
- The employment of qualified staff and maintenance of staff training on an ongoing basis sufficient to deliver programs.
- Accuracy in representing the services provided and training products on the scope of registration.
- The accuracy of any marketing and promotional advertising material
- Compliance with current Occupational Health and Safety and Duty of Care requirements
- The maintenance of adequate records and security of all current and archival records. Students can request to re-check their records.
- The maintenance and continual improvement of a Quality Assurance System.
- All employees, agents and representatives are familiar with and agree to comply with this code of conduct.
- Maintain quality training and to uphold the highest ethical standards.

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

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

Student Code of Conduct

Each student of ASOC must abide by the following:

- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.
- Always use English to improve your language skills.
- Do not smoke or carry/consume alcohol on ASOC property.
- Do not cheat on assessments, tests, and exams.
- Drugs are expressly forbidden from being brought into any of ASOC premises.
- Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the Institute. This disrupts the rights of other students to learn.
- Do not discriminate against any person associated with ASOC because of race, religion, creed, nationality, sex, or any other individual difference. Every person at ASOC has the same right as you, regardless of these differences.

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

General Misconduct

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

- Obstruct or disrupt any official meeting, ceremony, or other activity.
- Refuses to leave a property after being reasonably requested to do so.
- Assault or attempt to assault any person whilst training or acts dishonestly.
- prejudices the good order and governance of ASOC or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the ASOC.
- Contravenes any rules or acts.
- Wilfully disobeys or disregards any lawful order or direction from ASOC personnel.
- Refuses to identify him or herself when lawfully asked to do so by ASOC staff.
- Fails to comply with any penalty imposed for breach of discipline.
- Misbehaves in a class, meeting or other activity under the control or supervision of the ASOC, or on ASOC's premises or other premises to which the student has access as a student of ASOC.
- Fails to comply with any penalty imposed for breach of discipline.
- knowingly makes any false or misleading representation about things that concern the student as a student of ASOC

or breaches any of ASOC rules.

- Harasses or intimidates another student, a member of staff, a visitor to the ASOC or any other person while the student is engaged in study or other activity as a Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the ASOC premises while acting as ASOC student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others.
- A formal discipline / warning system exist, and continued misconduct/disruptive behaviour may result in students being expelled and DHA advised.
- ASOC will issue the student with a written warning before taking any actions.
- ASOC will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending, or cancelling a student's enrolment may affect their student visa.

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

Credit Transfer

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

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

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

- Students are requested to apply for credit transfer by the 2nd week of the first term of study in their enrolled course.
- Students must complete the Credit Transfer Application form and submit the application to the Administration department or at reception.
- The application must include a copy of verified Award or statement of attainment copies, all original documents and must identify the units successfully completed including unit codes, unit names and dates of completion.
- Training Manager or Administration Officer will verify the Award or Statement of Attainment, and other original documents submitted along with the Credit transfer application form and will grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.
- Verified copies of Qualifications and Statements of Attainment and other documents provided by the students and used as the basis for granting Credit Transfer will be placed in the student files.
- Granting of Credit Transfer will be recorded as a unit outcome and kept in the student's file.
- If Credit transfer is granted, ASOC will provide a written record of the decision to the students to accept and will retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

An application for credit transfer must be lodged in writing. Application form and more information about credit transfers (Credit transfer and RPL policy) are available on our website or can be obtained from ASOC's reception.

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)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine the credit outcomes of an individual application for credit. To support this type of application evidence of where and how the skills were obtained is required.

ASOC recognises the prior learning of students based on:

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

Students who believe they already have skills and experience learnt through a job, worked in a position that has 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. 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.

An application for RPL must be lodged in writing. RPL application form can be obtained from the website or from ASOC's reception. More information on RPL is available on our website www.asoc.edu.au under CT and RPL policy. Students can speak to ASOC Staff for more enquiries.

Procedures

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

period of study. ASOC will provide student with the outcome of the credit application. The students must sign a letter to indicate the agreement with the outcomes of credit transfer or RPL applications and a copy will be kept in the student's file.

- ASOC's Assessment policy will be followed when undertaking RPL assessments.

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

Currency of training

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

Pathways to Higher Education

Graduates of ASOC may seek credits to the relevant degree programs in Australian universities. Institute 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 students' 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 the Institute and must be allowable within rules defined by the training package.'

In practice, this can translate into:

- adjusting equipment or the physical environment.
- providing specialised equipment.
- changing the format and layout of training materials, for example using black and white slides instead of colour, using visuals instead of dense text or providing audio instead of visual information.
- allowing breaks for fatigue, medication, or toilet use.
- changing assessment procedures and timing.
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences.
- simplifying the design of job tasks

Australian School of Commerce does not guarantee that:

- A learner will successfully complete a training product
- A training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of the Standards for RTOs 2015
- A learner will obtain a particular outcome where this is outside the control of ASOC.

TRAINING FACILITIES & RESOURCES

Training Location

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

Phone: 1300 781 194

Email: apply@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 ASOC Campus/ Training Facility

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.

Services provided by Australian School of Commerce

Modern Campus Facility

- 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

Theory component of the course will be delivered at in the classroom. 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

Class times and reception hours

ASOC campus is open for classes from 9:00 a.m.-5:30 p.m. all seven (7) days i.e., Monday to Sunday. For further information regarding your course and intake kindly contact at apply@asoc.edu.au.

The reception will be open from 9:00 a.m.-5.00 p.m. from Monday to Friday.

Student support officer will be available at the institute during scheduled classes to provide support to students.

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.

Note: Delivery schedule will change according to class availability and shifts.

Library and computer lab

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

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

Access to computers and textbooks

Institute has access to learning resources relevant to each unit including hospitality, kitchen management, commercial cookery, management, project management, business textbooks & other books and resources available at Australian School of Commerce.

List of resources and books will be available at Australian School of Commerce reception.

Kitchen and Lunch Options: ASOC has a designated kitchen area where students can have lunch, and drink tea/coffee.

Student Online Resource Facilities and Books and Learning Resources

Students will have access to computers in the computer lab which allows students to access online learning resources. Students will also be provided with a learner's guide, books and reading materials.

Photocopying and Printing Facilities

Printing and photocopy facilities are available from the reception. Students may request printing from reception.

Student Support Services

All staff at ASOC will be available to provide general advice, assistance, and support with matters such as studying, assessment, accommodation assistance, English language problems and counselling. Students requiring special or intensive assistance may 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.

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

Student Support Officer

Email: apply@asoc.edu.au

Contact: +61 424525757

All students who require support can contact ASOC's student support officer through email, phone or on campus. Student support services will be always available for students.

ASOC has sufficient student support personnel to meet the needs of the overseas students enrolled with ASOC. ASOC will maintain one student support officer for every 80 students (1:80 ratios) to ensure sufficient support is available for students. Every member of ASOC Staff will execute the procedural aspects of the Support policy with specific matters dealt with by specialised personnel.

Students can fill up a "Student Support Request Form" to mention the support they require in detail. This form is available on the website www.asoc.edu.au and is also available on campus.

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

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

1. **Student Support Request form:** available from ASOC's reception or website www.asoc.edu.au. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. ASOC understands the difficulty that students may have to face when they are away from their home. Therefore, ASOC ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.
2. **Academic Support-Intervention Strategy Form:** Students whose attendance is unsatisfactory (i.e., below 80%) or if the student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the units in the given study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to Attendance and Course Progress Policy available on the website or from Reception.

The support staff and initial contact person on campus are:

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

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident/ student's health, and safety.	CEO	+61 424525757 (Office hours) (In case of life-threatening emergency, CALL 000)	apply@asoc.edu.au
Academic support/IT Support (including catch-up classes, academic progress, attendance/First Aid, Safety and Security), student's health and safety.	Training Manager/Administration Manager	+61 424525757	apply@asoc.edu.au
Complaints & Appeals / Administration Matters (including enrolment, orientation, deferral, results, Refunds)/LLN Support, Intervention, IT Support	Administration Manager/Support Officer/Enrolment Officer	+61 424525757	apply@asoc.edu.au
Student support services/ Internal Counseling support/ Non-Academic support including Admin related	Student Support Officer	+61 424525757	apply@asoc.edu.au

support services/Orientation			
Marketing/ Accommodation Support	Marketing Officer	+61 424525757	apply@asoc.edu.au

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 institute and its services. All students will go through orientation program on the day of enrolment at ASOC.

Australian School of Commerce (ASOC) conducts an age and culturally sensitive orientation programme delivered by official point of contact personal i.e., Student support officer or representative. This orientation program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

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

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

Orientation sessions are a great way of meeting other students.

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

Fair Work Ombudsman

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

Fair Work Ombudsman focuses on:

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

For more information, refer to www.fairwork.gov.au.

National Employment Standards

The National Employment Standards (NES) are 11 minimum employment entitlements that must be provided to all employees. The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement can't provide for conditions that are less than the national minimum wage or the NES. They can't exclude the NES.

The 11 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Offers and requests to convert from casual to permanent employment.
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay.
- Fair Work Information Statement (the FWIS) and Casual Employment Information Statement (the CEIS).

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

Arrival Assistance

ASOC can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a Student's Welcome Desk available at Melbourne airport run by the government. It is open at key student arrival times and offers information, advice, and a Welcome Pack when you arrive. Visit <https://www.studymelbourne.vic.gov.au/> for more information.

ASOC provides airport pick up on pre-arranged basis from Airport to ASOC's head office located at 123 Lonsdale Street, Melbourne, Victoria 3000. 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 +61 424525757 in advance, preferably, preferably within 5 working days to avoid any inconvenience. Airport pick up fees: AU\$100.

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

Accommodation Assistance

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

Academic Support

Students may have concerns about their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain an appropriate academic level, and general support to ensure that they achieve satisfactory course progress. A student's

course progress and attendance are monitored, and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the given study period defined in the training and assessment strategy for the course. Students will be reported to the Department of Home Affairs (DHA) if a student shows unsatisfactory course progress in two consecutive study periods.

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

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

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

Intervention strategies include:

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

English Language Support and LLN Support: If students do not meet the recommended English and LLN requirements, students will be referred for additional support to be provided by the institute or students will be asked to take further Language, literacy, and numeracy training, such as ELICOS programs (ASOC does not offer ELICOS programs). ASOC will provide support and guidance to students who are facing difficulty in English or LLN. Students are requested to meet Student Support Officer to seek guidance and/or support. Appropriate strategies will be implemented to assist the students with their learning.

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

Support plan can be created in areas:

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

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

Details of ACSF Support plan is available on LLN Policy and can also be made available from the reception.

Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. Our student support officer offers a confidential support service and external referral where necessary.

Students can obtain more information on the support services available at ASOC 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 Officer on campus. An appointment can be made at reception or by emailing us at apply@asoc.edu.au, info@asoc.edu.au.

Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counseling

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

Medical Centres near the campus:

QV Medical Centre
Medical Center
Level 7, 1 Elizabeth Street, Melbourne • 03 9662 2256

Collins Street Medical Centre
Medical Center
7th Floor / 267 Collins Street, Melbourne • 03 9654 6088

The Town Medical Centre
Health & Medical
5/179 Queen St, Melbourne • 03 9670 5777

CBD Doctors Melbourne
Medical Center
10/53 Queen Street, Melbourne • 03 9077 9912

After Hours Care is provided through National Home Doctor Service- Phone number: 13 74 25

Students will be provided with counselling on:

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

These services will be available and accessible by all students at suitable times.

Please Note: Referral to any medical services available or external counsellors will be provided free of cost by the institute. However, fees of medical practitioners and/or counsellor will be borne by the students.

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

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

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

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>

Address- 17 Hardware Ln, Melbourne VIC 3000, Australia

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

This means that the institute will not:

- Refuse admission based on 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's CEO and Student Support Officer will provide basic counselling services to all students. These services will assist 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.
- **Emergency and Health Services** – During orientation, students will be 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 explained all available resources.
- **Complaints and appeals processes** – Complaints and appeals policy and procedures are available in detail on the website www.asoc.edu.au and can be made available from reception and from ASOC's website.

Students will be advised of their visa conditions relating to the course progress and or attendance as appropriate during the orientation so that students can continue to meet their visa conditions.

At ASOC, Intervention strategies are applied for students who 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 on a case-by-case basis. There is no fee attached to seek advice on welfare support and referral service.

Support Staff

Enrolment officer/Administration 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 providing counselling, mentoring, accommodation support, etc. and handles course related queries.

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

Complaints Officer/Admin officer/Student Support 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 a.m. to 5:00 p.m. Monday to Friday.

Classes will be scheduled between 9:00 a.m.-5:30 p.m. all seven (7) days i.e., Monday to Sunday.

Student support officer will be available at the institute during scheduled classes to provide support to students.

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

- Training services are delivered in a non-discriminatory, open, and respectful manner.
- Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Provides culturally inclusive language, literacy and numeracy advice that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of the policy and welcomes feedback as part of its quality improvement system.

ASOC is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act 1984, Australian Human Rights Commission Act 1986, Racial Discrimination Act 1975, Victorian Equal Opportunity Act 2010, Victorian Equal Opportunity and Human Rights Commission and Disability Discrimination Act 1992.

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

Staff and students are required to always comply with the Access and Equity Requirements.

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

You can review the policy at ASOC's website or at reception.

Students with special needs

Australian School of Commerce's policy on assessment is to give all students an equal opportunity to demonstrate their knowledge and skills. Where necessary and possible, we will decide to take account of a student's special needs by making reasonable adjustments to the training and/or assessment requirements. This does not mean that a student gains any unfair advantage over other students.

Reasonable adjustments will be made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include use of adaptive technology, educational support, and alternative methods of assessment such as oral assessments.

Reasonable adjustments will be made; however, it will also be ensured that adjustments do not affect the regulatory requirements of physical fitness and ability to handle or manage automation.

Students will be assessed on their current competencies including literacy and numeracy LLN prior to commencement of the course.

The learning needs identified from the review will form the basis of any adjustment to the training program and appropriate strategies will be agreed with the student. Adjustments made will be recorded in the student's file and will not compromise the competency standards in any way whatsoever.

At all times Australian School of Commerce strives to fulfil its obligations under Victorian Equal Opportunity Act 2010, Victorian Equal Opportunity and Human Rights Commission and Disability Discrimination Act 1992.

Australian School of Commerce has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for participants with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Evidence collection can be adjusted to suit individual student needs if required and will be endorsed by the CEO.

Critical Incidents

As per standard 6.8 of the National Code 2018, ASOC 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 include, 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 ASOC's intention to provide students with a safe environment on campus and advice students and staff on how they can enhance their personal safety and security.

Critical incident officer

Phone no: +61 424525757

By email: info@asoc.edu.au

Please call national emergency number- 000

When you call **Triple Zero (000)**, the automated system will ask if you want **Police, Fire or Ambulance**. You need to select according to emergency.

Stay calm, don't shout, speak slowly and clearly, and tell emergency service exactly where to come.

Give an address or location of **4, 123 Lonsdale Street, Melbourne, Victoria 3000, Australia**

If you are at ASOC campus. You can also contact our student support officer for critical incidents on +61 424525757 or email to apply@asoc.edu.au.

For detailed information, students can refer to Critical Incident Policy available on the website www.asoc.edu.au 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)	132500 (For emergency help in flood, storm, and tsunami), https://www.ses.vic.gov.au/
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169

Lifeline: 24-hour service	131 114
Public transport & timetables	https://www.ptv.vic.gov.au/journey
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
Health Direct Australia	1800 022 222

Consumer Rights: ASOC will notify learners when any change occurs that may affect the services ASOC is providing to students. This includes a change in ownership of the institute, and/or any changes to, or new third-party arrangements if the institute decides to put in place, for the delivery of services to those learners.

Support Staff: Australian School of Commerce has designated student support officers to help students with special needs and will refer or provide information to students to qualified counselling services. This will be done at no cost to student.

Student support officer: ASOC student support officer handles all support related queries including admissions, enrolment, complaints, and appeals, LLN support, special needs, and assistance. Student support officer will be available at the institute during scheduled classes (Monday to Sunday) to provide support to students. Please contact student support on apply@asoc.edu.au for support and appointments.

Academic support/trainer: For all academic progress support matters, ASOC's student support will arrange the appointment with our trainer and assessor. Trainers and Assessor can assist you with LLN difficulties, academic support, assessment information, additional tutorial, or any other academic needs.

To provide quality support services to its students, ASOC will maintain a Support staff to student ratio of 1 Support staff: 80 students.

Student Support Officer

Contact: +61 424525757

Email: apply@asoc.edu.au

Appointments and accessing these services.

Student may contact the Student Support Officer by email at apply@asoc.edu.au, or they can make an appointment through reception.

External Support Services

1	<p>Consumer Affairs Victoria provides direct services to the public including advice, information and referral in consumer and residential tenancy matters.</p> <p>Consumer Affairs Helpline: 1300 55 81 81</p> <p>https://www.consumer.vic.gov.au/</p> <p>Consumer Affairs Victoria</p> <p>GPO Box 123</p> <p>Melbourne VIC 3001</p>
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2	Alcohol and Drugs Eastern Drug and Alcohol Service (EDAS) is a service providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Metropolitan Region. www.nowrongdoor.com.au Knox City Council - 9298 8000 Maroondah City Council - 9294 5704 Yarra Ranges Council - 1300 368 333
3	Legal Aid Victoria Victoria Legal Aid (VLA) is an organisation that provides information, legal advice and education with a focus on the prevention and early resolution of legal problems. 424 Hargreaves Street, Bendigo Victoria 3550 Call on 1300 792 387, Monday to Friday from 8 am to 6 pm, for free information over the phone about the law and how they can help you.
4	Work Rights Fair Work Ombudsman Are you concerned about your pay or work conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand? Website: https://www.fairwork.gov.au/
5	Reach Out Website designed for young people. Information and resources to assist with self-help or help for others. http://au.reachout.com

External Support 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

Lifeline 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

Places of Worship

Churches: www.australianchurches.net

Mosques: <https://isv.org.au/>

Temples Australia: www.hindu council.com.au

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

Other Support Services

The following support services are free. They can 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

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

The Gambling Help Line: 1800 858 858

Our Obligation to You

Australian School of Commerce 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 institute 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.

This means that the Institute is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.

Transfer Between Registered Providers

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

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

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

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

Documented evidence supporting circumstances/reasons for seeking release must be included with the application or email submitted. Please refer to the ASOC's transfer between provider's policy for more details on conditions where

transfer may or may not be provided.

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 institute. 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 must contact ASOC and arrange an appointment to discuss your circumstances. After 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.

ASOC 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 must be reported to the Department of Home Affairs through PRISMS by the institute 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.

Our expectation from you

Australian School of Commerce expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- To comply with the rules and regulations of Australian School of Commerce.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and ASOC publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and ASOC staff members and their right to privacy and confidentiality.

Student Obligation

Overseas Student Health Cover

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date if you hold your visa. For visa length information-<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/length-of-stay>.

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

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

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

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether

your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued.

Australian School of Commerce (ASOC) 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

Some of registered health insurers that offer OSHC are:

Health Insurer	Insurers website
ahm OSHC	www.ahmoshc.com
Allianz Global Assistance (People's Care Health)	www.allianzassistancehealth.com.au/en/student-visa-oshc/
BUPA Australia	www.bupa.com.au/health-insurance/oshc
CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

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

ASOC gives strong emphasis on course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

Students must participate in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions. ASOC checks and ensures that all the required assessments are completed up to that point of time.

Students at ASOC are required to regularly attend classes and achieve satisfactory course progress. ASOC regularly monitors, records, and assesses the course progress of each student for each unit of the course for which the student is enrolled in. ASOC will assess each student's course progress at the endpoint of each study period.

Students who do not meet course progress requirements may be at risk of having their visa status affected. Where requirements are not met, ASOC course progress monitoring procedures will be followed as per the Attendance and Course Monitoring Policy and Procedures.

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

A failure of units in any study period will trigger a review of academic progress by the institute 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. 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 and Institute's lab.
- 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 Institute will implement counselling procedures and an intervention strategy when you think you may be in danger of not meeting the requirements.

Counselling and intervention strategy may be triggered by any of the following events:

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

If students fail to meet the requirements of satisfactory course progress for 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 reception for more details on Intervention strategy, academic progress, extension of course duration etc.

For students undertaking SIT Qualifications (i.e., Commercial Cookery, Kitchen and Hospitality Management):

Students must attend all kitchen practical to fully develop their culinary skills. A student's kitchen attendance will be monitored closely, and student missing kitchen's practical classes will be treated on a case-by-case basis. Students 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.

Attendance Requirements

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

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

Note: Students will not be reported based on 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 this implies that they may already have the skills, knowledge, and experience to progress in their course without receiving structured training.

In this case, ASOC **may invite the student to apply for RPL and 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:

- Attending counselling.
- 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.

Change of Address

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

Students must notify ASOC of any change of their address and contact details within 7 days of change while enrolled at the institute 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 Institute 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.

➤ Informal Complaint Process

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff members/s involved. Any student with a complaint may first raise the issue informally with the Administration Officer or Trainer and attempt an informal resolution of the complaint.

Students can choose to make an informal complaint and to comply with the requirements of SRTOS 2015 and the National code, informal complaints will be documented and recorded in the complaints register by the administration officer.

All informal complaints lodged by students will be acknowledged in writing by sending a letter or an e-mail to the student. An acknowledgement letter or e-mail will summarise the complaint and any other facts and expectations taken place during informal discussions with the student. It is a requirement of the Standards for RTOs 2015 that institute maintain the written records of informal complaints as well as formal complaints.

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

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

What can a complaint be about?

A complaint can be about:

- any aspect of the service provided, or not provided by ASOC.
- any aspect of the training and assessment
- the behaviour or decisions of staff, or
- policies and/or procedures of ASOC
- any action by any associate

➤ Formal Complaint Process

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to the Complaints Officer. Students can also send an email alternatively to apply@asoc.edu.au.

Lodging a complaint

To register a formal complaint, a student must complete and fill a Student's Complaints Form to Complaints Officer providing:

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

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

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

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

• Acknowledging the Lodgement of a complaint

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

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

• Recording the Complaint

Details of the complaints will be recorded in ASOC's complaints and appeals register and a copy will be filed in the student's file. The original complaint will be forwarded to Complaints Officer.

Complaints Officer will be responsible for ensuring that all these actions are completed within five working days of the lodgement of the complaint.

• Acting on Complaint

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

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

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

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

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

• Time frame

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

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

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

Note: It is to be noted that ASOC will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the institute, ASOC's education agents or any related party that ASOC has an arrangement with, to deliver the overseas student's course or related services.

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

Record the decision: Institute's decision and reasons for the decision will be recorded and placed in the student's file.

If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing a Complaints and Appeal Form from the website <https://www.asoc.edu.au> or student administration/reception.

➤ Internal Appeals Process

Internal appeals may arise from several sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by ASOC.

An Internal Appeal Process is initiated by a student lodging an Appeal by filling up complaints and appeals Form available from Student Administration and/or ASOC website.

- **Acknowledging the Lodging of a complaint**

Appeals are acknowledged by sending written confirmation of the complaint that is done by Student Support Officer/ Appeals officer.

- **Consideration of Appeal by Student Support Officer/ Appeals officer**

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

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

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

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

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

Student Appeal Committee

- CEO
- Administration Manger

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

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

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

Recording the appeal: ASOC will keep a written record of the complaint or appeal, including statement of the outcome and the reasons for the outcome with signature and date of student and Student Support Officer/ Appeals officer.

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

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

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

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

External Appeals Process

After the student has been advised of the external complaint handling process and procedure, ASOC will provide students with contact details of the appropriate complaints handling and external appeals body.

ASOC will refer the student to the **Commonwealth Ombudsman** to lodge an external appeal or complain about the decision.

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.

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

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

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

Outcome

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

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

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

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

IMPORTANT NOTE: The Commonwealth Ombudsman is a free and independent service.

The Commonwealth Ombudsman contact details are:

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

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

The Ombudsman (OSO) also:

- a. Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

- b. Publishes reports on problems and broader issues in international education that OSO identify through investigations.

For further information, please visit <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or contact Commonwealth ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.

Appeals related to Deferment, Suspension or Cancellation of Enrolment

Where a student has decided to access the appeals process in relation to deferment, suspension, or cancellation of their enrolment, ASOC will not update the student's status or report to the Department of Home Affairs (DHA) via PRISMS until the appeal process is completed.

ASOC will maintain all relevant responsibilities until:

- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process.
- The overseas student withdraws from the internal or external appeals process, by notifying the Institute in writing.

Please note following procedures do not remove the student's right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Victoria Legal Aid

- Refer to <https://www.ombudsman.gov.au/>

Students Rights as Consumer

Complaints and Appeals Policy, and Procedure do not remove the right of students to act under Australia's consumer protection laws.

Unique Student Identifier

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, we are required to include your USI in the data we submit to NCVER.

The USI scheme allows students to access a single online record of their VET achievements. Each person will be assigned a USI. Australian School of Commerce will obtain and verify the student's USI at the time of enrolment. ASOC will comply with the Student Identifiers Act 2014.

The USI is an identifier known only to the issuing RTO, the student, and the department. All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to ASOC during the enrolment process. If students do not provide a 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.

USI does not appear on any certificates, statements of attainment or other public documents issued by ASOC. It is in the student's best interest to keep this identifier in a safe place. If the student forgets their USI, it is possible to retrieve the information from the Department's web site <https://www.usi.gov.au/>.

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 48 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 institute 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 <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>
- Australian Human Rights Commission <https://humanrights.gov.au/>
- VET Quality Framework www.asqa.gov.au/
- Department of Home Affairs <https://immi.homeaffairs.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/C2022C00366>
- Sex Discrimination Act 1984 <https://www.legislation.gov.au/Details/C2023C00003>
- Privacy Act 1988 <https://www.legislation.gov.au/Details/C2022C00361>
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026955
- 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 always met. Please refer to the websites indicated or contact the institute 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 Education Agents

ASOC engages with on shore and offshore Agents to recruit students. Full list of Agents can be found on ASOC's website www.asoc.edu.au. ASOC is responsible to ensure that its agents accurately represent ASOC's services on their behalf. If you have any feedback or concerns regarding services provided by Agents or its representatives, please contact ASOC students support at or give us a call at +61 424525757.

ASOC has undertaken steps to be compliant with the ESOS Act 2000 and standard 4 (Education Agents) of the National Code 2018 which includes entering into written agreements with each education agent that ASOC engages with, implement Education agent's policy and procedures, Education Agent Performance Review Assessment conducted by marketing staff to ensure that agents always comply with the standards.

Information collected from students on application form may be shared with your authorised education agent if required. Therefore, student's must notify ASOC if they are planning to change or have changed their authorised education agent within 5 working days.

Use of personal information

Information is collected during enrolment to meet the institute's obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student's 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 institute 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.

Safety and Security

Your safety

Australian School of Commerce is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibility to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents, and near premises to ASOC's staff.
- No consumption of alcohol within training facilities or during training and Assessment Activities
- Always keep training and assessment areas neat and tidy.
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Electrical equipment: Electrical equipment that is not working should be reported to ASOC staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers, and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Australian School of Commerce will undertake training session to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all Exits and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities is available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.
- ASOC trainer and assessors are equipped with skills and Knowledge in Australia

Lifting

- Students, trainers, and assessors are encouraged not to lift anything related to the training and assessment provided by ASOC unless they do so voluntarily and take all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

Australian School of Commerce is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Australian School of Commerce staff members are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member of Australian School of Commerce who fails to follow this policy. Suspected criminal behavior will be reported to police authorities immediately. Students should expect fair and friendly behavior from Australian School of Commerce staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission. Refer to the Complaints and Appeals Policy and procedures of ASOC available on the website or can be made available at reception.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Australian School of Commerce whom they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Australian School of Commerce, they are advised to contact the Australian Human Rights Commission Complaints Info-line on 1300 656 419.

Access, correction, and complaints

Under the Privacy Act 1988 (Privacy Act), you have the right to seek access to or correction of 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 visit information on The Office of the Australian Information Commissioner (OAIC) at: <https://www.oaic.gov.au>.

ASOC Policies and Procedures

Students have access to all relevant administrative and academic policies and procedures. They are published on our website www.asoc.edu.au or at the ASOC's Reception.

Student Rights as a Consumer

As a consumer, a student has the right to receive 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 this handbook 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 act 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. Please be sure to read the "Media Consent" section of the Application Form.

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, campus posters 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 by contacting ASOC student administration.

FEES PAYABLE

- a) The initial tuition fee, application 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 institute.
- 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 instalment amounts with the due dates. All due dates on the tuition fees will be 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 institute.
- e) Tuition fees will be payable to the Institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars as agreed by the institute.
- f) Students must pay their fee directly to Australian School of Commerce (ASOC). Student should not pay the fee to the agent and/ or third party in relation to the application for enrolment.

Reminder letter

In case the student's instalment falls on a particular month, a friendly email reminder along with the 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 the 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 may call ASOC on +61 424525757 for any further enquiries.

g. If a student fails to make the payment of the outstanding fees even after a final notice and/or email, "Intention to cancel Enrolment" letter will be sent to the student. Student's enrolment will be cancelled after 20 working days of final notice. The suspension of enrolment will cause following restrictions to apply:

- i. Loss of access to the institute library service, Learning Management System, 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.

h) If students choose not to appeal against the institute's decision and makes no further payment or do not contact the institute 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 after 20 working days.

i) 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.

j) An additional fee for re-assessments will be applicable when:

- Students must undergo reassessment after two additional attempts. (Re-assessment fee after 2 attempts - \$300), or
- Students must repeat a subject (Repeat unit fee- \$300).

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

l) 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 subjected to change without prior notice. However, fees will remain the same once the student is enrolled into a course. Students are advised to contact student administration for updated fees and charges.

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

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

o) ASOC has Refund's policy and procedures to ensure all students are treated fairly and with integrity when applying for refunds.

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

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

Fee Schedule

Course Fee	As per course offer and written agreements
Application Fee (Non-Refundable)	\$300
Material Fee	Depending upon the qualification
Kitchen Kit*	\$400
Recognition of Prior Learning Fee	Subject to Qualification and Units
Credit transfer Fee	No charge
Repeat/Re-enrolling unit Fee	\$300
Re-assessment Fee (after 2 attempts)	\$300
Late payment Fee	\$50 per week
Deferral/Suspension Fees	\$300
Bank Transfer Fee	What the bank charges for the transfer
Credit Card Payment Surcharge	3% surcharge
Accommodation Services	Depends on Specific Arrangements
Airport pickup	\$100 (Airport to ASOC head office)
OSHC (Overseas Student Health Cover)	Outsourced- contact ASOC for more details
Re-Issue of Certificates and transcript	\$100
Re-Issue of Student ID Card	\$10
Interim Academic Transcript	No charge
Change of COE Fee	\$300
COE Extension	Depends on course and duration extended

*Only for students undertaking SIT qualifications: Commercial Cookery, Kitchen, and Hospitality Management qualifications.

Student cancellation

Students who cancel their enrolment part way through a training program must notify Australian School of Commerce in writing via email or at ASOC's reception at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Refunds

Process of Claiming Refund

A student who wishes to apply for a refund of tuition fees in accordance with the refund policy should do so by filling up a Refund Application form available at ASOC's reception and on ASOC's website www.asoc.edu.au. Students must submit refund application form along with other supporting documents on campus. The documents should be submitted to:

Accounts Officer

M.S Aviation Pty Ltd t/a Australian School of Commerce
Level 4, 123 Lonsdale Street, Melbourne, Victoria 3000, Australia

Or

Email us at accounts@www.asoc.edu.au

All students' refunds are conditional on the following:

Students are requested to read detailed information on fee payment and refund policy available on ASOC's website www.asoc.edu.au.

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 the 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 institute	100%		
Application rejected by the institute	100%	100%	No Refund
The course is not provided fully to the student because the Institute 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		
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 Institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund. For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund time of 5 weeks prior to the agreed start date of the course.			

COOLING OFF PERIOD

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

STUDENT'S RIGHTS TO APPEAL

Any student who is refused for a refund by the institute may appeal within 20 working days in writing to the Student Support Officer and follow the complaints and appeal process of ASOC.

The institute's appeal process does not restrict the student's right to pursue other legal avenues.

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 act 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 can 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.

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>

Payment method: Australian School of Commerce accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Australian School of Commerce)
- Payment in cash is discouraged.

Payment Instructions – How to Pay

Payments can be made by:

1. Cash at the office reception
2. EFT Banking Details-Contact the institute at +61 424525757 for details on banking details. Alternatively, banking details are also available on ASOC's application form.

Student Notifications

Australian School of Commerce will inform the student regarding any significant changes that may impact their studies.

This includes the following:

- Change of Ownership of RTO (Registered Training Organisation)
- Change in engagement terms and conditions.
- Change of delivery, Training, work placement or assessment location
- Information on regulated outcomes 1

Change of Ownership of RTO (Registered Training Organisation)

Australian School of Commerce will notify all learners, students, and clients about the change of ownership taking place within 28 days of the change of ownership. The student support officer will also brief the students, learners, and clients about the impact of the changes.

Change in engagement terms and conditions.

Australian School of Commerce reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed 7 days prior to the changes taking effect.

Change of delivery, Training, work placement or assessment location

Australian School of Commerce reserves the right to change the location of delivery, training, work placement or assessment. If any such changes are made that affect the student's training or assessment the student will be informed 7 days prior to the changes taking effect.

Legislative and Regulatory Responsibilities

Australian School of Commerce is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Australian School of Commerce has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Australian School of Commerce.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.legislation.gov.au

(Federal) <https://www.legislation.vic.gov.au> (State).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

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

ESOS Act: The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. For more information, kindly refer to <https://www.legislation.gov.au/Series/C2004A00757>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (referred as National Code 2018) 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. , kindly refer to <https://www.legislation.gov.au/Details/F2017L01182>.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy. It provides you with information about:

- the kinds of personal information that the entity collects and holds.
- how the entity collects and holds personal information.
- the purposes for which the entity collects, holds, uses, and discloses personal information.
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information.
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favorably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people based on their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g., broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations.
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards, and national minimum wage orders.
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes, and providing effective compliance mechanisms.

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 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 institute 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 institute.

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 the 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 institute and courses, please feel free to contact us via phone, email or visit our Institute. The contact details are listed below.

Address: 4, 123 Lonsdale Street, Melbourne, Victoria 3000, Australia

Phone: +61 424525757

Email: apply@asoc.edu.au, info@asoc.edu.au.

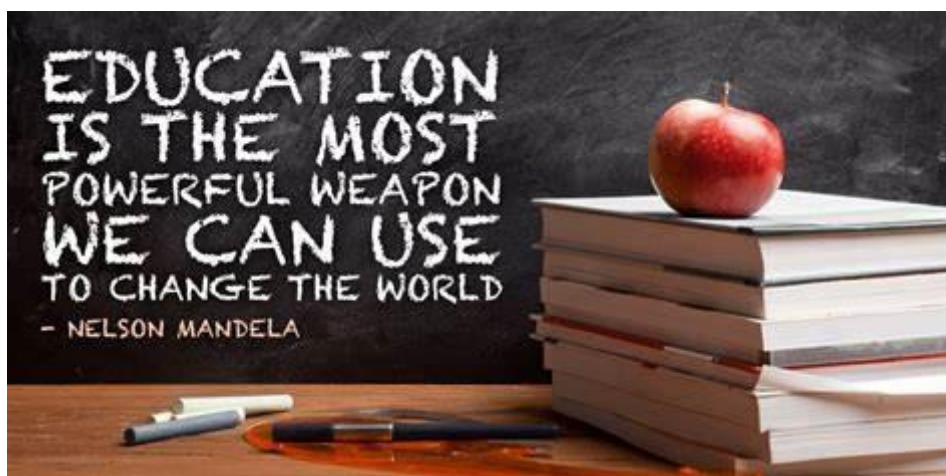
Website: www.asoc.edu.au

Disclaimer: Information contained in this Students Handbook is current at the time of printing and is subject to change. Please refer to information published on website www.asoc.edu.au 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 handbook might not be suitable for enrolment purposes however this information should be read in conjunction with website or course information brochures. For more information, please speak to student's Administration officer at the reception of Australian School of Commerce.

We are always there to provide support wherever required.

On Behalf of ASOC, we would like to welcome you aboard.



"An investment in knowledge pays the best interest" – Benjamin Franklin