



# APPLICATION FOR ADMISSION

## INTERNATIONAL APPLICANTS ONLY

1. Complete all sections using BLOCK LETTERS.
2. Attach supporting documents, including copies of your passport and academic documents.
3. Students will be charged AUD \$500.00 (non-refundable) Application Fee.

### 1. Personal Details (Please choose by placing an X in the boxes that apply to you)

|                                    |  |                   |  |
|------------------------------------|--|-------------------|--|
| Title:                             | <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Other | Gender:           | <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Not specified<br><input type="checkbox"/> Non-Binary <input type="checkbox"/> Indeterminate<br><input type="checkbox"/> Intersex <input type="checkbox"/> Unspecified |
| Date of Birth:<br>[Day/month/year] |  | Country of Birth: |  |
| Surname:                           |  | Given Names:      |  |

\* Please write the name that you used when you applied for your Unique Student Identifier (USI), including any middle names. If you do not yet have a USI and want ASOC to apply for a USI on your behalf, **you must write your name, including any middle names, exactly as written in the identity document** that you choose to use for this purpose. See section on the USI at the end of this form for a detailed explanation.

### 2. English Language Proficiency

|   |   |   |  |
|---|---|---|--|
| Do you speak a language other than English at home? | <input type="checkbox"/> No, English only<br><input type="checkbox"/> Yes, other - please specify   | Was English the language of instruction in your secondary/tertiary studies?   | <input type="checkbox"/> Yes <input type="checkbox"/> No   |
| How well do you speak English?                      | <input type="checkbox"/> Very well<br><input type="checkbox"/> Well<br><input type="checkbox"/> Not well<br><input type="checkbox"/> Not at all | Have you taken the English language test in the last two (2) years e.g., IELTS, PTE, TOEFL or equivalent (if yes please indicate name of the test and score)? | <ul style="list-style-type: none"> <li>• Test Name:</li> <li>• Score Achieved:</li> <li>• Date:</li> </ul> |

Please note TOEFL internet-based test only accepted if test is taken on or before 25 July 2023 Tests that were completed between 26 July 2023 and 4 May 2024, will not be accepted for Australian visa and migration purposes. During this period, the TOEFL iBT test being offered was not an approved test.

- ☐ Not Required. I am a citizen and passport holder of (please tick):  
☐ United Kingdom ☐ Republic of Ireland ☐ Canada ☐ USA ☐ New Zealand

**\*Please note that all the students must undertake a Language, Literacy and Numeracy and Digital. Language, Literacy, Numeracy and Digital Skills test** will be conducted on campus by using an LLN robot prior to the Enrolment. Refer to Enrolment Kit available on institute's website [asoc.edu.au](http://asoc.edu.au) for more details.

Are you of Aboriginal or Torres Strait Islander origin?  
 (For persons of both Aboriginal and Torres Strait origin, mark both 'Yes' boxes)

|   |   |  |
|---|---|--|
| <input type="checkbox"/> No   | <input type="checkbox"/> Yes, Aboriginal  | <input type="checkbox"/> Yes, Torres Strait Islander |
| Department of Home Affairs (DHA) Office where you applied for your VISA                   | <input type="checkbox"/> Onshore<br><input type="checkbox"/> Offshore   |  |
| Do you have a Unique Student Identifier (USI) Number?<br>Unique Student Identifier (USI): | <input type="checkbox"/> Yes, please specify this below.<br><input type="checkbox"/> I will create it myself (visit <a href="http://www.usi.gov.au">www.usi.gov.au</a> )<br><input type="checkbox"/> I authorise ASOC to create a USI on my behalf (read the information provided below in Appendix 3)<br><div style="border: 1px solid black; width: 100px; height: 20px; margin-top: 5px;"></div> |  |

Please note that from 1 January 2015, ASOC can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course, if you do not have a USI. In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI, you can apply for it directly at <http://www.usi.gov.au/create-your-usi>.

**Note:** Students are required to read Unique Student Identifier (USI) information provided below in "Appendix 3" if the student authorises ASOC to apply for a Unique Student Identifier. Students will be required to fill up the USI Application form during induction prior to course commencement.



**Note: A Language, Literacy, Numeracy (LLND) and digital skills test will be conducted prior to enrolment to determine any support needs and assess the suitability of the chosen training product. Based on the outcome, individual advice will be provided to each student regarding course suitability and application outcome.**

### 3. Contact Details

#### Address (Home Country)

|                 |          |            |  |
|-----------------|----------|------------|--|
| Address:        |          |            |  |
| State/Province: | Country: | Post Code: |  |
| Phone no:       | Email:   |            |  |

#### Residential Address (Australia)

|                  |             |            |  |
|------------------|-------------|------------|--|
| Address:         |             |            |  |
| Suburb:          | State:      | Post Code: |  |
| Mobile no:       | Email:      |            |  |
| Phone no (home): | Phone work: |            |  |

#### Postal Address in Australia (if different from Residential)

|   |        |            |  |
|---|--------|------------|--|
| Address:  |        |            |  |
| Suburb:   | State: | Post Code: |  |
| Preferred method: <input type="checkbox"/> Email <input type="checkbox"/> Phone |        |            |  |

### Emergency Contact Details

|                     |                      |           |  |
|---------------------|----------------------|-----------|--|
| Name of the person: | Relationship to you: |           |  |
| Address:            | Mobile/phone no:     | Email Id: |  |

### 4. Passport Details:

|                                      |  |  |
|--------------------------------------|--|--|
| Passport no:                         | Passport Expiry Date:  |  |
| Country and place of passport issue: | A true copy of your original documents must be provided as part of your application. |  |

### 5. Visa Details (if applicable)

|              |                   |  |
|--------------|-------------------|--|
| Visa Type:   | VISA Subclass:    |  |
| VISA Number: | VISA Expiry date: |  |

### 6. Education Agent

|  |  |                           |  |
|--|--|---------------------------|--|
| Did you choose any Education Agent?<br>If yes, please fill in the details of the agent referred. | <input type="checkbox"/> Yes <input type="checkbox"/> No | Name of the Agent/Agency: |  |
| Address:   | Mobile:  |                           |  |
| Phone:   | Fax:   |                           |  |
| Email:   | Agent Stamp (if applicable)                              |                           |  |

### 7. Overseas Student Health Cover

|               |   |   |
|---------------|---|---|
| OSHC Arranged | Yes (Fill up Part A) <input type="checkbox"/> | No (refer to Part B) <input type="checkbox"/> |
|---------------|---|---|

#### Part A-Insurer Details

|                      |                |                 |  |
|----------------------|----------------|-----------------|--|
| Name of the Insurer: | Member Number: | Date of expiry: |  |
|----------------------|----------------|-----------------|--|

#### Part B



1. The Australian Government requires all persons entering Australia on a Student Visa to have OSHC.

2. Please refer to the link provided for information on the length of your OSHC - <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/length-of-stay>

Note: ASOC does not apply for OSHC on behalf of students. Students are required to arrange their own health cover. However, ASOC can assist students in arranging their own OSHC. Please contact ASOC for assistance in arranging OSHC.

#### 8. Equity Assistance & Disability Status (Please choose by placing an X in the boxes that apply to you)

ASOC is committed to supporting all students to succeed. If you require assistance or wish to declare a disability, impairment, or long-term condition, please complete the section below. This helps us assess any reasonable adjustments or support needed under the *Standards for RTOs 2025* and ASOC's *Student Support, Welfare and Wellbeing Policy*.

Do you consider yourself to have a disability, impairment, or long-term condition? ☐ Yes ☐ No

If you indicate the presence of a disability, impairment, or long-term condition, please select the area(s) in the following list: You may indicate more than one area:

- |  |  |
|--|--|
| <input type="checkbox"/> Hearing/Deafness. | <input type="checkbox"/> Medical Condition         |
| <input type="checkbox"/> Physical          | <input type="checkbox"/> Medical illness           |
| <input type="checkbox"/> Learning          | <input type="checkbox"/> Acquired Brain Impairment |
| <input type="checkbox"/> Intellectual      | <input type="checkbox"/> Vision                    |
| <input type="checkbox"/> Other             |  |

If Yes, do you require additional assistance because of this disability or any other support during your study?

☐ Yes ☐ No

Please provide details of what support you will require during your study:

#### 10. Student Wellbeing and Support Needs (Including Additional Support)

At Australian School of Commerce (ASOC), we are committed to creating a safe, inclusive, and culturally respectful learning environment where all students can thrive. We recognise that wellbeing including mental, physical, emotional, cultural, social, and digital needs is essential to student success.

ASOC recognises the importance of mental health and overall wellbeing in achieving academic and personal goals. If you're experiencing personal challenges, you may be eligible for a Wellbeing Support Plan that includes tailored strategies and referral options, such as academic flexibility, counselling services, culturally appropriate support, or disability adjustments.

We also provide dedicated support to Aboriginal and Torres Strait Islander students through culturally safe practices, specialised resources, and our First Nations Liaison, acknowledging the unique strengths and heritage of Australia's First Peoples.

To help us connect you with the right support, please indicate if you are experiencing any of the following:

#### Do you need assistance with any of the following?

(Please tick all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Mental health concerns (e.g. anxiety, stress, depression) | <input type="checkbox"/> Physical health issues or ongoing medical conditions       |
| <input type="checkbox"/> Emotional or psychological wellbeing support              | <input type="checkbox"/> Disability, neurodiversity, or learning difficulty         |
| <input type="checkbox"/> Family, personal, or cultural challenges                  | <input type="checkbox"/> Time management or study-life balance                      |
| <input type="checkbox"/> Housing, financial, legal, or visa-related stress         | <input type="checkbox"/> Digital access or capability (e.g. using online platforms) |
| <input type="checkbox"/> Aboriginal or Torres Strait Islander support needs        | <input type="checkbox"/> Other (please specify):                                    |

Would you like to speak with ASOC's Student Support Officer or access external counselling/referral services?

☐ Yes ☐ No

Note: If you select "Yes" to any of the wellbeing support areas above, a member of our Student Support Team will contact you to discuss personalised academic, wellbeing, or disability support options. This may include the development of a formal Support or Wellbeing Plan, with your consent.

#### 11. Course Selection (Please choose by placing an X in the boxes that apply to you)

Please be advised that as part of the application process, you will be required to complete pre-training review form which is given below in the Appendix 1.

Intake Applying for:



| Please tick | Course Code and Name                                    | Delivery Location (Please select the location you wish to study at)                       | CRICOS Course Code | Duration (Weeks) Including holiday breaks |
|-------------|---|---|--------------------|---|
|             | **SIT30821 - Certificate III in Commercial Cookery      | <input type="checkbox"/> Melbourne, Victoria<br><input type="checkbox"/> Hobart, Tasmania | 109845E            | 56 weeks (Including holiday breaks)       |
|             | **SIT40521- Certificate IV in Kitchen Management        | <input type="checkbox"/> Melbourne, Victoria<br><input type="checkbox"/> Hobart, Tasmania | 109503E            | 92 weeks (Including holiday breaks)       |
|             | SIT50422 - Diploma of Hospitality Management            | <input type="checkbox"/> Melbourne, Victoria<br><input type="checkbox"/> Hobart, Tasmania | 111704M            | 64 weeks (including holiday breaks)       |
|             | BSB40920- Certificate IV in Project Management Practice | <input type="checkbox"/> Melbourne, Victoria<br><input type="checkbox"/> Hobart, Tasmania | 107346G            | 30 weeks (including holiday breaks)       |
|             | BSB50820- Diploma of Project Management                 | <input type="checkbox"/> Melbourne, Victoria<br><input type="checkbox"/> Hobart, Tasmania | 107347F            | 52 weeks (including holiday breaks)       |
|             | BSB50120-Diploma of Business                            | <input type="checkbox"/> Melbourne, Victoria<br><input type="checkbox"/> Hobart, Tasmania | 108692C            | 52 weeks (including holiday breaks)       |
|             | BSB60120-Advanced Diploma of Business                   | <input type="checkbox"/> Melbourne, Victoria<br><input type="checkbox"/> Hobart, Tasmania | 108693B            | 52 weeks (including holiday breaks)       |
|             | BSB60720- Advanced Diploma of Program Management        | <input type="checkbox"/> Melbourne, Victoria<br><input type="checkbox"/> Hobart, Tasmania | 107348E            | 52 weeks (including holiday breaks)       |
|             | BSB80120-Graduate Diploma of Management (Learning)      | <input type="checkbox"/> Melbourne, Victoria<br><input type="checkbox"/> Hobart, Tasmania | 107349D            | 52 weeks (including holiday breaks)       |

Application Fees - \$500 (Non-refundable) \*

\*Conditions apply. Please refer Fee Payment and Refund Policy for more details.

Note: Details of course information can be obtained from our student prospectus, handbook or by visiting our website [www.asoc.edu.au](http://www.asoc.edu.au). Alternatively, students can also contact student's administration on 1300 781 194.

Material Fees will include printed reading materials and handouts or books only.

**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 ASOCs commercial kitchen with access to a simulated environment.

**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.

**For Commercial Cookery, Kitchen, and Hospitality Management qualifications:** It is a mandatory requirement for students undertaking Commercial Cookery, Kitchen, and Hospitality 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- \$500.**\*\*For Commercial Cookery and Kitchen Management qualifications only:** Students are required to complete Work Based Training as part of their course, and it will be completed in the workplace commercial kitchen. An induction for WBT students will be conducted at the institute and workplace induction will be conducted at the workplace before commencement of WBT. Please refer to the student handbook or ASOC's website and for further details contact ASOC at 1300 781 194.**Please Note:** Students are required to attend a minimum 20 scheduled course contact hours per week.**10. Previous qualification achieved (PLEASE DO NOT LEAVE IT BLANK, IT'S MANDATORY)**

Have you successfully completed any of the following qualifications in Australia or hold any overseas qualifications? If yes, tick any of the below boxes:

☐ Bachelor's Degree or higher   ☐ Advanced Diploma or associate degree   ☐ Diploma   ☐ Certificate IV   ☐ Certificate III  
☐ Certificate II   ☐ Certificate I   ☐ Other education (including certificates or overseas qualifications not listed above) if others, please specify
**11. Qualification details:**

Name of the Institute:

Year Awarded:



|  |  |   |
|--|--|---|
| In the case of overseas qualification, has the qualification been assessed as equivalent to an Australian qualification?   |  |   |
| <input type="checkbox"/> YES <input type="checkbox"/> NO   |  |   |
| Attach documentation including copies of all academic records. Academic records not in English must also be accompanied by a translated copy. If you believe you have relevant work experience, attach details and documentation (e.g. employer reference, curriculum vitae, etc.) |  |   |
| <b>12. Schooling</b>   |  |   |
| What is your highest completed school level? (Tick ONE box only)   |  |   |
| <input type="checkbox"/> Year 12 or equivalent   | <input type="checkbox"/> Year 11 or equivalent                               | <input type="checkbox"/> Year 10 or equivalent                |
| <input type="checkbox"/> Year 9 or equivalent  | <input type="checkbox"/> Year 8 or below                                     | <input type="checkbox"/> Never attended school                |
| Are you still enrolled in secondary or senior secondary education? <input type="checkbox"/> Yes <input type="checkbox"/> No  |  |   |
| <b>13. Employment</b>  |  |   |
| Which of the following best describes your current employment status?  |  |   |
| <input type="checkbox"/> Full time employee  | <input type="checkbox"/> Part time employee                                  | <input type="checkbox"/> Unemployed-seeking full time work    |
| <input type="checkbox"/> Unemployed-seeking part time work   | <input type="checkbox"/> Self-employed - not employing others                | <input type="checkbox"/> Not employed -not seeking employment |
| <input type="checkbox"/> Employed - unpaid worker in a family business   | <input type="checkbox"/> Self-employed – employing others                    |   |
| Which of the best describes your employment sector?  |  |   |
| <input type="checkbox"/> A - Agriculture, Forestry and Fishing   | <input type="checkbox"/> B - Mining  |   |
| <input type="checkbox"/> C - Manufacturing   | <input type="checkbox"/> D - Electrical, Gas, Water and Waste Services       |   |
| <input type="checkbox"/> E - Construction  | <input type="checkbox"/> F - Wholesale Trade                                 |   |
| <input type="checkbox"/> G - Retail Trade  | <input type="checkbox"/> H - Accommodation and Food Services                 |   |
| <input type="checkbox"/> J - Information Media and Telecommunications  | <input type="checkbox"/> K - Financial and Insurance Services                |   |
| <input type="checkbox"/> L - Rental, Hiring and Real Estate Services   | <input type="checkbox"/> M - Professional, Scientific and Technical Services |   |
| <input type="checkbox"/> N - Administrative and Support Services   | <input type="checkbox"/> O - Public Administration and Safety                |   |
| <input type="checkbox"/> P - Education and Training  | <input type="checkbox"/> Q - Health Care and Social Assistances              |   |
| <input type="checkbox"/> R - Arts and Recreation Services  | <input type="checkbox"/> S - Other Services, please specify position: _____  |   |

|  |                                 |                                  |
|--|---------------------------------|----------------------------------|
| <b>14. Accommodation Requirements</b>  |                                 |                                  |
| Do you require assistance in finding accommodation options?  | <input type="checkbox"/> Yes    | <input type="checkbox"/> No      |
| If yes, please specify below.  |                                 |                                  |
| What type of accommodation arrangements would you like?  | <input type="checkbox"/> Shared | <input type="checkbox"/> Private |
| Please note that ASOC's Student support officer can assist students in finding accommodation by conducting an online search, suggesting accommodation sites, real estate agents in a particular area, however, ASOC doesn't provide accommodation to its students.   |                                 |                                  |
| Do you require assistance for Airport pickup?  | <input type="checkbox"/> Yes    | <input type="checkbox"/> No      |
| ASOC provides airport pick up. Students are required to fill the Airport Pick up form available on ASOCs website or students can email their request for Airport pick up at <a href="mailto:apply@asoc.edu.au">apply@asoc.edu.au</a> . Students are requested to contact ASOC at 1300 781 194 for any other information. Airport pick up fees: AU\$300. There is a help desk available at the airport for international students to assist students in finding suitable airport pick up services e.g. UBER, Sky Bus and taxi services. |                                 |                                  |
| Any other additional information:  |                                 |                                  |
| <b>15. Marketing</b>   |                                 |                                  |
| How did you find out about this course?  |                                 |                                  |
| <input type="checkbox"/> Advertisement <input type="checkbox"/> Newspaper <input type="checkbox"/> Internet <input type="checkbox"/> Friends <input type="checkbox"/> Search engines/Google <input type="checkbox"/> Other, specify: _____   |                                 |                                  |



**16. Payment Details**

☐ Payment by Credit Card (Please fill in the credit authorisation form)

Note: 2% surcharge is charged on every transaction for the payment made by credit card

☐ Bank Cheque made payable to Australian School of Commerce (ASOC)

☐ Bank Transfer to be made to the following bank account:

|                 |                                    |                 |        |
|-----------------|------------------------------------|-----------------|--------|
| Account Name:   | M.S AVIATION PTY LTD               |                 |        |
| Account Number: | 10688590                           | BSB Account No: | 063009 |
| Swift Code:     | CTBAAU25                           |                 |        |
| Bank Name:      | COMMONWEALTH BANK                  |                 |        |
| Bank Address:   | 221 William St, Melbourne VIC 3000 |                 |        |

**17. Application Checklist**

- |  |   |
|--|---|
| <input type="checkbox"/> Completed all sections of this application<br><input type="checkbox"/> Attached relevant employment documentation<br><input type="checkbox"/> Attached copies of your passport<br><input type="checkbox"/> Attached copies of your qualifications<br><input type="checkbox"/> Filled up PTR questions attached along with the application for as Appendix 1 | <input type="checkbox"/> Attached copies of your English proficiency<br><input type="checkbox"/> Attached any other relevant documentation<br><input type="checkbox"/> Read all the important information provided along with this application form in Appendix 2<br><input type="checkbox"/> Read and signed the declaration |
|--|---|

NOTE: ASOC is required to report the student to the Department of Home Affairs based on unsatisfactory course progress. Students must maintain competency in 50% or more units for satisfactory course progress in each study period and attend their classes regularly as the attendance and course progress will be monitored regularly. Kindly go through Appendix 2 given below and refer to the student's handbook for detailed information on Attendance and Course progress Policy.

All prospective students are required to familiarise themselves with the Enrolment policy and procedures (given inside Enrolment Kit) of ASOC and read student handbook for detailed information about the campus, facilities, equipments, learning resources, fee payable and fee payment, grounds on which enrolment may be deferred, suspended, or cancelled, course progress and attendance requirements, complaints and appeals, ASOC's policies and procedures etc. This will be available on ASOC's website <http://asoc.edu.au>/or the student handbook.

**Student Declaration and Consent**

- ☐ I declare that the information provided on this form and supporting documentation is true and correct.
- ☐ I have read and understood the information in the Student Handbook/Prospectus including Entry requirements and enrolment conditions, LLND assessment requirements (where applicable) Privacy policy, Cancellation and Refund policy, Course progress and attendance policy, Feedback, Complaints and appeals policy and procedures of ASOC provided to me along with this application form.
- ☐ I understand that the outcome of the LLND test (if applicable to my course) may affect my admission, and I may be offered a support plan or an alternative course pathway where necessary.
- ☐ I consent to ASOC conducting LLND assessments as part of determining my suitability for the course and providing learning or digital support if required.
- ☐ I understand that if I have disclosed any disability, long-term condition, or wellbeing-related needs, ASOC may contact me to discuss a Support Plan or Wellbeing Support Plan.
- ☐ I understand as per the National Code of Practice 2018 Standard 3.5 and the ESOS Act 2000, I must notify ASOC within 7 days of any change to my contact details (address, phone number, email).
- ☐ I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Act 1988 and The Privacy Notice.
- ☐ I have read and understand ASOC's Enrolment policy and procedures. (Available on ASOC website [www.asoc.edu.au](http://www.asoc.edu.au) and in the student handbook)
- ☐ I understand that ASOC will notify me as soon as practicable if there are any changes to the training product I am enrolled in or changes to ASOC's operations that may affect my studies. This includes changes relating to the transition of superseded, deleted, or expired training products.
- ☐ I acknowledge that the provision of incorrect information or documentation or the withholding of information or documentation relating to my application may result in the cancellation of my enrolment.
- ☐ I confirm that I have been fully advised of the fees, cancellation and refund conditions and I agree to be a student at ASOC.
- ☐ I have read and understood important information (Appendix 2) provided to me along with this application form.
- ☐ I understand that I am responsible for keeping a copy of written agreements as supplied by ASOC, and receipts of any payments of tuition fees or non-tuition fees.
- ☐ I understand my obligations as an overseas student under the ESOS Act 2000, ESOS Regulations 2019, and the National Code 2018.

**STUDENT SIGNATURE**

Student .....

Date .....



## Appendix 1

### Pre-Training Review (PTR)

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

Before we make an offer, ASOC is required to review the student's current competencies, student needs, English level, digital literacy, support requirements and oral communication skills, to enrol them in the most appropriate course to achieve their intended outcomes. \* As part of this review, you will be required to complete a Language, Literacy, Numeracy, and Digital (LLND) skills assessment. This assessment helps ASOC determine whether you have the entry level skills required for your chosen course and if any additional support or reasonable adjustments are needed to assist you in achieving your learning goals.

If the LLND assessment identifies any areas where support is needed such as difficulties with reading, writing, numeracy, communication, or using digital tools ASOC will offer tailored support options, which may include a Support Plan or referral to additional resources.

If you require assistance at any stage, please refer to ASOC's Student Support and Welfare Policy for a full outline of available services. You may also contact our Student Support Team in person at reception or via email at [apply@asoc.edu.au](mailto:apply@asoc.edu.au).

The pre-training review ensures that ASOC:

- understands the student's reasons for undertaking the course.
- ensures the suitability of the training for the students.
- understands the student's current competencies and, therefore provides opportunities for these to be assessed.
- identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge on Language Literacy and Numeracy skills.
- Assess your proficiency in English language, oral communication, and LLND core skills
- check if the training and assessment strategies employed to deliver the course suits the student's needs, and
- provides relevant support required for the student to succeed in the course.
- Identify and arrange any necessary academic, digital, language, or wellbeing support for you to succeed

### Guidelines for PTR-To be filled up by students.

1. Students are required to fill up this PTR form and read all the details of the course, policies and procedures of the Institute before filling up the answers. Information can be made available from the Student Handbook/Student Prospectus and/or website.
2. Enrolment officer or representative will conduct PTR Interview via Telephonic Conversation or via Face to Face.
  - **PTR Interview conducted via Telephone-**If PTR Interview is conducted via telephone, Enrolment officer or representative will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained as an evidence of student declaration in lieu of the student's physical signature e.g., through E-mail, call notes, etc. Response of the discussion will be recorded by the Enrolment officer or representative.
  - **PTR Interview conducted Face to Face-** During face-to-face PTR 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 or representative.
3. 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 the student is aware of the policies, procedures, and other information necessary for the students.
  - if the student has received true and accurate information and if they are suitable to undertake the course/s.
4. Enrolment officer or representative will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.
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.

**Please Note:** Enrolment officer or representative will take holistic approach while assessing student's answers during Pre-

Training Review by ensuring that all the answers provided by students aligns with their educational and future goals.

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

#### **Language, Literacy, Numeracy and Digital Skills (LLND) Assessment**

Students undertaking courses at ASOC must possess sound language, literacy, numeracy, and digital skills, as these are essential for successfully completing course-related tasks, assessments, communication, and the use of digital learning platforms.

- Language skills are necessary for understanding instructions and engaging in verbal communication.
- Literacy skills are required for reading course materials, writing assessments, and interpreting information.
- Numeracy skills are important for performing calculations, measuring, and managing tasks involving numbers.
- Digital skills are essential for navigating online systems, participating in e-learning activities etc.
- To determine each student's support needs and assess the suitability of the chosen training product, all prospective students are required to undertake a Language, Literacy, Numeracy and Digital (LLND) skills review prior to enrolment.

The LLND test will be conducted using an ACSF-mapped online assessment tool LLN Robot.

Based on the outcome of the review, students may be identified as requiring internal or external support services, and individual advice will be provided regarding the suitability of the chosen course.

All students are required to undertake this LLND assessment as part of the enrolment process.

| Qualifications   | Performance Level |
|--|-------------------|
| BSB40920-Certificate IV in Project Management Practice | ACSF Level 3      |
| BSB50120 - Diploma of Business                         | ACSF Level 4      |
| BSB60120 - Advanced Diploma of Business                | ACSF Level 4      |
| BSB50820- Diploma of Project Management                | ACSF Level 4      |
| BSB60720- Advanced Diploma of Program Management       | ACSF Level 4      |
| BSB80120 - Graduate Diploma of Management (Learning)   | ACSF Level 4      |
| 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      |

Students are required to achieve the expected level of performance level as per the required level. Where a student

does not achieve the required LLND scores for the qualification into which they are seeking enrolment, LLND 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 LLND level does not have the required skills to successfully obtain the qualification applied for and will be referred to explore other training pathways.

\*LLND support-If students do not meet the recommended English and/or LLND 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 numeracy and digital, such as ELICOS programs at other institutes 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 LLND 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. Refer to Student handbook for more details.

#### **Application Rejection**

Student's Application will be rejected if:

- Student does not have the 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 requested to fill all the questions provided in the form below. If any doubt arises, please contact ASOC at 1300 781 194.





| Do you have access to enough information to make an informed decision about your enrolment in this course at ASOC? Let us know if you have questions or need more information   | Where to find this information   | Yes (Please tick the relevant box) | No (Please tick the relevant box) |
|---|--|------------------------------------|-----------------------------------|
| Entry requirements for your proposed course. For SIT (Commercial Cookery, Kitchen and Hospitality Management) qualification entry requirement including physical abilities and abilities to handle complex foods.   | Student Handbook/prospectus<br><a href="http://asoc.edu.au">http://asoc.edu.au</a> |                                    |                                   |
| Content of your proposed course   |  |                                    |                                   |
| Duration of your proposed course including holidays   |  |                                    |                                   |
| Campus at which the classes will be conducted   |  |                                    |                                   |
| Whether or not your course includes a work placement  |  |                                    |                                   |
| Delivery method (i.e. classroom based face-to-face/ online or combination/ practical learning)  |  |                                    |                                   |
| Work based training and WBT hours. (Applicable only for SIT -Commercial Cookery and Kitchen management qualification)   |  |                                    |                                   |
| How assessment will be conducted during your course   |  |                                    |                                   |
| The requirement for you to undertake an assessment of your language, literacy, numeracy and digital (LLN&D) skills prior to the enrolment to determine support needs and assess the suitability of the course.<br>* The LLND test will be conducted using an ACSF-mapped online assessment tool, LLN Robot<br>Note: LLND Support will be provided |  |                                    |                                   |
| Did you get information about indicative course-related fees incurred throughout the course, applicable fund withdrawal policies (refund), course progress/attendance monitoring policy, satisfactory academic performance, assessment information and methods?   |  |                                    |                                   |

|   |  |  |  |
|---|--|--|--|
| <p>"Course progress and Attendance" requirements, procedures for monitoring attendance and course progress.</p> <p>*Course progress: Students must successfully complete or demonstrate competency in at least 50% of the units in any study period to achieve minimum competency level.</p> <p>*Attendance requirements: Students must maintain a minimum of 80% of the attendance.</p> <p>Students will not be reported on the basis of attendance. However, students will be reported to the DHA via PRISMS if students demonstrate unsatisfactory course progress for two consecutive study period.</p> |  |  |  |
| Did you get information about the grounds upon which your enrolment or course may be deferred, suspended or cancelled?  |  |  |  |
| Are you aware of the support services provided by ASOC (academic, wellbeing, disability, personal)?   |  |  |  |
| Would you like to be contacted by student wellbeing support?  |  |  |  |
| Do you understand how to access academic and personal support during the course?  |  |  |  |
| Are you aware about your obligations regarding study hours commitment and course progress requirements to successfully complete your chosen course & the conditions under which you might be reported to the Department of Home Affairs (DHA)?  |  |  |  |
| Have you been advised that, as part of the view or audit of your training, you may?   |  |  |  |
| a. Receive a survey from the National Centre for Vocational Education Research (NCVER) and/or an invitation to take part in a project endorsed by a funding body.   |  |  |  |

|   |  |  |  |
|---|--|--|--|
| b. Be contacted by someone authorised by the funding body and/or the Regulator to talk to you about your training   |  |  |  |
| <p>Are there any wellbeing or mental health factors that may affect your study? If yes, please describe briefly if you would like to be contacted privately for support.<br/>*Note: All responses are confidential and will only be used to arrange necessary support services.</p>               |  |  |  |
| <p>Do you have any cultural or religious needs that we should be aware of to support your learning?<br/>Examples: prayer breaks, dress code requirements. If yes, please provide details.<br/><input type="checkbox"/> Yes <input type="checkbox"/> No</p>  |  |  |  |
| <p>Please indicate if you prefer to speak privately <input type="checkbox"/></p>  |  |  |  |
| <p>Would you like further information on any of the items listed above?</p>   |  |  |  |
| <p>Are you willing to commit to undertake a minimum of 20 hours of study and work-related assessments as the qualification requires minimum 20 hours of study week?</p>   |  |  |  |
| <p>Enrolment officer or representative will contact the students if students feel that they have not been provided enough information.<br/>*If you are facing any problem, please give us a call on 1300 781 194 or send an email on <a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a> *</p> |  |  |  |

2. How is this course able to help you in your future career prospective?

3. What previous experience have you had in an area/ industry directly related to this course?

4. Why did you choose Australian School of Commerce as your desired course provider for this course?

5. Do you require any kind of support in English language proficiency? If yes, please specify what kind of support?

\*Students are requested to fill up the questions related to English language proficiency mentioned in the application form-Section 2\*

Do you require any kind of support? If yes, please specify what kind of support?

Questions below are only relevant to SIT (Commercial Cookery, Kitchen, and Hospitality Management) courses.

6. Have you ever had any difficulty while working in hospitality industry? (If you have worked there)

### Suitability of this course for you

|  |
|--|
| <p><b>1. Reasons for Study</b></p> <p><input type="checkbox"/> To get a job<br/> <input type="checkbox"/> To get a better job or promotion<br/> <input type="checkbox"/> It was a requirement of my job<br/> <input type="checkbox"/> To develop my existing business<br/> <input type="checkbox"/> To start my own business<br/> <input type="checkbox"/> To try for a different career<br/> <input type="checkbox"/> To get into another course of study<br/> <input type="checkbox"/> I wanted extra skills for my job<br/> <input type="checkbox"/> For personal interest or self-development<br/> <input type="checkbox"/> To get skills for community/voluntary work<br/> <input type="checkbox"/> Others<br/> In case of others, please state the reason: _____</p> |
|--|

7. Are you aware that you will be required to handle complex foods including cooking of various processed or raw meats, poultry, seafoods and dairy items?

8. Have you ever had difficulty in handling complex food items?

**For students undertaking BSB80120 – Graduate Diploma of Management (Learning) qualification.**

9. What field or industry would you like to work in after completing this course? How do you believe this qualification will help you achieve that goal?

10. This course covers areas such as leading strategic transformation, implementing learning strategies, developing partnerships, managing finances and critical thinking. Which of these areas are most relevant to your current or future role, and what skills would you like to strengthen through this qualification?

11. Have you reviewed the course structure, including units offered in the course offered by ASOC? What skills and knowledge you will develop after completing these units. Can you name at least two units or skills associated with this qualification.

**Questions below are relevant to all courses delivered at ASOC**

**12. Mode of Study/Learning Style:** Thinking about how you'll best learn, which method will suit you the best?

- ☐ Classroom based Face to face  
☐ Workplace experience ☐ Practical Learning  
☐ Mixed mode of online learning and face to face  
☐ Other, please specify

| 13. Computer, Internet and Digital Skills   | Yes | No |
|---|-----|----|
| Do you have regular access to computer devices and the internet?  |     |    |
| Do you use MS Office applications, e.g., Microsoft Word, Power-point etc?   |     |    |
| Do you find it easy to use search engines such as Google and using the internet in general?   |     |    |
| Are you confident in using digital tools for learning, such as accessing online learning platforms, submitting assignments, or communicating through email or messaging apps? |     |    |
| Do you require any kind of computer related support?<br>If yes, please specify below.<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                          |     |    |

**14. Do you wish to apply for an RPL?**

RPL (Recognition of Prior Learning) is a form of assessment that recognises skills and knowledge gained through formal training conducted by industry or education, work experience and life experience.

- ☐ Yes, (please fill RPL Application Form available on ASOC's website)  
☐ No

**15. Would you like to apply for CT?**

(Credit Transfer) a system whereby successfully completed units of competency contributing towards a degree or diploma can be transferred from one course to another.

- ☐ Yes, (please fill CT Application Form available on ASOC's website)  
☐ No

## Student Declaration

- ☐ I certify that I have filled this PTR Form by myself  
☐ I have completed all the answers of this PTR form in a true and correct manner and provided genuine answers to the best of my knowledge.

**Student Signature:**

**Date:**

## Appendix 2

### Important Information for Students

Please read the below given information carefully before signing the application form. Students may contact ASOC for any further information or email us at [apply@asoc.edu.au](mailto:apply@asoc.edu.au). It is advisable to read Student's handbook for detailed information available on ASOC's website [www.asoc.edu.au](http://www.asoc.edu.au).

### Diversity and Inclusion Statement

ASOC is committed to creating a culturally safe, inclusive, and respectful learning environment. We honour and acknowledge the First Nations peoples of Australia the Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands on which we learn, teach, and live.

We value the diversity of our students and recognise the unique contributions of individuals from all backgrounds, including culturally and linguistically diverse (CALD) communities, people with disability, LGBTIQ+ individuals, and people of all faiths, genders, and socio-economic statuses.

We are dedicated to ensuring that every learner feels welcomed, supported, and empowered to succeed through inclusive practices and equitable access to education and support services.

### Course Monitoring and Attendance Policy

Australian School of Commerce has a Course Monitoring and Attendance Policy which states that the students are required to maintain satisfactory course progress throughout the course. Students are also required to attend their classes and maintain 80% of attendance throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to students breaching their visa conditions. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress. ASOC is required to report students on the basis of unsatisfactory course progress for two consecutive study period to the Department of Home Affairs (DHA) via PRISMS.

Students enrolled in SIT (Commercial Cookery, Kitchen and Hospitality Management) courses must attend all kitchen practical to fully develop their culinary skills. Student's kitchen attendance will be monitored closely, and student missing kitchen's practical classes will be treated on a case-by-case basis. Student missing more than one kitchen practical class will not be allowed to sit in re-assessment but will be required to repeat the units as it will not be possible for students to develop the required skills without attending kitchen practical classes.

**Satisfactory course Progress:** where a student can meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course. Satisfactory course progress is defined as successfully completing or demonstrating competency in at least 50% of the units in the study period.

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

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 may mean that they already have the skills, knowledge and experience to progress in their course without receiving structured training.

ASOC 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.

Refer to Course Monitoring and Attendance Policy available on website or refer to Student's handbook available on website.

### Transition of Training Products and Provider Changes

ASOC is committed to transparency and compliance with the Standards for RTOs 2025 and the National Code 2018. If any training product is superseded, deleted, or expired during your enrolment, or if operational changes occur that may affect your studies, ASOC will notify you as soon as practicable. Where applicable, you will be transitioned to an appropriate replacement course within the allowable transition timeframe as published on the National Register ([training.gov.au](http://training.gov.au)), unless you complete your current course before the transition period ends. Please note that changes to training products or institutional operations may also result in adjustments to the course duration, fee structure, or delivery mode. Any such changes will be communicated clearly, and your rights under the ESOS Act 2000 and related policies will be upheld.

### Fee Payment

a) 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).

b) 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 are kept at standard 15th of every month.

c) Student must pay full tuition fees for each term by the due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the school.

d) Tuition fees will be payable to the school by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars as agreed by the school.

e) Student must pay their fee directly to Australian School of Commerce. Student should not pay the fee to the agent and/ or third party in relation to the application for enrolment.

f) ASOC does not engage third-party providers for delivering services on its behalf.

Reminder letter



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 on the 18th of the following month. Student's enrolment will be cancelled after 21 days of final notice. Refer to Student handbook or Fee Payment and Refund Policy available on website [www.asoc.edu.au](http://www.asoc.edu.au) for more details. The suspension of enrolment will cause following restrictions to apply:

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

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

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

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

h) 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.

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

- Students must undergo reassessment after two additional attempts. (Reassessment fee), or
- Students must repeat a subject (unit fee).

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

k) 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.

\*Fees are subject to change without prior notice. However, fees will not change after the course commencement. Please contact the student administration for updated fees and charges. For all the courses, course material fees will include handouts and printed material only.

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

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

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

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

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

#### Refund of Tuition fees

A student who wishes to apply for a refund of tuition fees in accordance with this refund policy should do so by filling up a Refund Application form available at ASOCs reception or on the ASOC website at [www.asoc.edu.au](http://www.asoc.edu.au) and submit with other supporting documents. The documents should be submitted to:

Administration Manager

Australian School of Commerce,

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

Or email us at [apply@asoc.edu.au](mailto:apply@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 agreed start date. | 100%                        | 100%                    | No refund       |
| Withdrawal between 6 to 11 full weeks prior to the agreed Start date. | 50%                         | 100%                    | No refund       |
| Withdrawal in 5 full weeks or less                                    | No refund                   | No refund               | No refund       |
| Withdrawal after the course start date                                | No refund                   | No refund               | No refund       |

| Course withdrawn by the school   | 100%  |           |           |
|--|---|-----------|-----------|
| Application rejected by the school   | 100%  | 100%      | No Refund |
| The course is not provided fully to the student because the school has a sanction imposed by a government regulator. | Refund of unused portion of tuition fees for future terms   | No refund | No refund |
| Visa refused prior to the course commencement  | Total amount of the pre-paid fees received by ASOC for the course in respect of the student course less the following amount.<br>(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<br>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.<br>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 |
| Withdrawal from the course without notification or breaching their visa conditions  | No refund   | No refund | No refund |
| Visa cancelled due to actions of the student  | No refund   | No refund | No refund |
| Student abandons the course   | No refund   | No refund | No refund |
| The school cancels an enrolment due to serious student misconduct   | No refund   | No refund | No refund |
| <p>Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund.</p> <p>For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund time of 5 weeks prior to the agreed start date of the course. Refer to Fee Payment and Refund Policy available on ASOC's website <a href="http://www.asoc.edu.au">www.asoc.edu.au</a> for more details.</p> |   |           |           |

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 school may appeal within 20 working days in writing to the student Administration Manager and follow the complaints and appeal process of ASOC.
- The school's appeal process does not restrict the student's right to pursue other legal avenues.

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.

#### Timeline for refund

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

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

Please refer to detailed information on fee payment and refunds on the Fee payment and Refund policy available on ASOC's website or student's handbook.

#### Tuition Protection Services

**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 fee

For more information, please visit <https://tps.gov.au/Home/NotLoggedIn>

#### Media Consent

From time to time, ASOC staff may request to take photographs/videos or verbal/written interviews/testimonials of students at ASOC or at places where the student is involved in an activity. These creations may be used in a classroom, or at on-the-job work activities or could be published by ASOC in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes.

#### COOLING OFF PERIOD



☐ I consent to the use of my photos / videos / testimonials / interviews to be used in ASOC's promotional materials prepared for marketing purposes in Australia and overseas.

### Media Consent withdrawal option

You have the right to refuse the use of your image or work. You may also decline the media consent by choosing "no consent" option below or withdraw your consent any time by sending an email or contacting ASOC student administration.

☐ I do not consent to the use of my photos/videos/testimonials/interviews to be used in ASOC's promotional materials prepared for marketing purposes in Australia and overseas.

### Feedback, Complaints and Appeals Policy

ASOC has a student's "Feedback Complaints and Appeals Policy and Procedure" to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing ASOC's informal and formal complaints processes, a student dissatisfied with the outcome may lodge an internal appeal. If dissatisfied with the outcome, the student may lodge an appeal externally i.e., request mediation through the Commonwealth Ombudsman, which is free of cost. It is important that the student refers to a detailed feedback, complaints and appeals procedure in student's handbook. Alternatively, it can be obtained from the Administration or viewed at website [www.asoc.edu.au](http://www.asoc.edu.au).

*IMP NOTE: The Commonwealth Ombudsman is a free and independent service (phone 1300 362 072).*

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

- private conciliators or dispute resolution counsellors
- a feedback, 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.

### Commonwealth Ombudsman

The Commonwealth Ombudsman/ Overseas Student Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent, and impartial. You can find out more about this service on their website: <http://www.ombudsman.gov.au/>.

### Privacy Notice

Personal information may be collected and disclosed to relevant bodies which may include verification of a student's previous qualifications, Commonwealth and State Agencies and Department of Home Affairs regarding change in enrolment details or in case of a breach of the visa conditions such as unsatisfactory course progress.

Australian School of Commerce (ASOC) will endeavor to take all the reasonable steps to protect personal information from misuse, loss or unauthorised access, modification, or disclosure.

Australian School of Commerce stores and uses personal information only for the purposes of administering student enrolment and education. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements.

Information is collected on this form and during your enrolment to meet the obligations of school under the ESOS Act and the National Code 2018; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Providers of Education and training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the TPS Director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by the law.

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

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

- Commonwealth and State or Territory government departments and authorised agencies.
- National Centre for Vocational Education Research (NCVER).
- Personal information that must be disclosed to NCVER may be used or disclosed by NCVER for the following purposes.
- Populating authenticated VET transcript.
- Pre-populating ASOC's student application/enrolment form.
- facilitating statistics and research relating to education, including surveys and data linkage

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. Please note that you may opt out of the survey at the time of being contacted.

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

### Access, correction, and complaints

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. Feedback, Complaints and Appeals policy and procedures is available on ASOC's website and can also be made available from the reception.

### Emergency Medical Indemnity

I \_\_\_\_\_  
also authorise ASOC or their representative to obtain Medical Treatment in the event of an emergency. I indemnify ASOC or their representative.

## Appendix 3: Unique Student Identifier

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

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

This information can only be used for:

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

This information may be shared with:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
  - The purpose of administering and auditing VET, VET providers and VET programs.
  - Education related policy and research purposes; and
  - To assist in determining eligibility for training subsidies
- VET regulators to enable them to perform their VET regulatory functions.
- VET admissions Bodies for the purpose of administering VET and VET programs,
- Current and former Registered Training Organisations to enable them to deliver VET courses to individuals, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies.
- Schools for the purpose of delivering VET courses to the individual and reporting on these courses.
- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and the collection, preparation, and auditing of national VET statistics.
- Researchers for education and training related research purposes.
- Any other person or agency that may be authorised or required by law to access the information.
- Any entity contractually engaged by the Student Identifies Registrar to assist in the performance of his or her functions in the administration of the USI system; and

**Will not be disclosed without your consent unless authorised or required by or under law.**

If you would like us (ASOC) to apply for a USI on your behalf, you must authorise us to do so (refer to USI section mentioned above in the application and declare that you have read the privacy information at

<https://www.usi.gov.au/about-us/privacy/provider-privacy-obligations>

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

**OFFICE USE ONLY**

|   |            |           |                               |
|---|------------|-----------|-------------------------------|
| Staff Member  |            |           |                               |
| Signature   |            |           |                               |
| Date:   |            |           |                               |
| Student ID:   |            |           |                               |
| <b>Student Application Checklist</b>  |            |           |                               |
| <b>Particulars</b>  | <b>Yes</b> | <b>No</b> | <b>Comments (if required)</b> |
| Student Management System Updated   |            |           |                               |
| New Student/Existing Student  |            |           |                               |
| Any support need identified on application form are discussed with the student and forwarded to relevant support officer to decide for support. |            |           |                               |
| Student Enrolment Activated   |            |           |                               |
| ID number Issued  |            |           |                               |

**Pre-Training Review**

**Note to the Enrolment officer or representative:** Enrolment officer must refer to Guidelines and Procedures of "Pre-Training Review-Assessor Version" while evaluating PTR questions completed by students.

|  |  |
|--|--|
| Qualification applying for:  |  |
| Student name:  |  |
| PTR call conducted via:  | <input type="checkbox"/> Face to face <input type="checkbox"/> Telephone <input type="checkbox"/> Others, please specify |
| <b>Summary of Discussion</b><br>(Enrolment officer must provide summary of the discussion had with the student). |  |

**Pre-Training Evaluation Checklist**

Australian School of Commerce staff must use this pre-training review checklist to ensure that the student will be enrolled in a course suitable to their needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

**Section 1**

|  |   |
|--|---|
| Identity has been verified.  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No |
| Understands course information including entry requirements, units, course duration, including holidays, mode of study, location and assessment methods. | <input type="checkbox"/> Yes<br><input type="checkbox"/> No |



|   |  |
|---|--|
| Student is aware of the course progress and attendance requirements including deferment suspension and cancellation of the course   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| Student is fully aware of the fees including tuition and non-tuition fees. Student is also aware of refund policy and procedure   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| Student's answers have been discussed thoroughly with the student to ensure that the student is aware of the policies, procedures and other information necessary to make enrolment decision to study at ASOC.  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| Student is eligible for RPL/CT (if yes, please initiate RPL/CT process)   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| Student is aware of the visa obligations including change of address and full-time study requirements.  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| Student has been provided with the information if answers provided for information received section is 'NO'.  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| A copy of the ASOC indicative fee schedule has been supplied to the student.  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| Training plan is established based on the information provided. A training plan has been established based on the information provided. If additional support is required (e.g., for LLND, disability, mental health, or digital access), this has also been identified and recorded appropriately. | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| <b>Section 2</b>  |  |
| Has appropriate educational qualification/ work experience, level of skills and the ability to undertake this course successfully as defined in entry requirements of the course.   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| Enrolment in this course is aligned with the student's educational goals and work/career goals.   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| Student meets the entry requirements specified for the course including English requirements, academic requirements, age, and can undertake this course successfully.   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| Student has appropriate Language, Literacy, Numeracy and Digital skills as per applied course's entry level.  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |
| A negative response (i.e., No) in "Section 2" questions must result in the rejection of the enrolment application and other options must be discussed with the student.   |  |
| <b>Language, Literacy, Numeracy and Digital Skills Test Outcome</b>   |  |
| <b>LLND Assessment outcome</b>  | <b>Action Taken</b>  |
| <input type="checkbox"/> Student achieved all required ACSF levels for the qualification.   | <input type="checkbox"/> Offer Letter issued student has successfully met all LLND entry requirements. No Action Required  |
| <input type="checkbox"/> Student met the required level in at least three core skill areas, with a shortfall of 1 level in one or two areas including digital literacy component.   | <input type="checkbox"/> Conditional Offer Letter issued. ACSF Support Plan in place in consultation with a trainer to support the student during their course.  |
| <input type="checkbox"/> Student did not meet the required level by more than 1 level in one or more core skills areas including digital literacy component.  | <input type="checkbox"/> Student is currently not eligible to enrol in the selected qualification. Student support team will discuss available lower-level course options or refer to a suitable ELICOS provider for further LLND development. (ELICOS is not offered at ASOC) |
| <b>Additional Notes:</b>  |  |
| <b>Enrolment to Proceed</b>   |  |
| <input type="checkbox"/> Yes<br><input type="checkbox"/> No<br>If No, please specify why?   |  |
| <i>If additional assistance/recommendation for support or adjustment is identified, please ensure proper processing to the Student Support Services/Academic Department.</i>  |  |
| <b>Recommendations on the required support/adjustments (in conjunction with the application form)</b>   |  |
| <b>Enrolment officer or representative</b>  |  |
| <b>Name:</b>  |  |
| Signature:  | Date:  |