

LETTER OF OFFER

Date of Offer:

Students' Personal Details:			
Full Name:			
Student ID:		Date of Birth:	
Residential Address:			
Post Code:		Application Number:	

Dear [Title Surname],

Thank you for your application to study at Australian School of Commerce (ASOC). We are pleased to offer you a place as a student at Australian School of Commerce. Please find the details of the course(s) and fees outlined in the attached below:

Campus Locations	Melbourne Campus: Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000 Hobart Campus: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000							
Course Code and Name	CRICOS Course Code	Start Date-End date	Study Periods*	Duration (In weeks) Including holiday breaks	Total tuition fee (AUD)	Total material fee	Application Fees	Total Course Fee
**SIT30821 Certificate III in Commercial Cookery	109845E	DD/MM/YY-DD/MM/YY	2 study periods	56 weeks (including holiday breaks)	\$10,000	\$1,700	\$500	\$12,200
**SIT40521 Certificate IV in Kitchen Management	109503E	DD/MM/YY-DD/MM/YY	3 study periods	92 weeks (including holiday breaks)	\$20,400	\$900	\$500	\$21,800
SIT50422 Diploma of Hospitality Management	111704M	DD/MM/YY-DD/MM/YY	3 study periods	64 weeks (including holiday breaks)	\$16,000	\$2,000	\$500	\$18,500
BSB40920 Certificate IV in Project Management Practice	107346G	DD/MM/YY-DD/MM/YY	1 study period	30 weeks (including holiday breaks)	\$7,000	\$600	\$500	\$8,100
BSB50820 Diploma of Project Management	107347F	DD/MM/YY-DD/MM/YY	2 study periods	52 weeks (including holiday breaks)	\$7,000	\$600	\$500	\$8,100
BSB50120 Diploma of Business	108692C	DD/MM/YY-DD/MM/YY	2 study periods	52 weeks (including holiday breaks)	\$7,000	\$600	\$500	\$8,100
BSB60720 Advanced Diploma of Program Management	107348E	DD/MM/YY-DD/MM/YY	2 study periods	52 weeks (including holiday breaks)	\$11,000	\$900	\$500	\$12,400
BSB60120 Advanced Diploma of Business	108693B	DD/MM/YY-DD/MM/YY	2 study periods	52 weeks (including holiday breaks)	\$7,000	\$600	\$500	\$8,100
BSB80120 Graduate Diploma of Management (Learning)	107349D	DD/MM/YY-DD/MM/YY	2 study periods	52 weeks (including holiday breaks)	\$12,000	\$600	\$500	\$13,100
*Study period: study periods for the above-mentioned qualifications range between 12 weeks to 26 weeks. Contact the student administration on 1300 781 194 for the latest information. Note: Details of course information can be obtained from our student handbook or by visiting ASOC's website: www.asoc.edu.au or contact student administration on 1300 781 194. Students can also email their request at info@asoc.edu.au .								

Delivery Mode:

For BSB qualifications: Classroom based Face to Face theory learning.

For SIT Qualifications: Face to face in a classroom and practical training at ASOC's 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.

Conditions: Nil

Initial Payment required:

Initial Fee Deposit	
Fees and Charges	Amount (\$AUD)
Tuition Fee (Partial Tuition Fee for First Course):	0.00
**Material Fee:	0.00
*Application (Non-Refundable) * Conditions apply	500.00
Kitchen Kit	500.00
OSHC Fee:	0.00
Total Minimum Initial Deposit Required:	0.00
OSHC: Please note that overseas student health cover (OSHC) is compulsory for students on a student visa. Students may choose to arrange their own insurance or request ASOC to organise or renew OSHC on their behalf through an approved provider. If ASOC arranges OSHC, the associated fees will clearly state in the Offer Letter and Student Agreement . https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm Students need to pay the required initial deposit upon accepting this offer letter. The deposit amount will be deducted from the overall fees.	

*Application fee is a one-time fee payable during admission to cover administration cost associated with enrolment and it is non-refundable fee in event of withdrawal. *Conditions apply, refer to student handbook or Fee payment and refund policy available on ASOC's website for more details.

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

Note: ASOC doesn't ask students to pay more than 50% of the students' total fee for a course prior to course commencement. However, the student may choose to pay more than 50 per cent of their tuition fees before their course commences. If you would like to pay more than the listed payment plan (provided below), please contact us on accounts@asoc.edu.au. Any amount of fees paid before the start of the course will be reflected on your Confirmation of Enrolment (COE).

Accepting this offer:

This offer will expire 30 days from the date of issue. The offer letter does not guarantee a place at ASOC and is subject to availability at the time of admission.

To accept this offer, you must:

- carefully read the attached written Student Agreement & Acceptance,
- meet all the entry requirements of the courses,
- make the necessary initial payment,
- have a valid Overseas Student Health Cover (OSHC) before commencing the course with the institute,
- read and complete all the sections of the Written Agreement which includes information about the institute refund arrangements.
- sign the agreement and return it to ASOC.

This agreement details the conditions of enrolment, course fees and other charges, schedule of fees, fee payment and refund policy, feedback, complaints and appeal, privacy provisions and address notification requirements.

Australian School of Commerce will not process and accept the tuition fee deposited before the students signs the agreement. ASOC will contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until the institute receives the accepted written agreement.

A confirmation of enrolment (COE) will not be issued until ASOC has received the signed agreement and the minimum deposit due. Notification of an official COE will be sent electronically to you or your nominated accredited representative. Please make all payments to Australian School of Commerce account listed below.

Bank Details	
Account name	M.S AVIATION PTY LTD
Bank Name	COMMONWEALTH BANK
Bank Address	221 William St, Melbourne VIC 3000
BSB	063009
Account Number	10688590
Swift Code	CTBAAU2S

We look forward to welcoming you to ASOC.

Yours Sincerely,

Student Administration
ASOC

STUDENT AGREEMENT & ACCEPTANCE

Language, Literacy, Numeracy and Digital (LLND) Skills & Student Support:

Congratulations if you have successfully completed the required Language, Literacy, Numeracy and Digital (LLND) skills test as part of the entry requirements for your chosen qualification at ASOC.

If you have been placed on an ACSF Support Plan due to identified support needs in any LLND core skill areas, it is essential that you actively engage with and successfully complete this support plan as a condition of your enrolment. The ACSF Support Plan is designed to assist you in achieving the expected entry level skills for your course.

Should you require any further support or have questions about your ACSF support plan, please contact your Trainer or our Student Support Officer. ASOC is committed to supporting your learning journey in line with the Standards for RTOs 2025, ensuring equitable access to education for all students.

Make an Informed Choice:

You are choosing to invest a significant amount of time and money to study the course with ASOC and it is important that you understand your rights and obligations as a learner. This agreement is an important document for you as a student as it outlines key important information including the course offered, refund procedures, costs and terms and conditions associated with your course at ASOC. Please read this agreement carefully before signing the agreement. ASOC advises the students to sign the agreement only after reading it carefully, not under the influence of a third party e.g., Agent, without understating the information provided.

This is a written Student Agreement between Australian School of Commerce here in after referred to as the "ASOC" and the student. This Student Agreement details your enrolment into course/s delivered by ASOC.

ASOC will process and accept the tuition fee only after signing the agreement. ASOC may contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until the institute receives the copy of accepted written agreement. Students are encouraged to contact ASOC's student administration before signing the agreement if they do not understand any part of this agreement, specifically:

- Entry requirements
- Fee structure including tuition and non-tuition fee payable
- Refund timelines and procedures
- Feedback, Complaints and appeals rights
- Student's rights as a consumer

1. Student Details

Student Name:			
Student ID		Date of Birth:	
Address			
Mobile:		Email Address:	

2. Campus Details

Campus	Australian School of Commerce
Address	Melbourne Campus: Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000 Australia Hobart Campus: Level 4, 18 Elizabeth Street, Hobart Tasmania 7000 Australia
Phone	1300 781 194
Email	info@asoc.edu.au

3. Course Details

Campus Locations		Melbourne Campus: Level 4, 123-129 Lonsdale Street, Melbourne, Victoria, 3000						
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4. Course Fees and Payment Schedule

Initial payment of fees is payable when the student enrolls into a course. The student is required to pay an application fee, material fee and initial tuition fee deposit prior to commencement. Students will be required to purchase Kitchen Kit from www.asoc.edu.au.

Please note that the application fee is a one-time fee to cover the cost of administration related costs and is a non-refundable fee, however, conditions applied. Refer to fee payment and refund policy or student handbook available on ASOC's website for more details. The Fee has been scheduled to ensure that ASOC does not collect more than the initial tuition fee amount as stated on your offer letter and ASOC doesn't ask students to pay more than 50% of the students' total fee for a course prior to the course commencement. However, the student may choose to pay more than 50 per cent of their tuition fees before their course commences.

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

For more detailed information, please refer to the Fee Payment and Refund Policy or student handbook available on the website www.asoc.edu.au.

Monthly Payment Plans and Financial Obligation

However, acceptance into a payment plan does not remove the student's financial obligation. Once a student commences their course, they are liable to pay the full tuition fee for the entire current study period, even if they withdraw or request cancellation before the end of that study period. This applies regardless of how much of the study period has been attended. This condition forms part of this written agreement and is governed by ASOC's Fee Payment and Refund Policy, in alignment with the ESOS Act 2000, the National Code 2018, and applicable Australian Consumer Law.

Please refer payment plan below for more details

Fee Schedule:

BSB40920 Certificate IV in Project Management Practice			
FEE SCHEDULE			
TOTAL TUITION FEE (\$AUD)		7000	
TOTAL MATERIAL FEE (\$AUD)		600	
APPLICATION FEE:		500	
OTHER FEE'S(\$AUD)	HEALTH COVER		
	AIRPORT PICKUP		
TOTAL COURSE FEE (\$AUD)			
Please choose either Option A or Option B			
	Option A If you wish to pay your tuition fee in 2 instalments, then 50% as the first instalment must be paid prior to commencement of the course and the second instalment must be paid prior to the commencement of third term or at the mid of your course. (Refer to Section A below) OR		
	Option B <i>Once you pay an initial deposit then the remaining fee can be paid through easy monthly instalments via EZI debit only starting from month after you start your course e.g. Your CoE starts on 15th Feb 2025 so next monthly instalment will be due on 15th March 2025 each month until not fully paid</i> (Refer to Section B below)		
A	Payment Schedule for Option A		
Total course fee, due prior to the course commencement			
Material Fee			
Remaining total due after the commencement of your course			
B	Payment Schedule for Option B		
Initial Deposit	Tuition Fees:		
	Material Fees:		
	Application Fees:		
Initial Course Fee, Due Prior To Course Commencement (\$AUD)		2400	
PAYMENT PLAN			
Instalment Number /Study period covered by instalments		Amount (AUD)	Due date
INSTALMENT 1 INITIAL COURSE FEE *	STUDY PERIOD 1	2400	Due Prior To Course Commencement
INSTALMENT 2		550	dd/mm/yy
INSTALMENT 3		550	dd/mm/yy
INSTALMENT 4		550	dd/mm/yy
INSTALMENT 5		550	dd/mm/yy
INSTALMENT 6	STUDY PERIOD 2	550	dd/mm/yy
INSTALMENT 7		550	dd/mm/yy
INSTALMENT 8		550	dd/mm/yy
INSTALMENT 9		550	dd/mm/yy
INSTALMENT 10		550	dd/mm/yy
INSTALMENT 11		550	dd/mm/yy
Total		7900	

BSB50820 Diploma of Project Management			
FEE SCHEDULE			
TOTAL TUITION FEE (\$AUD)			
TOTAL MATERIAL FEE (\$AUD)			
APPLICATION FEE:			
OTHER FEE'S(\$AUD)	HEALTH COVER		
	AIRPORT PICKUP		
TOTAL COURSE FEE (\$AUD)			
Please choose either Option A or Option B			
	Option A If you wish to pay your tuition fee in 2 instalments, then 50% as the first instalment must be paid prior to commencement of the course and the second instalment must be paid prior to the commencement of third term or at the mid of your course. (Refer to Section A below) OR		
	Option B Once you pay an initial deposit then remaining fee can be paid through easy monthly instalments via EZI debit only starting from month after you start your course e.g. Your CoE starts on 15th Feb 2025 so next monthly instalment will be due on 15 th March 2025 each month until not fully paid (Refer to Section B below)		
A	Payment Schedule for Option A		
Total course fee, due prior to the course commencement			
Material Fee			
Remaining total due after the commencement of your course			
B	Payment Schedule for Option B		
Initial Deposit	Tuition Fees:		
	Material Fees:		
	Application Fees:		
Initial Course Fee, Due Prior To Course Commencement (\$AUD)		2400	
PAYMENT PLAN			
Instalment Number/Study period covered by instalments		Amount (AUD)	Due date
INSTALMENT 1 INITIAL COURSE FEE *	STUDY PERIOD 1	2400	Due Prior To Course Commencement
INSTALMENT 2		550	DD/MM/YY
INSTALMENT 3		550	DD/MM/YY
INSTALMENT 4		550	DD/MM/YY
INSTALMENT 5		550	DD/MM/YY
INSTALMENT 6	STUDY PERIOD 2	550	DD/MM/YY
INSTALMENT 7		550	DD/MM/YY
INSTALMENT 8		550	DD/MM/YY
INSTALMENT 9		550	DD/MM/YY
INSTALMENT 10		550	DD/MM/YY
INSTALMENT 11		550	DD/MM/YY
Total		7900	

BSB50120 Diploma of Business			
FEE SCHEDULE			
TOTAL TUITION FEE (\$AUD)			
TOTAL MATERIAL FEE (\$AUD)			
APPLICATION FEE			
OTHER FEE'S(\$AUD)	HEALTH COVER		
	AIRPORT PICKUP		
TOTAL COURSE FEE (\$AUD)			
Please choose either Option A or Option B			
	Option A If you wish to pay your tuition fee in 2 instalments, then 50% as the first instalment must be paid prior to commencement of the course and the second instalment must be paid prior to the commencement of third term or at the mid of your course. (Refer to Section A below) OR		
	Option B Once you pay an initial deposit then the remaining fee can be paid through easy monthly instalments via EZI debit only starting from month after you start your course e.g. Your CoE starts on 15th Feb 2025 so next monthly instalment will be due on 15 th March 2025 each month until not fully paid (Refer to Section B below)		
A	Payment Schedule for Option A		
Total course fee, due prior to the course commencement			
Material Fee			
Remaining total due after the commencement of your course			
B	Payment Schedule for Option B		
Initial Deposit	Tuition Fees:		
	Material Fees:		
	Application Fees:		
Initial Course Fee, Due Prior To Course Commencement (\$AUD)			
PAYMENT PLAN			
Instalment Number/Study period covered by instalments		Amount (AUD)	Due date
INSTALMENT 1 INITIAL COURSE FEE *	STUDY PERIOD 1	2400	Due Prior To Course Commencement
INSTALMENT 2		550	DD/MM/YY
INSTALMENT 3		550	DD/MM/YY
INSTALMENT 4		550	DD/MM/YY
INSTALMENT 5		550	DD/MM/YY
INSTALMENT 6	STUDY PERIOD 2	550	DD/MM/YY
INSTALMENT 7		550	DD/MM/YY
INSTALMENT 8		550	DD/MM/YY
INSTALMENT 9		550	DD/MM/YY
INSTALMENT 10		550	DD/MM/YY
INSTALMENT 11		550	DD/MM/YY
Total		7900	

BSB60720 Advanced Diploma of Program Management			
FEE SCHEDULE			
TOTAL TUITION FEE (\$AUD)			
TOTAL MATERIAL FEE (\$AUD)			
APPLICATION FEE			
OTHER FEE'S(\$AUD)	HEALTH COVER		
	AIRPORT PICKUP		
TOTAL COURSE FEE (\$AUD)			
Please choose either Option A or Option B			
	Option A If you wish to pay your tuition fee in 2 instalments, then 50% as the first instalment must be paid prior to commencement of the course and the second instalment must be paid prior to the commencement of third term or at the mid of your course. (Refer to Section A below) OR		
	Option B Once you pay an initial deposit then remaining fee can be paid through easy monthly instalments via EZI debit only starting from month after you start your course e.g. Your CoE starts on 15th Feb 2025 so next monthly instalment will be due on 15 th March 2025 each month until not fully paid (Refer to Section B below)		
A	Payment Schedule for Option A		
Total course fee, due prior to the course commencement			
Material Fee			
Remaining total due after the commencement of your course			
B	Payment Schedule for Option B		
Initial Deposit	Tuition Fees:		
	Material Fees:		
	Application Fees:		
Initial Course Fee, Due Prior To Course Commencement (\$AUD)			
PAYMENT PLAN			
Instalment Number/Study period covered by instalments		Amount (AUD)	Due date
INSTALMENT 1 INITIAL COURSE FEE *	STUDY PERIOD 1	2700	Due Prior To Course Commencement
INSTALMENT 2		550	DD/MM/YY
INSTALMENT 3		550	DD/MM/YY
INSTALMENT 4		550	DD/MM/YY
INSTALMENT 5		550	DD/MM/YY
INSTALMENT 6	STUDY PERIOD 2	550	DD/MM/YY
INSTALMENT 7		550	DD/MM/YY
INSTALMENT 8		550	DD/MM/YY
INSTALMENT 9		550	DD/MM/YY
INSTALMENT 10		550	DD/MM/YY
INSTALMENT 11		550	DD/MM/YY
Total		7900	

BSB60120 Advanced Diploma of Business			
FEE SCHEDULE			
TOTAL TUITION FEE (\$AUD)			
TOTAL MATERIAL FEE (\$AUD)			
APPLICATION FEE			
OTHER FEE'S(\$AUD)	HEALTH COVER		
	AIRPORT PICKUP		
TOTAL COURSE FEE (\$AUD)			
Please choose either Option A or Option B			
	Option A If you wish to pay your tuition fee in 2 instalments, then 50% as the first instalment must be paid prior to commencement of the course and the second instalment must be paid prior to the commencement of third term or at the mid of your course. (Refer to Section A below) OR		
	Option B Once you pay an initial deposit then remaining fee can be paid through easy monthly instalments via EZI debit only starting from month after you start your course e.g. Your CoE starts on 15th Feb 2025 so next monthly instalment will be due on 15th March 2025 each month until not fully paid (Refer to Section B below)		
A	Payment Schedule for Option A		
Total course fee, due prior to the course commencement			
Material Fee			
Remaining total due after the commencement of your course			
B	Payment Schedule for Option B		
Initial Deposit	Tuition Fees:		
	Material Fees:		
	Application Fees:		
Initial Course Fee, Due Prior To Course Commencement (\$AUD)			
PAYMENT PLAN			
Instalment Number/Study period covered by instalments		Amount (AUD)	Due date
INSTALMENT 1 INITIAL COURSE FEE *	STUDY PERIOD 1	2400	Due Prior To Course Commencement
INSTALMENT 2		550	DD/MM/YY
INSTALMENT 3		550	DD/MM/YY
INSTALMENT 4		550	DD/MM/YY
INSTALMENT 5		550	DD/MM/YY
INSTALMENT 6	STUDY PERIOD 2	550	DD/MM/YY
INSTALMENT 7		550	DD/MM/YY
INSTALMENT 8		550	DD/MM/YY
INSTALMENT 9		550	DD/MM/YY
INSTALMENT 10		550	DD/MM/YY
INSTALMENT 11		550	DD/MM/YY
Total		7900	

BSB80120 Graduate Diploma of Management (Learning)			
FEE SCHEDULE			
TOTAL TUITION FEE (\$AUD)			
TOTAL MATERIAL FEE (\$AUD)			
APPLICATION FEE			
OTHER FEE'S(\$AUD)	HEALTH COVER		
	AIRPORT PICKUP		
TOTAL COURSE FEE (\$AUD)			
Please choose either Option A or Option B			
	Option A If you wish to pay your tuition fee in 2 instalments, then 50% as the first instalment must be paid prior to commencement of the course and the second instalment must be paid prior to the commencement of third term or at the mid of your course. (Refer to Section A below) OR		
	Option B Once you pay an initial deposit then remaining fee can be paid through easy monthly instalments via EZI debit only starting from month after you start your course e.g. Your CoE starts on 15th Feb 2025 so next monthly instalment will be due on 15 th March 2025 each month until not fully paid (Refer to Section B below)		
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Total course fee, due prior to the course commencement			
Material Fee			
Remaining total due after the commencement of your course			
B	Payment Schedule for Option B		
Initial Deposit	Tuition Fees:		
	Material Fees:		
	Application Fees:		
Initial Course Fee, Due Prior To Course Commencement (\$AUD)			
PAYMENT PLAN			
Instalment Number/Study period covered by instalments		Amount (AUD)	Due date
INSTALMENT 1 INITIAL COURSE FEE *	STUDY PERIOD 1	3400	Due Prior To Course Commencement
INSTALMENT 2		950	DD/MM/YY
INSTALMENT 3		950	DD/MM/YY
INSTALMENT 4		950	DD/MM/YY
INSTALMENT 5		950	DD/MM/YY
INSTALMENT 6	STUDY PERIOD 2	950	DD/MM/YY
INSTALMENT 7		950	DD/MM/YY
INSTALMENT 8		950	DD/MM/YY
INSTALMENT 9		950	DD/MM/YY
INSTALMENT 10		950	DD/MM/YY
INSTALMENT 11		950	DD/MM/YY
Total		12,900	

SIT50422 Diploma of Hospitality Management		
FEE SCHEDULE		
TOTAL TUITION FEE (\$AUD)		
TOTAL MATERIAL FEE (\$AUD)		
APPLICATION FEE		
OTHER FEE'S(\$AUD)	HEALTH COVER	
	KITCHEN KIT (\$AUD)	\$500
	AIRPORT PICKUP	
TOTAL COURSE FEE (\$AUD)		
Please choose either Option A or Option B		
	Option A If you wish to pay your tuition fee in 2 instalments, then 50% of the first instalment must be paid prior to commencement of the course and the second instalment must be paid prior to the commencement of third term or at the mid of your course. (Refer to Section A below) OR	
	Option B Once you pay an initial deposit then the remaining fee can be paid through easy monthly instalments via EZI debit only starting from month after you start your course e.g. Your CoE starts on 15th Feb 2025 so next monthly instalment will be due on 15 th March 2025 each month until not fully paid (Refer to Section B below)	

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INSTALMENT 7			DD/MM/YY
INSTALMENT 8			DD/MM/YY
INSTALMENT 9	STUDY PERIOD 3		DD/MM/YY
INSTALMENT 10			DD/MM/YY
INSTALMENT 11			DD/MM/YY
Total			

Choose your Payment Method

Payments to ASOC can be made by Direct Debit, Internet Transfer, and International Bank Draft to the account detailed below. To pay by Credit Card please call admin. Please indicate your preferred method of payment

BANK TRANSFER

Bank: Commonwealth Bank
BSB: 063009

Account Name: M.S AVIATION PTY LTD
Account Number: 10688590

Ezidebit (This is a direct debit option; if you are selecting Option B then this is the only method of payment).

Please note: EZI debit account charges a setup fee. *Refer to below table for EZI Debit Fees and charges for additional information.

CREDIT CARD (Please note that a 3% surcharge applies to all credit card payments (American Express card will have higher charges)

If you would like to pay more than the listed payment plan, please contact us on accounts@asoc.edu.au. This payment plan has been designed to provide students with flexibility in paying fees. Upon signing of this agreement, you are liable to pay full course fees after course commencement unless there are any conditions applied as per the Fee Payment and refund conditions of ASOC's Fee payment and Refund policy and as per this written agreement.

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

Course Fees	As per course offer and written agreements
Application Fee (Non-Refundable) Conditions apply	\$500
Material Fee	As per the course offer and written agreements and student handbook
Kitchen Kit (for Commercial Cookery, Kitchen and/or Hospitality Management qualifications only)	\$500
Recognition of Prior Learning Fee	Subject to Qualification and Units
Credit transfer Fee	No charge
Repeat/Re-enrolling unit Fee	\$500
Re-assessment Fee (after 2 attempts)	\$500
Late payment Fee	\$50 per week
Deferral/Suspension Fees	\$500
Bank Transfer Fee	What the bank charges for the transfer
Credit Card Payment Surcharge	3% surcharge
Accommodation Services	Depends on Specific Arrangements
Airport pickup	\$300 (From airport to ASOC head office)
OSHC (Overseas Student Health Cover)	Outsourced- contact ASOC for more details
Re-Issue of Certificates and transcript	\$300 for each Qualification
Re-Issue of Student ID Card	\$50
Change of COE Fee	\$500
COE Extension	Depends on course and duration extended
Administrative Processing Charges	\$500
*EZI Debit Fees and charges	
Administration Fees (Once only per Direct Debit Form)	Up to \$5.50
Direct Debit Transaction Fee - from bank account	Up to \$2.20
Direct Debit Transaction Fee* - Credit Cards (Domestic Visa or MasterCard)	Up to 2.70%*
Direct Debit Transaction Fee* - Charge Cards (Domestic Amex or Diners)	Up to 4.4%*
Transaction Fee BPAY	Up to \$2.20
Transaction Fee BPAY® from Credit Cards	Up to 2.2%***
eCommerce Transaction fee (Online Payments)	Up to \$1.10
eCommerce fee (Visa Mastercard)	Up to 3.9%
eCommerce fee (Amex or Diners)	Up to 5.5%
Credit Cards – Micropayments (payment under \$30.00 in value) (Domestic Visa or MasterCard)	Up to 4.95%
Client Dishonour Fee****	Up to \$4.40
Failed Payment Fee	Up to \$2.20
Refund Fee	Up to \$5.50
Settlement Fee	Up to \$2.20
Minimum Monthly Fee (an exemption period may apply) **	Up to \$29.70
eCommerce Establishment Fee	Up to \$55.00

*Calculated on total amount of payment. Minimum transaction fee of up to \$2.20 may apply.

**The minimum monthly fee amount will be calculated at the end of a calendar month. If the total amount of fees paid by you (including SMS, transaction, and setup fees) is less than the minimum monthly fee then the difference will be applied to your account.

***Plus, Transaction Fee.

****Also referred to as Re-debit Dishonour Fee on subsequent failed direct debit attempts.

• If a direct debit is returned unpaid, a failed payment fee is payable by your customer to Ezidebit for each failed transaction. The usual failed payment fee is \$14.80. In some circumstances a fee up to \$25.00 may 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.

5. Entry Requirements and Prerequisite (including English language Requirements)

Enrolment information

ASOC's enrolment requirements for the courses are:

- A completed Application for Admission form and signed student agreement.
- Photo identification documents, such as a passport.

Pre-training Review (PTR)

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

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

Students are required to fill in the PTR form prior to enrolment 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 Student Handbook and/or ASOC's website www.asoc.edu.au.

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

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
- provides students with information necessary for them to make enrolment decision and to ensure that students reason for undertaking qualification with ASOC aligns with their previous experience in particular sector (If any),
- identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral

communication skills, knowledge on Language Literacy and Numeracy skills.

- check if the training and assessment strategies employed to deliver the course suits the student's needs, and
- provides relevant support required for the student to succeed in the course.

English Language Requirements for International students:

International students applying for these courses either off-shore or on-shore will require:

- i) 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.

Note: Results older than two years are not acceptable.

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 the IELTS Equivalent Requirements policy for further information available at reception.

Refer to Enrolment Kit or Student's handbook available on ASOC's website www.asoc.edu.au for detailed information on Pre-Training Review. Any changes in course duration will be reported in PRISMS, if RPL or course credit is granted after the overseas student visa is granted.

RPL or course credit

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

- Students will be informed of the reduced course duration following the granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course.

OR

- applicant who has successfully completed a minimum of 5 years of study in English undertaken in one or more of the following countries: (i) Australia; (ii) Canada; (iii) New Zealand; (iv) South Africa; (v) the Republic of Ireland; (vi) the United Kingdom; (vii) the 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, completed a substantial part of a Certificate IV or higher-level qualification from the Australian Qualifications Framework (AQF), delivered in English by a CRICOS-registered provider in Australia, within two years of the signed agreement date.

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

Test evidence table: For tests taken before 7 August 2025

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 (IELTS)	6.0	5.5	5.0
TOEFL internet-based test (Only accepted if test is taken on or before 25 July 2025) check below section	64	46	35
TOEFL internet-based test that were completed between 26 July 2025 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. For more information refer this link https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language			
Cambridge English Advanced (Certificate in Advanced English)	169	162	154
Pearson Test of English Academic (PTE Academic)	50	42	36
Occupational English Test	B for each test Component	B for each test component	B for each test component

Tests taken after 7 August 2025

Test name	Minimum test score (Direct entry)	Minimum test score: if principal course is accompanied by at least 10 weeks of an ELICOS;	Minimum test score: if principal course is accompanied by at least 20 weeks of an ELICOS.
C1 Advanced	Overall band score of 161	Not accepted for purposes of subclause 500.213(1) of Schedule 2 to the Regulations.	Not accepted for purposes of subclause 500.213(1) of Schedule 2 to the Regulations.
CELPip General	Overall band score of 7	Overall band score of 6	Overall band score of 5
IELTS Academic or General Training	Average band score of 6.0	Average band score of 5.5	Average band score of 5.0
LANGUAGECERT Academic	Overall band score of 61	Overall band score of 54	Overall band score of 46
MET (Michigan English Test)	Overall band score of 53	Overall band score of 49	Overall band score of 44
OET (Occupational English Test)	Overall band score of 1210	Overall band score of 1090	Overall band score of 1020
PTE Academic	Overall band score of 47	Overall band score of 39	Overall band score of 31
TOEFL iBT	Total band score of 67	Total band score of 51	Total band score of 37

References:

- Legislative instrument: LIN 25/090 – Migration (English Language Tests and Evidence Exemptions for Subclass 500 (Student) Visas) Instrument 2025 – <https://www.legislation.gov.au/F2025L00906/asmade/text>
- Department of Home Affairs – English language requirements: <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language>
- Student visa (Subclass 500) page: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

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

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 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.

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

Computer Literacy Requirements

Students enrolling into ASOC courses must have basic computer skills. Students are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form.

Students who do not possess basic computing skills will be provided with basic computer support. Students can contact ASOC on 1300781194 for any further information or assistance.

Minimum age requirements

Students must be above 18 years of age while filling up the Application for Admission form.

Materials and Equipment Required

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

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

For Commercial Cookery, Kitchen, and Hospitality Management (SIT) qualifications:

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 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. 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 institute.

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) qualification, students are expected to do manual handling, lifting heavy pots and pans.

Work based training

A total of 196 hours will be completed in workplace commercial kitchen as a part of work-based training as a part of SIT30821 Certificate III in Commercial Cookery & SIT40521 certificate IV in Kitchen Management qualification. An induction for WBT students would be conducted at institute and workplace induction will be conducted at workplace before commencement of WBT. Students will be required to complete a logbook for each service period and reflect on tasks performed during the service period. The workplace supervisor will verify logs of training for each food service period on student logbook. Refer to the Student Handbook available on ASOC's website for more information or contact us on 1300 781 194.

Student Support, Wellbeing, Diversity and First Nations Recognition:

At Australian School of Commerce (ASOC), we are committed to providing a safe, inclusive, and supportive learning environment that promotes student wellbeing, embraces diversity, and recognises the cultural heritage of Australia's First Nations Peoples.

In alignment with the Standards for RTOs 2025 Supporting Learners and National Code of Practice 2018 Standard 6, ASOC offers a comprehensive range of student support services throughout the student journey.

This includes:

- **Academic support**, such as Language, Literacy, Numeracy and Digital (LLND) assistance, trainer consultations, and ACSF Support Plans for students identified through the Pre-Training Review or during their studies.
- **Digital Support**, with digital capability development, through guided sessions aligned with the Australian Digital Capability Framework (ADCF), as referenced in ASQA's Student Support Practice Guide.
- **Access to mental health and emotional wellbeing support**, including referrals to registered counsellors, peer support, and culturally appropriate wellbeing services.
- **Physical health and safety support**, including assistance for students managing chronic conditions or requiring referrals to appropriate medical services.
- **Wellbeing plans** tailored for students facing personal, emotional, financial, or health-related challenges delivered by our trained Student Support Officers.
- Referrals to external providers, including mental health first aid-trained staff where needed

ASOC is committed to equity, accessibility, and inclusion, ensuring that all students regardless of cultural background, gender, identity, age, ability, or religion have equitable access to learning and wellbeing support.

Students with additional needs may request reasonable adjustments, which are assessed and implemented where appropriate.

ASOC acknowledges the Traditional Custodians of the land, the Wurundjeri People of the Kulin Nation, and supports Aboriginal and Torres Strait Islander students through culturally respectful practices and access to First Nations Liaison support.

All students are encouraged to seek help early by contacting our Student Support Officers, Academic Support Team at support@asoc.edu.au.

All internal support services are free, confidential, and available throughout the course duration.

Further information is available in the Student Handbook and on our website at www.asoc.edu.au

6. Conditions of Enrolment

a. Once accepted, you will be enrolled into the first academic term of study. Subject to the course being undertaken, progression to the next academic term will be determined through assessment of your academic achievements, examination results, attendance, aptitude, and attitude, all of which must be deemed satisfactory.

b. By enrolling in this course, you must agree to pay all the tuition fees shown in this agreement. You understand that tuition fees may be altered without notice prior to the student's enrolment. Once you have completed the enrolment, tuition fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then the students are required to pay the remaining fee amount of the increased fee for the extended component of the course. ASOC reserves the right to change fees at their discretion.

Student tuition fees are safeguarded through the Tuition Protection Service (TPS*) mandated by the Australian Government.

**TPS: 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>

c. You are required to understand and agree that you must meet all the conditions of the Department of Home Affairs (DHA) applicable on the Student Visa including:

- i. Maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa.
- ii. Achieve satisfactory academic performance.
- iii. Maintain Overseas Student Health Cover (OSHC) throughout the course duration.
- iv. Inform ASOC of the change of your address, emergency details within 7 days of change.

Student visa may be affected if students fail to maintain their enrolment.

d. You may apply for credit(s) from previous studies (Recognition of Prior Learning – RPL or Credit Transfer - CT). The application form for RPL or CT details the process for requesting RPL/CT and how it is assessed. Applications for RPL must be submitted at least two weeks prior to the commencement of your course. Applications will be processed as soon as possible.

The RPL access fees are subject to the qualification and units.

Credit Transfer fee: No charge

Refer to CT and RPL policy available on <https://www.asoc.edu.au/under policies section for more details>.

- e. Before a subject can be repeated, the tuition fees in relation to the subject must be paid in full regardless of any fees that may have been paid in advance for other subjects.
- f. Only under exceptional circumstances within compassionate grounds, and at the discretion of ASOC, you may be permitted to defer commencement of a course up to two (2) weeks after the published course start date. If you arrive later than two (2) weeks after the course start date, you will need to defer to the next term. This deferral will be formally granted by ASOC.
- g. You may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. If you wish to defer the commencement of studies or suspend their studies, you must apply to do so in writing to the institute.
- h. The Institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehavior by the student. Deferral of commencement and suspension or cancellation of enrolment must be reported to the Department of Education and Training and the Department of Home Affairs (DHA) via PRISMS by the institute and this may affect the status of a student visa.
- i. ASOC reserves the right to change or replace trainers, assessors, teachers, or tutors at any time, cancel a course or subject prior to the commencement of each term and make changes to the syllabus or timetable at any time.
- j. ASOC may at its discretion cancel, vary, or postpone the commencement date of a course. In the event of cancellation or postponement, ASOC agrees to refund all the fees paid by the student within 14 days in case of ASOC's default. However, the student agrees that there shall be no entitlement to damages.
- k. In case of student default i.e., if student breaches his/her visa conditions, or has misbehaved, or if the student has withdrawn from the course at the location. ASOC will deal with each case independently and pay the refund amount as

per the refund conditions. For more details, please refer to ASOC's Fee Payment & Refund policy.

- l. Students are required to be over 18 years of age while applying to study at ASOC.
- m. Overseas student or intending overseas student, while in Australia and studying with ASOC must notify the institute of his/her contact details including:
 - the student's current residential address, mobile number (if any) and email address (if any)
 - Who to contact in emergency situations?
 - any changes to those details, within 7 days of the change

It is your responsibility to inform ASOC immediately of any changes to your address, email, or telephone details. Failure to do this will mean that you may not receive important information which may affect your course, your enrolment, or your visa. ASOC will not be held responsible for communications not received due to your failure to update contact details with Student Administration. You must also provide current contact details, any changes to contact details, and who to contact in an emergency, while in Australia and while studying with ASOC.

- n. You must be aware of the estimated cost of your stay in Australia and understand the financial capacity to meet such costs is your responsibility. You must also be aware that the tuition fees do not include the living expenses, textbooks and/or transportation cost. Please refer to the course fee listed in this agreement.
- o. You must be aware that school aged dependents accompanied by international students to Australia will be required to pay full fees if they are enrolled in either a government or Non-Government School. Some Australian Government and University scholarships are exempt from payment. This exemption may vary from state to state.
- p. You must, prior to enrolment, view, read and understand the student handbook/ASOC's website and be aware of the vocational outcomes associated with this course.
- q. You must be aware that there shall be no requirement for ASOC to issue any qualification prior to the completion of the above course. Result issued by the institute after study period are interim results until Statement of Attainment (SOA) or testamur is requested and issued. ASOC has the right to change unit of competency results if insufficient assessment evidence is found in support of unit of competency during its internal quality review.
- r. You must enter into this agreement having relied upon your own enquiries and the information contained in the ASOC course brochure, student handbook and not rely on any other representations whatsoever.

You must carefully read all the information before signing the written agreement.

Note: ASOC does not:

- claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by ASOC.
- guarantee a successful education assessment outcome for the student or intending student.
- does not Guarantee any employment outcome.

7. Refund of Tuition Fees

Process of Claiming Refund

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

Accounts Officer
Australian School of Commerce
Level 4, 123-129 Lonsdale St, Melbourne, VIC 3000, Australia
Or
Email us at accounts@asoc.edu.au

All students' refunds are conditional on the following:

A. COURSE WITHDRAWAL

Where a written notice of withdrawal is received by the Institute at least 12 full weeks or more before the agreed start date of the course or term, the institute will refund 100% of the fee received except application fee.

- i. Where a written notice of withdrawal is received by the institute within 6 to 11 full weeks before the agreed start date of the course or term, the institute will refund 50% of the fee received except application fee.
- ii. Where a written notice of withdrawal is received by the institute within 5 full weeks or less before the agreed start date of the course or term, no refund will be provided.
- iii. Where a written notice of withdrawal is received by the institute after the start date of the course or term, no refund will be provided.
- iv. Where the student defaults, including withdrawing from a course, after the course/term start date, students will be liable to pay full tuition fee for that study period and there will be no refund of paid tuition fees.
- v. It should also be noted that if the student's enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.
For example: If a student enrolls in week 5 before the course start date, he/she will not be eligible for a refund as the enrolment falls in no refund time of 5 full weeks prior to the agreed start date of the course.
- vi. If the refund application is approved, a refund will be paid within the 4 weeks after receiving a written notification/claim from the student and relevant forms duly signed by the student.
- vii. The institute must have received funds for any refunds to be made available (i.e., cheques are cleared, telegraphic transfers have been received).

B. STUDENT DEFAULTS

An overseas student or intending overseas student defaults, in relation to a course at the location, if the student himself/herself initiates termination of enrolment like:

The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn).

Or

- a) The student withdraws from the course at the location (after the agreed starting day).
- Or
- b) the institute refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - i. the student failed to pay an amount payable to the provider for the course.
 - ii. the student breached a condition of his/her student's visa and his/her visa has been refused.
 - iii. misbehavior by the student {Note: the student is entitled to natural justice under subsection 47A (3)}
 - iv. To know more about the student default refer to ASOC's Fee payment and Refund Policy at www.asoc.edu.au.
 - v. **Note:** If students do not commence studies in a course (i.e., the student does not start the course on that day) or when they are due to commence and have not notified the institute in writing within 21 days of the course commencement, then student's enrolment will be cancelled based on non-commencement of studies.

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the institute. ASOC will pay the refund to the following person:

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

ASOC will pay the refund within the period of 4 weeks after receiving a written claim from the student.

C. VISA REFUSAL

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

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

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

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

- a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or

- b) the sum of \$500.

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

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

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

- a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.
- b. Weeks in default period: number of calendar days from the default day to the end of the period to which the payment relates/7 or the number of weeks in the default period = the number of weeks (i.e., calendar days divided by 7, rounded up to the nearest whole number) in the unexpired portion of the course after the default day, in relation to which ASOC has received tuition fees.

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

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

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

D. PROVIDER DEFAULT

- I. In the unlikely event that the institute is unable to start or deliver the course (known as provider) the institute must notify you of the default in writing. Within 14 days of the default occurring, the Institute must either:
 - II. A refund of unspent fees, which will be issued to the student within 14 days.
 - III. Or be placed in an alternative course with the institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate that they have accepted the placement.
- IV. If the student chooses to receive a refund of course fees, the institute will calculate the unspent portion of tuition fees paid to date (i.e., tuition fees the student has paid for, but which has not been delivered by the institute). The refund will be paid within 14 days after the cessation of the course.
- V. If the institute is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director. For more information visit: <https://www.education.gov.au/tps>

I. REFUND PROCESS

- a. The student must apply for a refund using the *Refund Form* available on the website or from reception, along with the evidence and supporting documents. Such documents may include:
 - i. a completed refund application form provided by the institute
 - ii. a letter from DHA advising of a rejection of the student
 - iii. visa application or a refusal to extend a student visa,
 - iv. Proof of extenuating circumstances of a compassionate nature
- b. Refunds will be made within 4 weeks of the receipt of completed refund application form along with the supporting documents by the institute (*in case of student's default*).
- c. Refunds will be made within 14 days of the receipt of the completed refund application form along with supporting documents by the institute (*in case of ASOC default*).
- d. Students can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in this written agreement, consistent with the ESOS Act 2000.

II. PAYMENT OF REFUNDS

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

Note: Timeline for refund

It is to be noted that refunds 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 4 weeks 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 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
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 period of 5 weeks prior to the agreed start date of the course. Students must read the Fee Payment and Refund section in conjunction with the ASOC's Fee Payment and Refund Policy available on ASOC's website: www.asoc.edu.au			

COOLING OFF PERIOD

ASOC will provide applicants with 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.
- This written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

8. Change of Address and Contact details

You are obliged to notify ASOC of any change of your address and contact details within 7 days of change while enrolled at the institute. This is to ensure that any notifications sent to you of visa breaches are sent to your current address. Failure to update your contact details to ASOC means you may not receive important information which may affect your course, your enrolment, or your visa.

Overseas student or intending overseas student, while in Australia and studying with ASOC, must notify the institute of his or her contact details including:

- the student's current residential address, mobile number (if any) and email address,
- who to contact in emergency situations.
- any changes to those details, within 7 days of the change.

9. Feedback, Complaints and Appeals procedures

9.1. Feedback Process

- Students are encouraged to provide feedback at any time about their learning experience, training, assessment, or the services provided by ASOC. Feedback may be shared informally with a Trainer, Student Support Officer, or Administration Officer. Informal feedback will not form part of the formal register unless the student requests it, but it will still be documented and noted by the staff member receiving it.
- Students who wish to provide formal feedback may do so in writing by completing the Student Feedback Form and submitting it to the Student Support Officer/Complaints Officer. Alternatively, feedback can also be emailed to support@asoc.edu.au.
- ASOC staff will acknowledge and act on feedback promptly, ensuring that it is considered as part of

- our commitment to continuous improvement of services.

Lodging Feedback

To lodge formal feedback, students are encouraged to provide:

- A clear and detailed statement of the feedback, including any relevant context.
- A suggested improvement, action, or recommendation (if applicable).
- Any supporting evidence or examples that may help ASOC consider the feedback.
- Feedback will be recorded in the Feedback, Complaints and Appeals register.

Acknowledging Feedback

Each formal feedback submission will be acknowledged in writing by student support/admin staff. The acknowledgement will be provided in person or via email within five working days.

Recording and Acting on Feedback

- Details of formal feedback will be recorded in ASOC's Feedback, Complaints and Appeals register and filed in the student's file.
- Student Support Officer/Complaints Officer will review the feedback, consult relevant staff if required, and initiate actions to address or implement improvements.
- Students will be notified of the consideration given to their feedback and any outcomes or improvements that result.

ASOC values all student feedback as an important tool to support continuous improvement and enhance the overall student experience.

9.2. 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 Student Support Officer, Administration Officer or Trainer and attempt an informal resolution of the complaint.

Complaints dealt with in this way will not become part of the formal complaints process, however, they will be documented and recorded.

ASOC staff involved in the discussion of an informal feedback, 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 but not limited to:

- 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

9.3. Formal Complaint Process

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to the Student Support Officer/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 Student Support Officer/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: Student Support Officer/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 Feedback, 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 student support/admin staff.

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 complain will not be part of the investigation team.

- **Recording the Complaint**

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

Student Support Officer/Complaints Officer will be responsible for ensuring that all these actions are completed within five working days of the lodgment 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.

Student Support Officer/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 the spirit of natural justice and principal fairness. The best possible resolution will be achieved by keeping a student-centred approach based on the facts and documents.

- **Time frame**

The 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 within a *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 a complaint falls outside the definition of complaints: the Student Support Officer/Complaints Officer will advise the student accordingly. Student Support 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 ASOC, ASOC's education agents or any related party that ASOC has an arrangement with, to deliver the overseas student's course or related services. However, ASOC does not have any arrangement with, to deliver the overseas student's course or related services.*

At the conclusion of the resolution phase, the Student Support 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: The Institute's decision and reasons for the decision will be recorded by the Student Support Officer/Complaints Officer and placed in the student's file.

If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing a Complaints and Appeal Form

from the website www.asoc.edu.au or student administration/reception.

9.4. 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 a 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 in feedback, complaints and appeals form available from the Student Administration and/or ASOC website.

- **Acknowledging Lodgment of a complaint**

Appeals are acknowledged by sending written confirmation of the complaint that will be made by the Administration Officer or representative.

- **Consideration of Appeal by Administration 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) 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's Code of conduct for details available on student handbook).

- **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

- Compliance Manager
- Training Manager

- *Administration Manager*

**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 about **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 Administration 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 matters are still unresolved after the implementation of the above procedures and the internal appeals process exhausted, or if the student is not successful in the ASOC's internal feedback, complaints and appeals process. In such cases, the 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.

9.5. 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 a **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 favour of the Institute. External appeal authority will be provided with sufficient information within the 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 into the complaints register after external appeals have given a decision and a

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 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.

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 identifies through investigations.

For further information, please visit <https://www.ombudsman.gov.au/> or contact the 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 25117 3600

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 feedback, complaints and appeals process within the 20- working day period.
- The overseas student has chosen not to access the external feedback, complaints and appeals process.
- The overseas student withdraws from the internal or external appeals process, by notifying the institute in writing.

Note: *Please note that the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Dispute Settlement Commission of Victoria, Consumer and Business Affairs Victoria, or the Equal Opportunity Commission Victoria.

Students can refer to Feedback, Complaints and Appeals Policy available on ASOC's website for further details: www.asoc.edu.au.

10. Course Monitoring and Attendance Policy

Australian School of Commerce (ASOC) has a Course Monitoring and Attendance Policy which states that students are required to maintain satisfactory course progress throughout the course. Students are 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 unsatisfactory course progress. Hence, students are required to attend classes in accordance with the course timetables to make satisfactory course progress.

For SIT qualifications-Students must attend all theory and 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. A 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.

Under the Education Services for Overseas Students Act 2000 and the National Code 2018, ASOC is required to report unsatisfactory course progress (failing to complete at least 50% of units for two consecutive study periods) to the Department of Home Affairs (DHA) via PRISMS when students are at risk of breaching their Visa requirements. If you continue to fail the course progress requirements for two consecutive study periods, you will be reported to the Department of Home Affairs.

Satisfactory course progress: successfully completing or demonstrating competency in at least 50% of the units in any study period as course requirements.

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. Institute 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.

Note: Student's attendance will be recorded at each scheduled class, and it will be reviewed regularly based on trainer attendance records. Unsatisfactory attendance may lead to unsatisfactory course progress which can lead to you being reported to the DHA based on unsatisfactory course progress.

For detailed information, kindly refer to Course Monitoring and Attendance Policy available on ASOC's website or refer to Student's handbook.

11. Copies of Documents

You are responsible for keeping a copy of this agreement and receipts of any payments of tuition fees or non-tuition fees. We recommend that you make copies of all the documents related to this application and keep them in a safe and secure place.

ASOC will retain a copy of this written agreement and payment receipts for at least two years after the overseas student ceases to be an accepted student.

12. Privacy

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

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorized 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.
- pre-populating student's application/enrolment forms.
- 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).

Please Note: Information collected from you on this form may be shared with your authorised education agent if required. Therefore, it is your responsibility to notify ASOC if you are planning to change or have changed your authorised education agent within 5 working days.

Access, Correction and Complaints

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

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

Students Declaration

I confirm that I have read and understood the Student Agreement which includes detailed information about course duration (including holiday breaks), fees payment and refund policy and conditions of enrolment which I agree to abide by as a student at Australian School of Commerce.

- a. I understand that I am obliged to notify the Institute of my contact details including:
 - o my current residential address, mobile number (if any) and email address (if any)
 - o who to contact in emergency situations.
 - o Any changes to those details, within 7 days of the change.
- b. I understand that this written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of a student to act under the Australian Consumer Law if the Australian Consumer Law applies.
- c. I agree to be bound by the Institute rules and regulations in force from time to time and otherwise to follow acceptable codes of behaviour and academic performance and show a concern for other students.
- d. I understand that my tuition fees are safeguarded through Tuition Protection Service (TPS) in accordance with the ESOS Legislation.
- e. I agree that if I do not commence studies in a course when they are due to commence and I have not notified the Institute in writing within 21 days of the course commencement, then my enrolment will be cancelled based on non-commencement of studies and the Department of Home Affairs (DHA) will be notified accordingly.
- f. I agree that if I do not complete my course and do not return to studies after a break and have not notified the Institute of any reason within 21 days, it will be considered that I have 'inactively' advised the Institute that I shall not be continuing my studies, and my enrolment shall be cancelled. The cancellation of enrolment will be notified to the Department of Home Affairs via PRISMS.
- g. I declare that all information provided by me for the enrolment into the ASOC course is complete and correct. I understand that failure to provide correct information or documentation in relation to this application may result in cancellation of my enrolment at any time at the discretion of the Institute.
- h. I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Act 1988 and the Privacy Notice provided in this agreement.
- i. I have read this Student Agreement. I understand and agree to all the information, terms and conditions provided in this Student Agreement. I acknowledge that I will be responsible for keeping a copy of this written agreement as supplied by Australian School of Commerce, and receipts of any payments of tuition fees or non-tuition fees.

Student must specify person(s), other than themselves who can receive a refund in respect of the overseas student identified in this written agreement;	
Full name of person authorised to receive refund on behalf of you	
Relationship with the Student	
Address and contact detail of authorised person	

Student Signature:		Date:	
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This agreement will be governed by the laws of Australia and of the State Victoria. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law (if the Australian Consumer Law applies). The dispute resolution procedures of the institute do not circumscribe the student's right to other legal remedies, but any settlement agreed to is binding. This agreement may be varied if required by any Australian Government laws or regulations. Personal information may be shared between the institute and the Australian Government and designated authorities (for e.g. Department of Education, the Department of Home Affairs, the Tuition Protection Service (TPS) Director) but not limited to and to state or territory agencies, as permitted or required by law or regulations. For more information refer to ASOC's Privacy policy available on our website: www.asoc.edu.au.

Accepted for and on behalf of ASOC (to be completed by Student Enrolment Officer or representative)

Authorised Signature:		Date:	
Name:			