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Australian  
School of  
Commerce



# Enrolment Kit

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## About Enrolment Kit

M.S Aviation Pty Ltd T/A Australian School of Commerce (ASOC) manages and conducts its recruitment process in a fair, responsible, and detailed manner. ASOC ensures that its recruitment, selection, and enrolment processes align with *the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)* and the *2025 Standards for RTOs (Cth)*.

At ASOC, we ensure that recruitment is carried out responsibly and that students are appropriately qualified for the course they seek to enrol in. This includes meeting requirements for English language proficiency, educational qualifications, Language, Literacy, Numeracy, and Digital (LLND) skills, relevant work experience, and access to necessary materials and equipment. Students must also have sufficient information to make informed decisions about studying their chosen course at ASOC in Australia.

The Enrolment kit has been developed to provide important information in order to support effective recruitment, selection, and pre-training review process. It ensures that students receive clear and accurate information about ASOC, the training products on ASOC's scope, and any changes that may affect them. Students will be provided with vital information about ASOC, the services it offers, and essential course details through the Student Handbook available on ASOC's website, as well as this Enrolment Kit. This information is necessary for students to make informed enrolment decisions at ASOC.

ASOC ensures that all information provided to prospective VET students, whether directly or through third parties, is clear, accurate, and current.

This Enrolment Kit contains information about legislation, policy and procedures at ASOC and other vital information. ASOC complies with the 2025 Standards for Registered Training Organisations (Cth) and the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth), ensuring all recruitment and enrolment practices protect learners' interests.

### Legislation on Recruitment and Enrolment of overseas students

ASQA uses the Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. These standards are set to protect the interests of all students in Australia's VET system. The Standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

### 2025 Standards of RTO (Cth)

As per the 2025 Standards of RTO (Cth), Standard 2.1 – 2.6, RTO is required to ensure VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them. VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies.

This is to ensure VET students are treated fairly and properly informed, supported and protected.

In line with this standard, prior to enrolment, VET students will be provided with clear and accurate information.

All the important information will be provided to the students through pre-enrolment information like the student handbook, and course information available on ASOC's website. Please refer to the link below for more Enrolment and Recruitment details on [www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-information](http://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-information)

### National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)

#### National Code 2018 (Cth)

The National Code is a legislative instrument made under the *Education Services for Overseas Students Act*

2000 (Cth) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

**ESOS Act:** The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students.

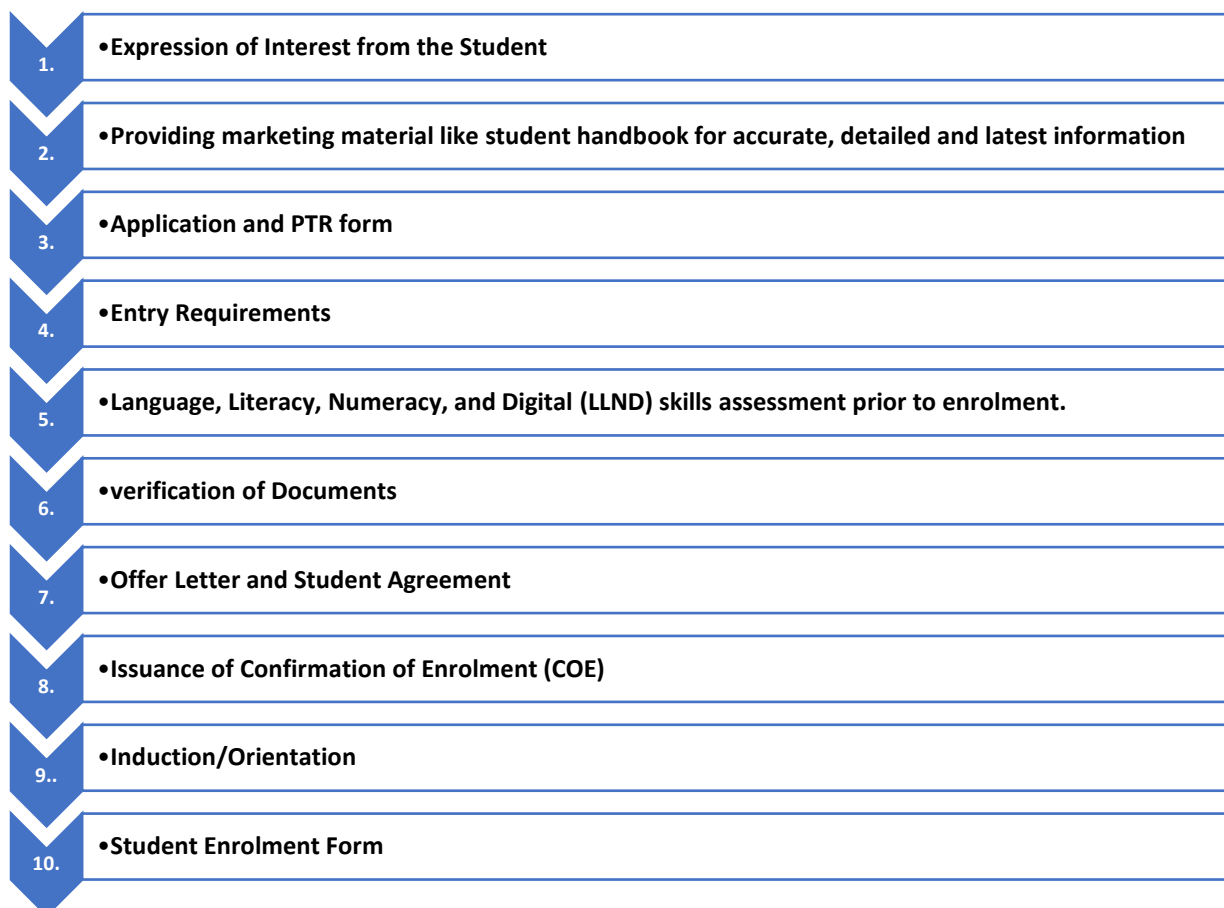
The framework provides a consistent national approach to the registration of education providers so that the quality of the training, and the care of students, remains high.

### Standard 2: Recruitment of an overseas student

This standard sets out that registered providers must recruit responsibly by ensuring students are appropriately qualified for the course for which they seek enrolment, including having the necessary English language proficiency, educational qualifications, and work experience. Students must have sufficient information to enable them to make informed decisions about studying with their chosen registered provider in Australia.

Please refer to the link below for details on Recruitment of Overseas students  
<https://www.legislation.gov.au/Details/F2017L01182>

## Step by Step Enrolment Process





## *Enrolment Policy and Procedures*

### **1. Purpose**

Australian School of Commerce (ASOC) implements this enrolment policy and procedures to ensure that:

- Students selected to study at ASOC are capable of succeeding in their chosen course of study once selected,
- the selection process is conducted in an ethical, fair, and equitable manner,
- appropriate access and equity principles are considered in selection criteria,
- the application and selection process are consistent and compliant with relevant standards and legislation.

This policy is created to ensure that prospective learners are advised and aware about the training products that are appropriate to meet the learner's needs, taking into account the individual's existing skills and competencies.

This policy has been implemented to assess the sufficiency of overseas student's English Language proficiency, educational qualifications, or work experience prior to enrolling in the course through Pre-Training review.

### **2. Responsibility**

CEO and Administration Manager are responsible for the implementation of this policy and ensuring that relevant staff members are aware about this policy and procedure.

### **3. Scope**

These procedures apply to the admission, selection and processing of applications received from the prospective overseas students who wish to study the courses offered by the school.

### **4. Definitions**

**Admission:** the process by which a prospective student applies for a place in a course offered by the school is considered and either selected or rejected.

**Cth:** Commonwealth of Australia

**Australian Qualifications Framework (AQF):** a nationally consistent set of qualifications for all post-secondary education and training in Australia.

**Department of Home Affairs (DHA):** The Department of Home Affairs is the Australian Government interior ministry responsible for central coordination, and strategy and policy leadership in relation to cyber and critical infrastructure resilience and security, immigration, border security and management, counter-terrorism, the protection of our sovereignty, citizenship and social cohesion. It offers services including Visa, immigration and citizenship. Refer to <https://immi.homeaffairs.gov.au/> for more details.

**ESOS Act (2000):** Federal Government act that regulates the provision of education and training services to international students in Australia and which stipulates student VISA conditions. It sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

**Confirmation of Enrolment (COE):** This is a proof of student enrolment and acceptance of the offer letter and student agreement provided from the school. The DHA requires the CoE for visa

processing for international students. This is generated through PRISMS for international students.

**IELTS:** a comprehensive test of English language proficiency designed to assess the ability of non-native speakers of English who intend to study or train in the medium of English.

**Letter of Offer and Student Agreement:** a formal invitation to a prospective student to commence study at the school in the course offered and a written agreement established between the Student and ASOC.

**International Student:** a student studying in Australia who is the holder of a student visa granted by the Australian Government.

**Pre-Training Review (PTR):** A review conducted prior to enrolment into your course of study/s to ensure that the training and assessment provided by Australian School of Commerce (ASOC) meet the individual needs of the student. Students are required to complete the PTR form, which is included as part of the Application Form at ASOC.

**PRISMS:** Acronym for Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) legislation.

**Selection Process:** process undertaken to assess the suitability of the applicants for a program according to specified selection criteria, and subsequent notification of applicant's eligibility to enrol.

**SMS:** Student Management System.

## 5. Policy Requirement

- Application procedures will be student-focused, consistently applied and is designed to promote equitable access to training and support services for all students.
- All applications will be treated fairly, with respect and sensitivity, and in accordance with the ASOC's Privacy Policy.
- Applications for admission will be lodged according to the relevant guidelines provided to the applicants in the student handbook.
- School reserves the right to request additional information from the applicants which may be relevant to their application, including documentation of previous academic records, medical certificates, or other supporting documentation in case of special consideration applications on any of the established grounds for Special Consideration.
- School reserves the right to request applicants' authorisation to obtain further information from the relevant third parties, where necessary, regarding their application.
- Applicant's personal information will remain confidential, protected, and will only be utilised as per the Privacy Policy the National Vocational and Training Regulator (*Data Provision Requirements*) Instrument 2020.
- ASOC will uphold the principles of equity, diversity, and inclusion in accordance with the Standards for RTOs 2025.
- To comply with all applicable Commonwealth, State and Territory laws, including, for example, ensuring:
  - personal information is collected, used and disclosed by the ASOC in accordance with all applicable privacy laws; and
  - ASOC complies with all applicable requirements under the Student Identifiers Act 2014.
- To ensure all prospective students receive accessible, clear and accurate pre-enrolment information about:
  - Training product codes and titles
  - Entry requirements
  - Fees and charges, including any non-tuition costs
  - Modes and locations of delivery

- Duration of training and assessment
- Support services available
- Assessment methods and conditions

ASOC ensures that marketing materials and pre-enrolment information are accessible and understandable for all prospective students, including those with disabilities or low literacy. Translated materials or verbal explanations will be provided where required.

## 6. Diversity and Inclusion Commitment

Australian School of Commerce (ASOC) is committed to fostering a culturally safe, inclusive, and respectful learning environment for all students.

ASOC values the diversity of its student body and recognises the unique contributions of individuals from all backgrounds. This includes students from culturally and linguistically diverse (CALD) communities, people with disability, members of the LGBTIQ+ community, and individuals of all faiths, genders, and socio-economic statuses.

ASOC is dedicated to creating an environment where every learner feels welcomed, respected, and supported. Through inclusive enrolment practices and equitable access to training and support services, ASOC ensures that all students are empowered to succeed and participate fully in their education.

- Enrolment processes is designed to be accessible via ASOC's website and on campus, inclusive, and free from discrimination.
- Staff are trained to apply culturally safe practices and respect individual student needs.
- Individualised support is made available where required to ensure equitable participation.
- Feedback mechanisms are in place to continually improve the inclusiveness of our education environment.

**Note:** Students will be provided with interpreters, translated materials, or visual aids where required and identified during Pre-Training Review process.

## 7. Procedures

### Step by Step ASOC's Enrolment policy

#### 7.1 Expression of Interest from the student.

Expression of interest will be highly regarded at ASOC. Staff at ASOC will ensure that student receives all the necessary information about their courses at ASOC. ASOC respects student's decision in showing interest at ASOC and ensures that students will be provided with all the support they might need.

ASOC is committed to fostering a safe, inclusive, and culturally respectful learning environment that values the diversity of all students, including those from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander communities.

#### 7.2 Student handbook and other relevant marketing material

Once a student shows interest to study at ASOC, they will be provided relevant marketing materials like a prospectus, students handbook which will contain accurate, latest and all the vital information such as:

- Course offered at ASOC, course content, duration of the course including holiday breaks, study requirements and assessments.
- Facilities, equipment, and learning resources available to students, pre-requisites to enter the course.
- Modes of delivery, location of the courses available.



- Comprehensive information on fees and charges payable (including tuition and non-tuition fees), fee payment and refund policy, all the cost included in fee payable.
- Details of feedback, complaints and appeals policy and process and various other policies like Student Support, Welfare, and Wellbeing Policy, Course Credit and RPL policy, Attendance and Course Monitoring Policy and Procedures, Fee Payment & Refund Policy, Deferment, Suspension and Cancellation Policy, Plagiarism and Cheating Policy, Access, and Equity Operating Principles, etc.

### 7.3 Application form and Pre-Training Review form

Application procedures shall be applicant-focused, consistently applied, and equitable. All applications shall be treated fairly, with respect and sensitivity.

Once all the enquiring students have received marketing materials like handbook, which contains relevant policies and procedures in line with relevant government regulations before enrolment, they will be provided with student Application form.

Prospective applicants from overseas are required to apply by completing Application Form along with the Pre-Training Review section (Appendix 1 of the Application form) along with the supporting documents listed below. This will be submitted prior to the enrolment to allow adequate time for the Institute to assess the application.

Applicants must sign and date the application form and attach all the supporting documents including:

- Application Form with completed Pre-Training Review section,
- Academic transcripts,
- Evidence of English language level (such as IELTS, PTE).
- Educational or academic certificates (in both the original language and in English),
- Copy of photo ID,
- Other relevant documents

Other documents that may be required include:

- English translations of all documents
- Academic transcripts from previous educational institutions (if applying for advanced standing/credits)

Applications can be sent via email or in person or through an authorised representative. Upon receipt of the application, a student file will be created, and all relevant details will be recorded. Applicant's information shall remain confidential between the designated parties.

### Enrolment Information

ASOC's enrolment requirements for the courses are:

- A completed application form with a PTR section and signed agreement.
- A Language, Literacy, Numeracy, and Digital (LLND) skills test undertaken prior to course enrolment.
- Identification and verification of the documents.
- Photo Identification verification, such as a passport.



## 7.4 Pre-Training Review (PTR)

### Undertake Pre-Training Review (PTR)

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

Before an offer is made, ASOC will review student's current competencies, student needs, English level, digital literacy, support requirements and oral communication skills, to enrol them in the most appropriate course to achieve their intended outcomes.

Applicants are required to fill in the PTR form along with the application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer).

During the PTR, ASOC will document any identified support needs or reasonable adjustments required to ensure equitable access to training and assessment.

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.
- Confirms if students had access to necessary pre-enrolment information for them to make informed decision and to ensure that students reasons for undertaking qualification with ASOC align with their previous experience in a particular sector (if any), educational and career goal.
- Identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge on Language Literacy Numeracy and Digital Literacy skills.
- Assess your proficiency in English language, oral communication, and LLND core skills.
- check if the training and assessment strategies employed to deliver the course suits the student's needs, and
- provides relevant support required for the student to succeed in the course.
- Identify and arrange any necessary academic, digital, language, or wellbeing support for student to succeed.

Enrolment officer or representative will take information from the Application form and Pre training review to identify the support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, wellbeing support, digital literacy support, etc.

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

1. Students are required to fill up the PTR form which is included in the Application form as "Appendix 1" and read all the details of their course, policies, and procedures of the Institute before filling up the answers. Information can be made available from the Student Handbook as well as information available on ASOC's website <https://www.asoc.edu.au/>.
2. Students are required to answer the questions in a true and correct manner.
3. Enrolment officer or representative will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.



- **PTR Interview conducted via Telephone**-If PTR Interview is conducted via telephone, Enrolment officer or representative will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained as an evidence of student declaration in lieu of the student's physical signature e.g., through E-mail, call notes, etc. Response of the discussion will be recorded by the Enrolment officer or representative.
  - **PTR Interview conducted Face to Face**- During face-to-face PTR interview, Enrolment officer or representative will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment officer or representative.
4. During both Telephonic and/or Face to face PTR Interview, Enrolment officer or representative will verify the answers provided by the student and check:
    - if the student is aware of the policies, procedures, and other information necessary for the students.
    - if the student has received true and accurate information and if they are suitable to undertake the course/s.
  5. Enrolment officer or representative will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.
  6. **If students have not received sufficient information i.e.,** are not aware of the policies, procedures, and other information necessary for students to make enrolment decision to study at ASOC, Enrolment officer or representative will provide necessary information to the student required to make enrolment decision.
  7. ***For example: If students have answered "No" or have not answered the questions in the PTR form,*** Enrolment officer or representative will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at ASOC.
  8. While conducting PTR, Enrolment officer or representative will take information from the Application form and Pre training review form to identify any support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, Digital literacy Support, wellbeing support, etc.
  9. At the final stage of the PTR, the Enrolment officer or representative will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Through the Pre-Training Review (PTR) interview, Enrolment Officer will assesses each prospective student's awareness of course details, services offered by ASOC, and other essential information needed to make informed enrolment decisions.

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

If a student is found to lack any of this information during the PTR interview, it will be clearly communicated to them prior to enrolment. The purpose is to ensure Enrolment office have a thorough discussion with the student and will offer support or guidance if required.

## Application Rejection

Student's Application will be rejected if:

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

- If a student fails to demonstrate the required ACSF performance level in more than two core skills during the Language, Literacy, Numeracy, and Digital (LLND) Skills Test or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application
- Student does not have appropriate listening and oral communication skills as interpreted during PTR Interview.

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

**Note:** ASOC does not make any verbal or written guarantees that a VET student:

- will successfully complete a training product;
- guarantee a successful education assessment outcome for the student or intending student;
- can complete a training product in a manner which is inconsistent with any of the requirements set out in an instrument made under section 185 of the Act, as in force from time to time; or
- will obtain a particular employment outcome, where obtaining such an employment outcome is not within the ASOC's control;
- 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

*Students are encouraged to contact ASOC administration on 1300 781 194 or +61 493891886 to ask any doubts they may have.*

## 7.5 Entry Requirements and Policy

Based on the selection and entry requirements for the course, Enrolment officer or representative will review and assess the application and determine whether a Letter of Offer should be made. To be accepted, the applicant must meet the following:

### **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 (General) 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 or contact ASOC.

**OR**

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

**OR**

- iii) 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**

- iv) to provide evidence that, within two years of their signed written agreement date\*\*, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of

Education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

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

#### Test evidence table:

English Language Test Providers	Minimum Test Score	Minimum Test Score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System (IELTS)	6.0	5.5	5.0
TOEFL internet-based test (Only accepted if test is taken on or before 25 July 2023)	64	46	35
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

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

#### Academic Requirements

To enter the qualifications at ASOC, applicants should have successfully completed year 12 or senior secondary studies in the applicant's home country equivalent to the Australian senior secondary school examination.

Refer to the table below for detailed entry requirements for each course.

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.

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

Students must possess sound language, literacy, numeracy, and digital skills prior to enrolling in course at ASOC, as these are essential for successfully completing course-related tasks and assessments, engaging in effective communication, and navigating digital learning platforms.

LLND skills play a critical role in supporting students throughout their learning journey. These skills enable students to understand course materials, apply numeracy in relevant contexts, and effectively engage within the given learning environments.

- Language skills are necessary for understanding instructions and engaging in verbal communication.
- Literacy skills are required for reading course materials, writing assessments, and interpreting information.
- Numeracy skills are important for performing calculations, measuring, and managing tasks involving numbers.
- Digital skills are essential for navigating online systems, participating in e-learning activities etc.

To determine each student's support needs and assess the suitability of the chosen training product, all prospective students undertaking the course at ASOC are required to complete the Language, Literacy, Numeracy and Digital (LLND) Skills Assessment, administered by and to the satisfaction of ASOC prior to enrolment.

Once a student expresses interest in enrolling in a course, ASOC will share the pathway to the relevant section of its website to provide all marketing materials. The student will receive an LLND test link, Application Form and PTR Form via email. Additionally, a copy of the Student Handbook will be sent to ensure the student has all the necessary information before making an enrolment decision. ASOC expects students to complete the LLND test honestly and independently.

During the Pre-Training Review (PTR) interview, students will be asked questions related to their LLND test responses to confirm that the test was completed honestly. If the LLND assessor or Enrolment Officer conducting the PTR interview suspects that the student did not complete the LLND test honestly or independently, the student will be required to retake the LLND test on campus by using an ACSF mapped online LLND assessment tool - LLN Robot - under the supervision of a qualified LLND assessor.

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

Students will be provided with a link to complete the LLND assessment prior to enrolment. The assessment will be conducted using an ACSF-mapped online LLN assessment tool – LLN Robot.

All students are required to achieve the required ACSF levels as outlined below depending upon the qualification they wish to enrol in:

## Qualification

## Performance Level

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

## Assessment Outcome and Support

Students are required to demonstrate the minimum Australian Core Skills Framework (ACSF) performance levels relevant to the qualification they are seeking to enrol in.

If the student achieves all required ACSF levels, they are considered suitable to commence the qualification without additional support.

If a student meets the required level in at least three core skills, including the digital literacy component, but is only one level below in one or two other areas, they may still be accepted into the course. In these cases, the student will be offered LLND\* support, like extra resources or reasonable adjustments, to help them succeed.

A student failing to demonstrate LLND level in more than two components does not have the required skills to successfully obtain the qualification applied for and Student support team will discuss available lower-level course options or refer to a suitable ELICOS provider for further LLND development. (ELICOS is not offered at ASOC)

**\*LLND support**-If students do not meet the recommended English and/or LLND requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students may also be asked to take further Language, literacy numeracy and digital, such as ELICOS programs at other institutes to ensure that students are provided with support and proper guidance. ASOC does not offer ELICOS programs.

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

Support plan can be created in areas namely:

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

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact ASOC to seek assistance or support in Language, Literacy, Numeracy, and Digital LLND) for more details available on ASOC's website [www.asoc.edu.au](http://www.asoc.edu.au) . Refer to LLND policy for more details.

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

*Education agents or any third party will not be authorised to conduct PTR or LLN test on behalf of ASOC.*



### **Computer and Digital literacy requirements**

All students enrolling in ASOC courses are expected to have basic computer and digital literacy skills. As part of the application process, students are required to complete the Pre-Training Review (PTR) form, which includes questions related to their computer and internet using skills.

Digital literacy will be evaluated through the Language, Literacy, Numeracy, and Digital (LLND) skills assessment prior to enrolment as specified under the LLND section above.

Students who need support with basic computing will receive assistance in using computers, navigating the internet, and accessing online learning tools. They will also be guided in navigating online tools, upload materials, and follow digital instructions. For additional information or help, students are encouraged to contact ASOC at 1300 781 194.

### **Minimum age requirements**

Students must be above 18 years of age while filling up the application 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, an email platform.

### **For SIT (Commercial Cookery, Kitchen, and Hospitality Management) 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 a chef dress, safety boots and knife kit including various knives and other tools. Kitchen Kit is required to enter the kitchen and to be able to undertake training in the kitchen effectively. The kitchen kit is not included in the material fees as the material fees will include printed reading materials and handouts only.

Students will be required to purchase chef dress, safety shoes and knife kit from the school. Please refer to the Student Handbook and/or course information available on ASOC's website [www.asoc.edu.au](http://www.asoc.edu.au) for the most current charges applicable to Kitchen Kit.

#### **Physical Abilities and handling complex:**

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 keep in mind of any religious or dietary barriers to handle such foods before enrolling into the course. In line with its access and equity policy, ASOC will identify any such barriers presented by students during pre-training review call before enrolment and will identify and provide required support and reasonable adjustment where possible.

#### **Physical fitness:**

Students are expected to understand physical abilities and manual handling required to perform tasks involved while undergoing training. As part of the course students are expected to do manual handling, lifting heavy pots and pans.



## 7.6 Verification of Documents

### Verifying English requirements

ASOC's Enrolment officer or representative will check the authenticity of documents submitted along with application and administration team may take following procedures as minimum to verify the authenticity of the documents if required.

#### Verifying English language requirements:

Most test administrators have provisions of checking authenticity of score and test online on their site. ASOC may check authenticity of submitted test score if required.

**IELTS:** Test evidence may be checked online if submitted test evidence is genuine.

IELTS website has free; secure IELTS Results Verification Service allows organisations to quickly verify that an applicant is presenting in a genuine Test Report Form by checking that the results you receive matches with the results held on the IELTS database. Click in link below.

<https://www.ielts.org/ielts-for-organisations/processing-and-verifying-ielts-results>

**TOEFL:** Test evidence may be checked online if submitted test evidence is genuine.

<https://portal.ets.org/instport/public/signin>

**Pearson Test of English (PTE):** Test evidence may be checked online if submitted test evidence is genuine.

<https://www.pearsonpte.com/institutions>

Student's admission may be denied if the documents submitted by the students are not authentic. Students will receive a call to verify for the same.

## 7.7 Letter of Offer

ASOC will issue Letter of Offer to successful applicants after all the documents have been verified\*. Offer letter will include all detailed instructions and conditions for accepting the student agreement (student agreement is incorporated in the offer letter itself). Enrolment officer or representative will be responsible for signing the Letter of Offer and Student Agreement to be sent to the applicants.

- Applicants who do not meet the entry requirements will be notified in writing. Where applicable, unsuccessful applicants shall be offered alternative study options.
- The Letter of Offer and Student Agreement letter will be sent via email to the students or their nominated representative.
- A copy of the signed Letter of Offer and Student Agreement will be kept in the student's file/profile.

\* Documents submitted by the student may also be verified prior to course commencement depending upon case-by-case basis. Institute reserves the right to cancel student's enrolment prior to course commencement if the documents submitted by the students are not authentic.

### Acceptance of offer letter

Applicants must accept the Letter of Offer by the due date and return the signed Student Agreement, accompanied by confirmation of payment of tuition fees and Overseas Student Health Cover (OSHC), as outlined in the Letter of Offer. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia. If student does not have an OSHC, ASOC can assist you in arranging OSHC from amongst several providers of OSHC in Australia, for the duration of your study.

### Cancellation of offer letter

ASOC reserves the right to withdraw the offer of admission and cancel the enrolment of any student where/when the school identifies such an offer was made on the basis of incomplete or inaccurate information supplied by the applicant or an applicant's representative.

#### **7.8. Issuance of Confirmation of Enrolment (COE) Letter**

- ASOC will send CoE letter once the signed student agreement along with the confirmation of the payment of the fees is received.
- Enrolment officer or representative will confirm the receipt of tuition fees and will approve the issuance of CoE.
- CoE will be prepared and generated as per the PRISMS User Guide for international students,
- Prior to the issuance of CoE, the student's application file will be checked to ensure if all THE entry requirements are met. This will be done using the Enrolment quality checklist (Appendix 2).
- A copy of CoE will be then sent to the student, or an authorised representative, via email,
- A copy of the CoE will be filed in the student's file and the Student Management System will be updated, and
- The CoE will be used by the students to apply for a student visa (where applicable).

#### **7.9. Orientation and Enrolment Form**

All students are required to attend an orientation information session prior to the commencement of their course. This session is designed to support overseas students in adjusting to life and study in Australia by providing access to an age- and culturally-appropriate orientation program. The program includes information about:

- Support services available to assist students in adapting to study and life in Australia
- English language and study assistance programs
- Relevant legal services
- Emergency and health services
- ASOC's facilities and resources
- Feedback, complaints, and appeals processes
- Course attendance and academic progress requirements, as applicable
- Support services available for students experiencing personal or general circumstances that may adversely affect their education
- Services providing information on students' employment rights and conditions, and resolving workplace issues (e.g., via the Fair Work Ombudsman)

Students are required to complete Student Enrolment form on Orientation Day prior to the course commencement. The form must be completed by the student to ensure that the institute has the most current and up-to-date contact details on record. Students will be reminded of their obligations to notify ASOC within 7 days of any change to student's contact details (address, phone number, email, emergency contact).

#### **8 Work based training for SIT (Only applicable to Commercial Cookery and Kitchen Management qualification):**

A total of 196 hours will be completed in the workplace commercial kitchen as a part of work-based training including 4 hours of de-briefing. An induction for WBT students will be conducted at school and workplace induction will be conducted at host workplace before commencement of WBT.

Students will be required to complete a logbook for each service period and reflect on tasks performed during service period. Workplace supervisor will verify logs of training for each food service period on student logbook. Refer to Student Handbook available on ASOC's website [www.asoc.edu.au](http://www.asoc.edu.au) for more information or contact us on 1300 781 194.

### **Workplace suitability assessment**

The WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements. Work-based training site will be assessed for work-based training suitability by the WBT assessor using the Workplace Training Facility Checklist.

Students can use their workplace to complete 196 hours of Work-Based Training which also includes 4 hours of de-briefing. However, to ensure that student's workplace requirements are met, WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements.

### **Alternative Arrangements if industry workplace does not meet the requirements**

If student's workplace site does not meet suitability, the WBT coordinator will allocate another WBT facility which can provide the opportunity for the identified gap e.g., Missing equipment, meal type, or menu style or menu items. Work-based training will be conducted at approved industry workplace commercial kitchen with whom ASOC has an agreement with.

## **9 Deferment, Suspension and Cancellation**

ASOC has a documented process for assessing, approving, and recording a deferment of the studies or suspension requested by an overseas student, including maintaining records of any decisions.

Under compassionate or compelling circumstances, students will be able to defer, suspend or cancel their enrolment. Students wishing to defer the commencement of studies, suspend their studies or cancel their enrolment must apply to do so in writing to ASOC. This can be done using the student deferral suspension form or the Enrolment Cancellation Form available at ASOC's reception and/or on ASOC website <https://asoc.edu.au/>.

ASOC may suspend or cancel a student's enrolment including (but not limited to) on the basis of:

- misbehaviour by the student,
- student's failure to pay an amount he or she was required to pay the school to undertake or continue the course as stated in the written agreement.
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

Kindly refer to Deferral, suspension and cancellation policy of ASOC for more details available on ASOC's website [www.asoc.edu.au](http://www.asoc.edu.au).

## **10 Transfer between Registered Providers**

ASOC will not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his/her principal course, except where any of the following apply:

- Releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.

- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas students from continuing his/her course at that registered provider.
- Releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
- Any government sponsor of the overseas student considers the change to be in the best interest of that student and has provided written support for the change.

For more information on transfer between registered providers, please refer to ASOC's Transfer between Providers Policy available on <https://www.asoc.edu.au>.

## 11 Attendance and Course progress Requirements

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

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

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

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

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

ASOC will reduce the duration of the course to the minimum duration required, given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

Refer to a Attendance and Course Progress policy available on ASOC's website [www.asoc.edu.au](http://www.asoc.edu.au) or refer to Student's handbook also available on ASOC's website.

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

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

- If a student is granted RPL or course credit which will reduce overseas student's length of course,
- Students will be informed of the reduced course duration following granting of RPL and it will be ensured that confirmation of enrolment (CoE) is issued only for the reduced duration of the course.

- Any changes in course duration will be reported in PRISMS, if RPL or course credit is granted after the overseas student visa is granted.

Students are requested to refer to “Course Credit and RPL policy” for more details available on ASOC’s website [www.asoc.edu.au](http://www.asoc.edu.au).

### 13 Unique Student Identifier (USI)

In accordance with the Student Identifiers Act 2014, Australian School of Commerce (ASOC) requires all students enrolling into their national recognised course at ASOC to provide a valid Unique Student Identifier (USI) prior to enrolment or the commencement of training and assessment.

If a student does not have a valid USI, they are encouraged to create and provide it independently. ASOC may assist in creating a USI if the student provides appropriate consent via the application form and submits valid forms of identification at the time of enrolment.

ASOC will verify through the Registrar’s system that the Unique Student Identifier (USI) provided by the student belongs to that individual before using the identifier for any purpose.

ASOC will follow all privacy and data protection requirements during this process, in accordance with its Record Management Policy and Privacy Policy.

It is a mandatory requirement for VET students to have a valid USI, and ASOC will not issue a VET qualification or statement of attainment unless the student has been assigned a valid Unique Student Identifier. For further details, refer to ASOC’s Qualification Issuance and Statement of Attainment Policy.

### 14 Notification of Changes to Services

All students enrolling in courses at ASOC will be informed of any changes that may affect their training or support services. You will be notified as soon as practicable if there are changes to:

- Contact details or location of ASOC.
- Course details, cost, duration, fees.
- Training products (e.g. superseded units; transition arrangements).
- Services provided (including support services)
- Ownership or management of ASOC.
- ASOC does not have any third-party arrangements for the delivery of training and assessment services. However, it does have agreements with education agents who provide recruitment services on behalf of ASOC.
- Unexpected events impacting delivery such as a natural disaster.

### 15. Copies of Documents

Students are responsible for keeping a copy of the student’s agreement and receipts of any payments of tuition fees or non-tuition fees.

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

### 16. Reassessment

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

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

Cost of reassessment will be as follows:

- 1st Original submission: Free of cost

- 2nd Reassessment fee: Free of cost

- 3rd Reassessment fee: \$500

If a student fails in the 3rd reassessment, then students will have to repeat the unit. Repeat unit fee- \$500.

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

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.
- Late submission fees of \$150 per assessment will be applied if student fail to submit as per due date unless extension has been approved by trainer. Maximum late submission is allowed 4 weeks after due date.

**Note:** Students who fail to submit their assessment work during the 2nd reassessment will be deemed to be NYC and student requires to repeat the unit. Moreover, students with insufficient attendance in practical training classes will not be eligible to take the assessment and will be required to repeat the unit.

To view the Assessment Policy and Procedure, please visit [www.asoc.edu.au](http://www.asoc.edu.au).

## 17. Related Documents

- Student Enrolment Form (Appendix 1)
- Enrolment Quality Checklist (Appendix 2)
- Student orientation Slides
- Course Credit and RPL policy
- Attendance and Course Progress policy
- Deferment, Suspension and Cancellation
- Transfer between Providers Policy
- Language, Literacy, Numeracy and Digital Policy
- Record Management Policy and Privacy Policy
- Qualification Issuance and Statement of Attainment Policy

### Appendix 1- Student Enrolment Form

Student Name: .....Date of Birth: .....

Course Name: .....

Nationality: ..... Passport Number: .....

Visa Number: .....Visa Expiry Date: .....

Address:.....

.....

Home Phone: .....Mobile: .....

Email: .....

#### DEPENDENT DETAILS:

Dependent Name:.....



Date of Birth: .....

#### CHILDREN DETAILS:

Name	Date of Birth	Gender

#### EMERGENCY CONTACT DETAILS:

Name:.....

Address : .....

Home Phone: .....Mobile:.....

Email:.....

Relationship to You: .....

Student Signature: .....Date: .....

#### Appendix 2: Enrolment Quality Checklist

##### Appendix 2: Enrolment Quality Checklist

**ASOC staff must follow this checklist when implementing Enrolment Policy. This checklist will be used as Key performance indicators while doing performance appraisal.**

Process	Action	Yes/No	Completed by/ Comments
<b>Section A</b>			
<b>Expression of Interest</b>	Student showed expression of interest and all relevant information related to the course they wish to apply at ASOC is provided to them by ASOC or through authorised education agent.		
<b>Providing students with latest and accurate version of Student handbook</b>	Latest and accurate version of handbook is provided to students by ASOC or through authorised education agent (Consistent with the National Code 2018, the Standards for RTOs 2025, and the ASQA Practice Guide- Information)		
<b>Accessibility of information</b>	Marketing Material and Pre-Enrolment information are accessible to all students, including those with disabilities or low literacy.		
<b>Application forms and Pre-Training Review</b>	Completed and signed application form received along with completed PTR form which is included in application form as appendix 1.		





Process	Action	Yes/No	Completed by/ Comments
<b>Section A</b>			
	PTR interview has been conducted by referring to PTR-Assessor guidelines along with identify verification of the student		
	Application and PTR form has been reviewed and assessed to determine whether letter of offer should be provided or not.		
<b>Documented support needs</b>	Learner support needs and reasonable adjustments has been discussed with the student and anything identified has been recorded.		
<b>Language Literacy, Numeracy and Digital Skills Assessment Test</b>	Students has undertaken the LLND assessment prior to enrolment using an ACSF-mapped online LLN assessment tool – LLN Robot. Complete Section B of this checklist.		
<b>Entry requirements</b>	PTR review has been conducted and student's reason for undertaking this course aligns with student's educational and career goals.		
	Students has achieved the required ACSF level as part of LLND skills assessment process.		
	English language requirement has been met.		
	Student meets the academic requirement		
	Student meets minimum age requirements.		
	Student meets computer, digital literacy requirements		
	Students have been informed of the materials and equipments required.		
<b><i>If entry requirements have not been met</i></b>	<i>Applicant did not meet the entry requirements, therefore informed in writing and alternative study options offered to the student</i>		
<b>Continue with below steps if students meet the entry requirements</b>			
<b>Verification of documents</b>	The authenticity of the documents submitted along with the application form has been certified and verified.		
	English test has been checked online to verify if it's genuine. (if required)		
<b>Offer letter &amp; Agreement</b>	Issued offer letter after thorough verification of entry requirements and verification of documents.		
	Offer letter includes all the detailed instructions and conditions for accepting the student agreement.		
	Copy of signed letter of offer and student agreement has been securely kept.		



Process	Action	Yes/No	Completed by/ Comments
<b>Section A</b>			
<b>CoE</b>	CoE has been prepared and generated as per the PRISMS user guide for international students.		
	CoE is sent to students after signed copy of student agreement and fee paid confirmation has been received.		
	A copy of CoE has been kept in students file to maintain student's record.		
<b>Orientation</b>	Students attended orientation and signed orientation checklist		
	Student Enrolment form has been completed by the student.		
<b>Unique Student Identifier</b>	The student's USI has been collected/Created, and its validity has been confirmed with the Registrar's system.		
<b>Section B-LLN&amp;D test outcome</b>			
Students has undertaken the LLND and completed the answers honestly and independently. During the Pre-Training Review (PTR) interview, their responses were reviewed for accuracy and integrity. Chose the applicable option only.			
<b>LLN&amp;D test outcome</b>	Student has met all the ACSF level requirements for Language, Literacy, Numeracy, and Digital Skills (LLN&D), as specified for the entry level of the applied course, and has completed the test honestly and independently.		
	The student has been identified as requiring support based on the outcome of the Language, Literacy, Numeracy, and Digital (LLND) skills test, and appropriate support options have been discussed with the student.		
	Student failed to meet the ACSF level requirements for Language, Literacy, Numeracy, and Digital Skills (LLN&D), as specified for the entry level of the applied course and therefore has been asked to take take further training such as ELICOS programs.		