



International Student Program Guide

2017–2018

*Skilling Tomorrow's
Workforce Today*



welcome to ASG

Established in 2011, Australian Skills Group (ASG) has grown to become one of the leading providers of quality Vocational Education and Training and is currently the preferred supplier of vocational skills training for major organisations across Queensland and Western Australia.

Our mission is to provide all our students with the opportunity of experiencing quality teaching and learning and to do everything we can to assist, support, encourage and extend you to meet your career goals and fulfil your dreams. At ASG we believe that education is not only about academic success but also the journey and experience.

We have a team of highly experienced teachers and trainers that are passionate about their vocational field of study; that can bring real life experiences to your learning; and can provide all the support, encouragement, engagement and recognition we all require from time to time.

Why ASG?

Our chosen delivery methods have been carefully selected to ensure that the vocational outcomes of each course can be met in the most appropriate manner. We do not offer a mix and match conveyor belt of learning options; we have tailored our courses to suit individual needs and will not offer a delivery method where we believe the learning outcomes and subsequent successes of any individual or client may be compromised.

We have a **custom designed training facility** where we deliver our face to face and skills training. This facility simulates a real work environment and is equipped with all the tools, equipment, machinery and range of job tasks that reflect current industry practices.

General services for students include:

- Pastoral care and counselling
- Academic assistance
- Social programs including weekly sausage sizzle
- Free internet
- Computer lab access
- Campus library
- Student lounge and lunch area
- Free tea and coffee
- Vending machine with snacks and drinks
- Onsite parking

Where we are

Located in Brendale, QLD we are approximately 30 minutes from Brisbane CBD.

Brendale is on the main rail network from Brisbane to Caboolture (which is the change point for the Sunshine Coast). We offer all our students a courtesy station pick up and drop off in accordance with class times, if required.

Within walking distance of the campus there is a shopping centre with supermarket, food outlets, coffee shop, bakery, butcher and chemist. A 5 minute drive will take you to a Westfield Mall with all the major retailers, banks, fast food outlets.



International Student General Information

Living in Australia will be a new experience, but there are support services at ASG as well as from other organisations to help make adjusting to life in Australia easier.

Living in Australia

No matter what type of study you are undertaking in Australia, whether you are here for a few months or a few years, some research and planning will help you have a safe and rewarding study experience.

Important considerations include:

- Planning your departure
- Arriving in Australia
- Accessing support services
- Remaining visa compliant
- Working while you study
- Living costs and finding accommodation
- Health and safety

Living cost for dependants in Australia

The Department of Immigration and Border Protection has financial requirements you must meet in order to receive a student visa. International students are required to demonstrate that they have genuine access to sufficient funds to be granted a Student visa to study in Australia. This fund helps to ensure students and their dependents are better able to make the most of their stay in Australia. Most student visas allow students to bring their family members to Australia as their eligible family members. The funds that students have should be sufficient to contribute to the student's and their dependent's cost of travel, tuition, school costs of any dependents, and living costs in Australia.

More information about international student's living costs in Australia can be found in the link below:

www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds

www.studyinaustralia.gov.au/global/live-in-australia/living-costs

Minimum cost of living

Below is a guide on the requirements you must meet to study in Australia:

- You - \$19,830
- Your partner - \$6,940
- Child - \$2,970

Why study in Australia?

www.studyinaustralia.gov.au/global/why-australia

Helpful links:

Study in Australia - www.studyinaustralia.gov.au

Live in Australia - www.studyinaustralia.gov.au/global/live-in-australia

Department of Immigration and Border Protection - www.border.gov.au

Student Visa Options - www.border.gov.au

Living in South-East Queensland

For International students, the cost of living in Australia is estimated to be about \$19,830 a year. In comparison to other major Australian cities, Brisbane offers one of the lower costs of living. For more information about the living costs and evidence of funds required for the student visa application please refer to the Department of Immigration and Citizenship (DIAC) website at www.immi.gov.au

South-East Queensland offers students world-class education, career and employment opportunities and the potential to build great friendships with people around the world during their stay, making Queensland a popular destination for international students.

More information: www.studyqueensland.qld.edu.au

Things to Do

Located in South-east Queensland, Brisbane is the major gateway city for Queensland, however there are many other regional airports servicing this vast state.

Queensland has a myriad of both natural and man-made attractions making it an ideal base for a wide range of tourism activities: the beaches and theme parks of the Gold Coast; the natural beauty of the Whitsundays and Great Barrier Reef are all accessible from Brisbane and ideal day trip or weekend getaways.



From Cairns in the tropical north to the stunning Whitsundays islands, the Great Barrier Reef, the Fraser Coast and the sunburnt plains of the Outback - Queensland offers the largest and most comprehensive network of long distance and tourist trains in Australia - delivering unique travel experiences to suit every traveller.

For more information visit the Queensland Rail Travel website.



- Brisbane



- 1 Hour to Gold Coast



- 1 Hour 30 Mins to Sunshine Coast



- 2 Hours to Cairns



Queensland has a myriad of both natural and man-made attractions making it an ideal base for a wide range of tourism activities.

Eat Street Market

Set on an old disused container wharf, ‘Eat Street Markets’ is a wonderment for the senses. From aromatic international cuisines and boutique beers, to the enchanting sights and sounds of our live performers, Hamilton Wharf plays host to Australia’s most interactive container market experience.

Every Friday & Saturday 4pm – 10PM.

Now offering Drive-in and Outdoor Cinema experience!

www.eatstreetmarkets.com/

South Bank

South Bank is Brisbane’s premier lifestyle and cultural destination. Located on the southern banks of the Brisbane River, its 17 hectares of parklands, eateries, stunning river views and hundreds of delightful events all year round make it the perfect place to relax and unwind.

A feature of South Bank is the man made beach and swimming lagoons, where on a weekend day, you can take in a number of shows by street artists, along with out of this world dining experiences.

South Bank also offers board walks and rainforest walks, all within close proximity to public transport.

For more information;

www.visitbrisbane.com.au/

Lone Pine Koala Sanctuary

From holding koalas, to sunning pythons, feeding a platypus and walking with a dingo, there’s something to cater for every furry, feathery and scaly enthusiast.

Lone Pine’s Wildlife Experiences immerse you in the action as keepers and animals share the highlights of their daily lives.

For more information please refer to Lone Pine’s website;

www.koala.net/

Whale Watching

Brisbane Whale Watching invites you to come on board the magnificent Eye-Spy for an encounter with the whales. There’s no better place to observe the mighty Humpback than Brisbane’s Moreton Bay.

For more information;

www.brisbanewhalewatching.com.au/

Weather

Queensland is blessed with an enviable climate of warm sunny days. Warm summers and mild winters are what you can expect, plus plenty sunshine (with just the occasional shower).

Queensland is subtropical in the south, where summers are warm, winters are mild and autumn and spring offer the very best climates; and tropical in the north, where the wet season (throughout summer) can be quite humid and hot, while the dry season (throughout winter) is quite dry and mild.

Airport Pick up and Transfer

Australian Skills Group can arrange for an airport pickup and drop off service at either the Brisbane International or Domestic airports.

Contact ASG for more information.

Accommodation Assistance

Australian Skills Group do not arrange accommodation assistance. We can provide you with a list of local real estate agents if requested.

Indicative living costs for a range of accommodation options:

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

Student Visa Applications

Students can apply for a student visa at their nearest Australian Embassy or High Commission. Their local representative or education agent will be able to assist them in applying for their student visa. More information about student visas and visa conditions are available at www.immi.gov.au

Overseas Student Health Cover

International students (and any accompanying dependents) are required to have Overseas Student Health Cover (OSHC) for the full duration of their student visa. Students who choose for ASG to organize their health cover, will have their payments processed for BUPA as the preferred provider. The cost of health insurance can be advised when students complete an application form and also via BUPA’s website at www.bupa.com.au/oshc-info. These charges will be added to the invoice sent with the Letter of Offer.

Students Under 18 years of Age

ASG does not enrol students who will be under 18 years of age at the time of course commencement

English Language Requirements

International applicants from countries where English is not the first language must demonstrate that they have an adequate level of proficiency in English.

English language proficiency may be demonstrated by any of the following:

- IELTS test results sheet – 5.5 or above
- Other forms of testing include: TOEFL English and TOEFL

Recognition of Prior Learning / Credit transfer

Recognition of Prior Learning (RPL) is recognised at ASG as a process where a student may be granted credit or partial credit towards a qualification in recognition of skills and knowledge which a student has gained through work experience, life experience and/or formal training. RPL must be applied for at the time of application as it can affect fees and course duration. The RPL application form is available by emailing info@asg.edu.au

If you have previously studied Nationally Recognised Training and hold a Statement of Attainment or an Award which you would like to have recognised towards your new qualification, please complete a Credit Transfer Form available from info@asg.edu.au.

Student Welfare

Our dedicated Student Welfare Support officer will assist you with any concerns, issues or problems you may have either personally or academically. They can refer you to outside specialists and/or counselling if necessary.

You will be made aware of all the support available during the Orientation Program for new students. It is essential that you attend this session as we provide a range of information and advice to help you transition to your new study life in Australia, as well as the local area.

You will be provided with a range of learning support options and resources to help you achieve competency and progress satisfactorily in your course. This may include but is not limited to:

- Mentoring from appropriately qualified trainers/facilitators
- Classes, tutorials and workshops – these may be optional depending on your course of study.
- Computer and technology support
- Referral to external support services
- Access to Special Needs, Disability support
- Language, Literacy and Numeracy (LLN) support
- Any other issues that may affect your ability to achieve your learning goals
- Welfare counselling

ASG's internal support service is provided at no cost to the student; however there may be a fee payable by the student to any external support providers.

Safety Standards

Safety is a priority at ASG and as such we require minimum safety standards for personal presentation across all trade-based courses conducted in the Workshop. Students are required to provide their own safety clothing which must include:

- Safety boots
- Long pant trousers or jeans
- Long sleeved shirt (engineering courses only)

ASG will provide all Protective Personal Equipment required in relation to any units of competency studied.

Students are required to adhere to safe work practices at all times which will be explained at Orientation.

ESOS ACT

ASG's policies and procedures for International students are in accordance with the Australian Government Education Services for Overseas Students (ESOS) Act 2000, Australian Quality Training Framework, National Code of Practice for Registration of Education and Training to Overseas Students and the Vocational Education and Training Act 1990. Refer to the ASG website for the other policies and procedures.

Tuition Protection Service

The TPS is a Government initiative protecting international students in the event that an education provider is unable to fulfil their obligation to deliver the agreed course of study. The TPS ensures that International students are able to complete their study in a different course or with a different education provider or that they get a refund of their unspent tuition fees.

For more information go to www.tps.gov.au

Contact Details

For information on:	Who to contact	How to make contact
ASG Campus & location or ASG policies and procedures or Orientation session on first day	Student Services Officer	In person: 15 Terrence Road, Brendale Phone: (07) 3889 8233 Email: info@asg.edu.au Web: www.asg.edu.au Emergency 24 hour contact: +61 419 701 404
Your ESOS rights and responsibilities	Department of Education, Employment and Workplace Relations (DEEWR)	ESOS helpline: +61 2 6240 5069 Web: www.aei.gov.au Email: esosmailbox@deewr.gov.au
Visa matters	Australian Immigration Office	Web: www.immi.gov.au In Australia: phone 131 881 Overseas: The Australian Immigration office in your country



Program Information



MEM50105 Diploma of Engineering – Advanced Trade

All fees & charges below are in Australian Dollars. Fees & charges may change without notice. Current fees and charges will appear on your tuition fees invoice.

Program Fees

CRICOS Course Code	Course Code	Course Name	Duration* (Includes Term Breaks)	Intake Dates	Tuition Fee	Re-source Fee	Total Course Fee	Instalments
094581G	MEM50105	Diploma of Engineering – Advanced Trade	2 years / 4 semesters	17 Jul 17, 27 Sep 17, 22 Jan 18, 11 Apr 18	\$20,000	\$2,000	\$22,000	4
Other Services & Fees								
Enrolment Application Fee (non-refundable)					\$100			
Resource/Materials Fee					See above			
RPL Assessment Application Fee (only available prior to start date)					\$400			
Replacement of Statement of Attainment/Award					\$50			
Repeating an entire module					\$350			
Resit /resubmission assessment fee					\$50 per unit of competency			
Changing course details					\$200			
Withdrawal/Cancellation Fee prior to course / semester start date					\$500			
Late fee (second & subsequent instalments)					\$100			
Additional / extension COE fee					\$100			
Airport pick up					\$150			
Printing (price varies)					From 10c			
Overseas Student Health (refer to www.bupa.com.au)								
Singles: \$1,104			Couples: \$5,835			Families: \$11,413		
Timetable								
MEM50105								
Intake: 17 JUL 17, 22 JAN 18 Monday – Tuesday 8.30am – 5.00pm Wednesday 8.30am – 1.00pm				Intake: 27 SEP 17, 11 APR 18 Wednesday 1.00pm – 4.30pm Thursday – Friday 8.30am – 5.00pm				
MEM50105 Diploma of Engineering – Advanced Trade								
CRICOS Course Code: 094581G								
Course Aim:	This course will develop the skills and knowledge you need to have a successful career as an engineering tradesperson, specialising in diesel fitting/welding.							
Duration:	2 years / 4 semesters (includes 20 weeks holiday) – 20 hours per week + independent study.							
Entry Requirements	Year 12 or equivalent with pass in maths IELTS 5.5 or equivalent; Min age 18 years							

Please note that all Tuition Fees are due a minimum of 14 days prior to each Semester start date. You will receive a Tuition Fees Invoice 6 weeks prior to each semester start date

Job Opportunities	Employment as an Engineering Tradesperson	
Delivery Methods	This course is delivered face-to-face and includes: <ul style="list-style-type: none"> classroom based theory learning; and practical sessions in the Brendale engineering shed. Consolidation of learning takes place through completion of workbook activities and completion of ongoing practical tasks Units are delivered in clusters/stages to support holistic work tasks	
Assessment Methods	You will be assessed continuously throughout the course through completion of written tests, demonstration of practical tasks using real job tasks & completion of case-studies as applicable.	
Completion:	To be granted your Award you are required to successfully complete all of the Units of Competency listed below. Where all Units of Competency are not achieved or completed to a satisfactory standard you will be awarded a Statement of Attainment in partial completion.	
Qualification Pathway		
MSAENV272B Participate in environmentally sustainable work practices	MEM18044C Diagnose and rectify drive line and final drive	MEM15024A Apply quality procedures
MEM13014A Apply principles of OH&S in the work environment	MEM12025A Use graphical techniques & perform simple statistical computations	MEM16009A Research and analyse engineering information
MEM12023A Perform engineering measurements	MEM05005B Carry out mechanical cutting	MEM09002B Interpret technical drawing
MEM18021B Maintain hydraulic systems	MEM05015D Weld using manual metal arc welding processes	MEM18035B Diagnose and rectify braking systems
MEM14005A Plan a complete activities	MEM05017D Weld using gas metal arc welding process	MEM18029B Tune diesel engine
MEM18001C Use hand tools	MEM05051A Select welding processes	MEM18041B Maintain steering systems
MEM18002B Use power tools/hand held operations	MEM05050B Perform routine gas metal arc welding	MEM16011A Communicate with individuals & small groups
MEM16012A Interpret technical specifications and manuals	MEM12024A Perform computations	MEM12004B Perform precision electrical/electronic measurement
MEM14004A Plan to undertake a routine task	MEM18024B Maintain engine cooling systems	MEM05012C Perform routine manual metal arc welding
MEM18032B Maintain induction/exhaust systems	MEM17003A Assist in the provision of on the job training	MEM18055B Dismantle, replace and assemble engineering components
MEM05052A Apply safe welding practices	MEM16007A Work with others in a manufacturing engineering or related environment	MEM18030B Diagnose and rectify low voltage electrical systems
MEM18040 Maintain suspension systems	MEM18005B Perform fault diagnosis, installation and removal of bearings	MEM18006C Repair and fit engineering components
MEM18011C Shutdown & isolate machines & equipment	MEM16014A Report technical information	MEM18012B Perform installation and removal of mechanical seals
MEM12003B Perform precision mechanical measurement	MEM18003C Use tools for precision work	MEM30012A Apply mathematical techniques in a manufacturing, engineering related environment
MEM18043C Diagnose and rectify automatic transmission systems	MEM15002A Apply quality systems	MEM16006A Organise and communicate information
MEM16008A Interact with computing technology	MEM18020B Maintain hydraulic system components	MEM18026C Test compression ignition fuel systems
MEM18010C Perform equipment condition monitoring and recording		

Course Structure

Competency Based Training

All our vocational courses are based on Competency Based Training where all of the requisite number of units must be completed satisfactorily to achieve your qualification.

We understand that each student is different and that the unique blend of life experiences, existing skills and knowledge may mean that some skills come more easily or are more challenging. Assessment occurs over a period of time in order that demonstration of skills can take place to a workplace standard and when the student is ready for assessment.

Academic Performance

If you have any concern with your academic performance or other related issues that may place you at a risk of not achieving the requirements of the course, the first thing to do is to speak with your teachers. You will be given advice and support so you will be able to maintain appropriate academic levels.

Your academic progress is monitored and guidance and support provided where non satisfactory results are identified. The Student Support Officers are available to take your queries and provide referral when required.

You will receive Progress Reports at the end of each semester. These will be sent to your home address or emailed if that is your preferred method of communication.

ASG will implement an intervention strategy where any student is deemed at risk of not meeting satisfactory course progress requirements. We are required to notify the student in writing of the intention to report the student for not achieving satisfactory course progress.

You are required to successfully achieve at least 75% of scheduled units of competency during each stage/semester. Where progression falls below 75% you will be deemed 'at risk' and counselled by the Student Support

Officer or Academic Manager.

Students have the right to appeal the process through the ASG Complaints and Appeals policy.

We are obligated to report failure to academically progress to DEEWR (as required under the ESOS Act) which may result in cancellation of your student visa.

Attendance

Attendance is compulsory at all scheduled classes in order that you progress academically and that you meet your student visa obligations. You are required to attend at least 80% of scheduled classes during each stage/semester. Where attendance falls below 80% you will be deemed 'at risk' and counselled by the Student Welfare Officer. This may result in a Misconduct record.

Personal Details

In order that we can maintain current contact with you it is essential that you advise us within 7 days of any changes to your personal details. This is also a requirements of your student visa.

Assessment

Assessment is ongoing throughout the course. All assessment consists of a Theory Test to determine your underpinning knowledge; practical demonstration of your skills through performance of a practical task; and holistically with other units for the demonstration of complete work tasks.

Should you be deemed Not Satisfactory (NS) in any assessment you have the opportunity to re-sit once at no additional cost. Any subsequent assessment will incur a fee of \$50. Should you be required to re-sit the entire module you will be charged \$350 per module.

Should you not be satisfied with the assessment decision you have the right to appeal. Refer to Academic Appeals within the ASG Complaints and Appeals procedure.

Enrolment Information

Orientation

You are required to attend an Orientation session on your first day at the campus. The orientation presentation contains detailed information covering all aspects of your course, getting started and living in Brisbane. You will be issued your student card, helped with how to apply for a Tax File Number and receive your timetable, course outline, any required materials as well as a tour of the campus. It is also an opportunity for you to meet your classmates and teachers/trainers and other ASG staff including the Student Welfare Officer who is always available to assist you.

Student Visa Requirements

All students should be aware of the following student visa requirements:

- You must be enrolled as a full-time student at all times (20 hours per week)
- You must leave Australia when your studies are complete and/or when your visa expires
- You must make satisfactory academic progress and meet attendance requirements (80%)
- You must meet the costs of Overseas Student Health Cover for the entire period of your enrolment. You can arrange this through the College, or we can provide you with a list of providers should you prefer to arrange it yourself
- You must provide the College with your address in Australia and a local telephone number on which you can be contacted
- You cannot transfer to another institution within the first 6 months of your arrival in Australia, or of your program is less than 6 months, you must remain at this College for the duration of your course. Only in exceptional circumstances can we approve a transfer that does not meet this rule
- You must ensure that any school-aged dependants accompanying you to Australia attend school. Students will be required to pay full school fees for

dependants enrolled in either a government or non-government school.

- For more information about visa conditions visit www.studyinaustralia.gov.au

Education of accompanying dependants

If you come to Australia as an overseas student on a student visa, you should be aware that you may be required to pay full fees for any of your school-aged dependants who accompany you and who are enrolled in either a government or non-government school in Australia. Information about the enrolment and fees for temporary visa holders and dependants of overseas students may be obtained from education.qld.gov.au/schools/school-operations/fee-exemptions.html or by emailing EQInternational@dete.qld.gov.au

Overseas Student Health Cover

All holders of student visas are required by law to have Overseas Student Health Cover (OSHC). Students are required to pay for this cover prior to arriving in Australia. Students are covered by OSHC from the day they arrive in Australia, until the end date of their visa. The cost of the cover will depend on the duration of your course and the standard of cover selected. You can arrange your own OSHC or the College can assist you.

ESOS Framework

The following information is provided by Australian Education International (AEI) www.aei.gov.au

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. Read the ESOS framework international student factsheet by accessing the link: www.internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheet

Important Information



Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This can be accessed by following the link at www.cricos.deewr.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Your rights

The ESOS framework protects your rights including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to deliver your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students are required to adhere to, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact support person is for overseas students
- Advising you can apply for RPL (Recognition of Prior Learning) and or Course Credit
- When your enrolment can be deferred, suspended or cancelled
- What your providers requirements are for satisfactory progress in the courses of study and what support is available if you are not progressing well

- If attendance will be monitored for your course, and a complaints and appeals process.
- Another education provider is not allowed to enrol a student who wants to transfer to another course where the student has not completed six months of their final course of study. Transfer beforehand will require the provider's permission.
- If you are under 18 years old, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare

Your responsibilities:

As an overseas student on a student visa you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Have your OSHC cover in place prior to arrival into Australia
- Meet the terms of your Written Agreement with your education provider
- Inform your provider if you change address within 7 days
- Maintain satisfactory course progress in order to be able to complete your course of study within the timeframe on Confirmation of Enrolment
- If attendance is recorded for your course, follow your provider's attendance policy and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements

Privacy and Personal Information

Information is collected about you in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure your compliance with the conditions of your visa and your obligations under Australian Immigration laws Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorised. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition. In other instances, information collected about you can be disclosed without your consent where authorised or required by law.

Australian Skills Group also complies with requirements relating to your privacy and personal information in accordance with the Privacy Act 1988. Students are made aware that ASG will not provide personal information including results to third parties without written consent to do so.

Transfer between registered providers

As stipulated in the National Code of Practice 2007, ASG must not knowingly enrol a student who wishes to transfer from another provider prior to the student completing six months of their principal course of study except under the following conditions:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- The original registered provider has provided a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government that prevents the student from continuing his or her principal course
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

ASG follows their policy and procedure for Student Transfer Request when assessing applications to transfer to another provider. Where granted, a Letter of Release will be granted at no cost, providing a letter is presented from the other provider confirming that a valid enrolment offer has been made.

Complaints and Appeals

Prior to enrolling, all students are advised to read the Complaints and Appeals Policy which can be found in the Policies and Procedures link on the ASG website www.asg.edu.au

Deferral, Suspension or Cancellation Policy

Under certain limited circumstances, a student's enrolment may be deferred, suspended or cancelled either by the Student or by the College.

Definitions:

Deferral: to delay the commencement of a course

Suspension: to temporarily put a hold on studies

Cancellation: to cease enrolment permanently

Suspension or Deferral by Student:

Students who wish to defer, suspend or cancel their enrolment can only do so if the course in which they are enrolled is unavailable, their visa is delayed or there are compassionate or compelling circumstances. Compassionate or compelling circumstances are usually beyond the control of the student and have an impact on the student's course progress or well-being.

Compassionate or compelling circumstances include **but are not limited to:**

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel;
- A significant traumatic experience;
- The student or accompanying family member has an acute medical condition requiring treatment (supporting documentation required)
- The student is pregnant (supporting documentation required)
- Inability to begin studying on the course commencement date due to delay in receiving a student visa

Australian Skills Group prides itself on how it provides students with an important career edge once they graduate.

Suspension or Deferral by Student: (continued)

The following **would not** be considered compassionate or compelling circumstances or critical incident:

- Difficulties in adjusting to Australia or academic life
- Weddings
- Relationship problems
- Financial difficulties
- Generally feeling depressed about circumstances where the depression is not clinically diagnosed by a qualified professional
- Inability to begin studying on course commencement due not organising travel in time

Please note the above are only examples. When determining whether compassionate or compelling circumstances exist, Australian Skills Group will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student file.

Supporting Documents

Supporting documents must be provided by a student to support an application for deferment, suspension or cancellation. Supporting documents may include medical certificates, death certificates, police reports, psychologist reports and any other relevant documents

Student Deferment prior to Commencement

A request for deferment prior to course commencement must be made in writing and addressed to the Academic Manager with supporting documentation. Where the deferment is granted, the student will receive a revised offer of enrolment and a revised Confirmation of Enrolment (CoE). The student will be notified in writing of the outcome of the application within 10 working days of lodgement.

Student Application for Suspension

A request for suspension of course must be made using the Suspension/Cancellation form available from Student Services and be accompanied by all supporting documentation. This must be received at least 10 days prior to the suspension date and can be for a maximum period of 3 months. Any leave of absence for longer than

3 months will be treated as a withdrawal. The student will be notified in writing of the outcome of the application within 10 working day of lodgement. Where required an extension to the CoE will be arranged and administration fee charged (CoE extension). Additional tuition fees will be charged for the extended period. Students are advised to check with the nearest Immigration office for information about the impact of the extension of the course duration on their student visa.

Student Application for Cancellation

A request for course cancellation must be made using the Suspension/Cancellation form available from Student Services and be accompanied by any supporting documentation. Cancellation will incur a \$500 cancellation administration fee.

Effect of Deferral, Suspension or Cancellation of Enrolment on a Student's Visa

Students should contact the nearest Australian Immigration Office or refer to www.immi.gov.au for information on how their student visa will be affected. Australian Skills Group are required to notify the Australian Immigration Office via the PRISMS system of the deferral, suspension or cancellation and retail all corresponding documentation in the students file.

Suspension, Deferral or Cancellation by Australian Skills Group

Deferral: The College may defer the commencement of a course if a course is not offered

Suspension: A student's enrolment may be temporarily suspended by the College (Academic Manager) where their behaviour is deemed to be unacceptable for an educational environment. This could be if the student:

- Is in breach of the Student Code of Conduct
- Is assessed by the Academic Manager as providing a threat to the well-being of other students or staff
- Has been assessed as behaving in a way that constitutes serious misconduct eg:
 - Bullying - cheating - plagiarism - damages
 - theft - sexual harassment - discrimination
 - unsatisfactory attendance

Cancellation

Australian Skills Group may cancel the enrolment of a student if the student:

- Is in breach of a condition of ongoing enrolment
- Has been in breach of the Student Code of Conduct
- Is assessed by the Academic Manager as providing a threat to the well-being of other students and staff
- Has been assessed as behaving in a manner that constitutes serious misconduct (see above)
- Fails to meet the requirements of the attendance / academic progress policy
- Fails to pay their tuition fees

Should a student have their enrolment suspended or cancelled and this action was initiated by Australian Skills Group, the student is allowed 20 days in which to access the Australian Skills Group complaints and appeals procedures. After 20 days, Australian Skills Group is obliged to notify the Australian Government and in doing so, the student's visa conditions may be affected.

If Australian Skills Group has been unsuccessful in contacting the student after they have failed to return from a scheduled break or have not attended class for 10 consecutive days without a valid reason, it will be assumed that the student has "passively withdrawn" from the course. A record of this will be documented

in their file and Australian Skills Group has the right to cancel the student's enrolment under ESOS Act 2000 Section 19(1), by notifying the Secretary of DOE via PRISMS for "student notified cessation of studies" within 14 days after the last day of scheduled attendance.

Completion within the expected duration of study

ASG are required to monitor your academic progress and enrolment load to ensure that you can complete your course of study within the duration specified in your CoE. ASG only enable students to extend their expected duration of study through issuing a new CoE (with associated costs), and only in limited circumstances.

USI – Unique Student Identifier

Since January 2015 the Australian Government has mandated that all students undertaking Nationally Recognised Training delivered by a Registered Training Organisation are required to have a Unique Student Identifier (USI).

Please go to the USI website www.usi.gov.au to create your unique number. It is important that you create your USI number before you commence your VET course so you can bring your USI with you to Orientation.

If you prefer, we can assist you with this process at Orientation.



Refund Policy

1. The Enrolment Fee and Airport Pick-Up Fees are non-refundable whether you complete your course or not.
2. A \$500 fee is payable for administering course cancellation before course/semester commencement; this will be deducted from the tuition fee refund.
3. An administrative charge of \$200 is made to vary an application eg Change of Start Date; Change of Course
4. Tuition Fees and OSHC are refunded in full if your visa application is rejected and you provide official written notice of the refusal from the Australian Government
5. Student Default: No refund will be made if a student:
 - has given false or misleading information
 - fails to comply with the conditions of enrolment
 - is in breach of their visa requirements as imposed by the Australian Government
 - withdraws after the commencement date of the course

6. Tuition fee refund:

Cancellation received	Tuition Fees Refunded	Cancellation Charges
Due to Visa refusal	100%	NIL
Prior to course / semester start date	100%	\$100 enrolment fee \$500 Cancellation fee \$50 airport pick up
On or after course / semester start date	NIL	\$100 enrolment fee

7. Refund – provider default, reschedule or cancellation
 - In the unlikely event that ASG is unable to its course in full, ASG will refund in full all tuition fees paid within 14 days of the course ceasing to be provided
 - alternatively, students may be offered enrolment in an alternative suitable course at ASG at no extra cost; students will have the option to choose whether they accept a full refund or accept the place on another course. Course & other fees are not transferrable to another student
 - if the student accepts a place on another course the student will sign a new Enrolment Agreement and a new CoE will be created
 - if in the unlikely event that ASG is unable to provide a refund or place the student in an alternative suitable ASG course, the Tuition Protection Scheme

(TPS) administered by the Commonwealth will place the student in a suitable alternative course with another provider

- if the Commonwealth managed Tuition Protection Scheme (TPS) cannot place the student in a suitable alternative course, or this is not possible the student will be eligible for a refund as calculated by the TPS Fund Manager. Please refer to www.aei.gov.au for more information on TPS.

8. Refund Procedure:

- you must complete the Refund Application Form
- refunds will be processed within 28 working days of receipt of the written Refund Application
- refunds will be made in Australian Dollars and will exclude any bank charges eg electronic transfer
- A refund statement will be provided to explain how the refund will be calculated. This will also detail the reason for the refund, processing timelines, the student's right to pursue other legal action

9. ASG will not authorise the transfer of fees or payment of refunds to other institutions or any students bank account other than that of the actual student

10. Fees for services paid to education agents by students are not covered by this refund policy

11. This refund policy applies to all tuition fees paid to ASG and includes any tuition fees paid to an education agent to be remitted to ASG

12. All refund considerations will be strictly limited to the monies paid, which ASG has received from the student as tuition fees only ie exclusive of all non-refundable fees and agent's commissions (whether this commission was deducted before or after student payment to ASG)

13. Students are encouraged to view the International Student Handbook as part of this enrolment. This is available at www.asg.edu.au

14. This policy does not remove the right of the student to take further action under Australian Consumer Protection Laws www.australia.gov.au/Consumer_Protection

Enrolment Process



Enrolment Process Checklist

1. Read and understand all Pre-enrolment information contained in this booklet
2. Complete the Enrolment Application Form
3. Submit completed application with all required documentation
 - Copy of passport
 - School leaving certificate
 - Proof of English
 - RPL / Credit Transfer evidence if required
4. On receipt of Letter of Offer:
 - Read and sign Enrolment Agreement, Terms and Condition
 - Review Fees Invoice
5. Accept Offer:
 - Sign, date and return Student Acceptance of Offer (p4 of Letter Offer)
 - Sign, date and return Enrolment Agreement, Terms and Condition (p2-3)
 - Make invoice payment by due date
6. On receipt of Confirmation of Enrolment:
 - Check details
 - Organise student visa (need eCoE)
 - Arrange travel

Attend Orientation on Day 1 of course



Testimonials



“Our relationship with Australian Skills Group which has continued to grow across the past few years is highly valued by the Human Resources Management team within Laing O’Rourke Australia.

Australian Skills Group has provided quality training and assessment for staff both “on-site” and during their “pre-mobilisation” phase.

Ensuring we have exceptional human capital is critical to the overall success of any construction project. With the knowledge and skill delivered through Australian Skills Groups education programs we are able to increase innovation and efficiency.

Australian Skills Group provides a quality, solutions driven service to industry and to individuals both employed or for those who are seeking employment pathways.”

Tony Sawiris
- National Training & Development Manager
Laing O’Rourke Australia

“The level of experience, knowledge and hands on skill displayed by the Engineering trainers from ASG has been outstanding.

A number of our new engineering tradespeople have benefitted greatly due to the education they have received whilst studying with ASG.

Being a medium sized Engineering and Maintenance business it’s important that we have the most innovative staff we can get. That’s why we have Australian Skills Group on board to foster our workers into the craftsman and leaders of our business for tomorrow.”

Peter Leggett, Director
- International Screen Supplies

RTO: 32519
CRICOS: 03493E





For more information on our courses:

Phone 07 3889 8233 | **Visit** www.asg.edu.au | **Email** info@asg.edu.au

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