AUSTRALIAN SKILLS GROUP

INTERNATIONAL STUDENT HANDBOOK 2023

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1. Welcome to Australian Skills Group (ASG)

Australian Skills Group was formed in 2011 in response to the needs of industry and a recognised skills shortage in Australia.

Australian Skills Group aims to provide high quality education and training to enable individuals to establish and develop their chosen career path with confidence and competence. We contribute to the development of students by offering innovative programs , providing a stimulating learning environment, fostering self development and decision making, supporting individual needs and assisting with employment opportunities. Our experienced teaching team is committed to providing a supportive environment that will facilitate both personalised and collaborative learning.

This Student Handbook was prepared with you in mind. It provides you with information about your rights and obligations as a Student Visa Holder and as an Australian Skills Group (ASG) Student studying in Brendale and living in South East Queensland which will help you adapt to your new environment. It also provides you with important information about ASG, its policies and procedures, support services[i], your rights and responsibilities and some general information that will make your learning experience a lot more comfortable and pleasant.

As a Registered Traning Organisation (RTO) and Commonwealth Register of Institutions and Courses for Overseas Students education provider, we have an obligation to ensure the quailty of the nationally recognised training and assessment we deliver to our students. We must always comply with the Standards for RTOs 2015 which is part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 (ESOS) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed a range of comprehensive internal policies and procedures that guide our operations in meeting these obligations, and that form part of your enrolment terms and conditons with ASG.

As you go through the pages if you require further clarification, please contact our Student Services team on +61 7 3889 8233, or email international@asg.edu.au.

On behalf of our Staff and Trainers, I thank you for choosing ASG to deliver your next learning experience. We hope your time with us is memorable and leads to a successful outcome.

Yours sincerely

Paul Scaysbrook
Director
Australian Skills Group

2. About your Student Handbook

A copy of the Student Handbook is provided as part of our Enrolment Process and as part of our Orientation program. It is important that you read and understand the contents of the Student Handbook before course commencement.

You can access the most up-to-date version of the Student Handbook at any time via our website www.asg.edu.au; you are also welcome to request a printed copy from the Student Services team.

If you do not understand any part of the Student Handbook or you would like any sections explained to you, please contact our Student Support Officer on email: info@asg.edu.au or by telephone on 08 93889 8233. You can also do this in person by coming to Administration.

Australian Skills Group is a Registered Training Organisation and as a CRICOS Registered Provider we are registered with the Australian Skills Quality Authority (ASQA). CRICOS is the Commonwealth Register of Institutions and Courses for Overseas Students. This version of the Student Handbook is for International Students.

To ensure ASG's compliance with the VET Quality Framework and the ESOS legislative framework, this Student Handbook includes information about your obligations under the National Vocational Education and Training Regulator Act 2011 and the Education Services for Overseas Students (ESOS) Act 2000.

The ESOS framework is explained more fully later in this Student Handbook.

Definitions:

ASQA Australian Skills Quality Authority
DHA Department of Home Affairs (formerly: Department of Immigration and Border Protection DIBP)
AQF Australian Qualifications Framework
CRICOS Commonwealth Register of Institutions and Courses for Overseas Students
OSHC Overseas Student Health Cover
RTO Registered Training Organisation

3. Induction and Orientation

Each student will attend Orientation on Day 1 of their course. This is an important day as it provides an overview of Australian Skills Group's policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic house-keeping rules, introduction to staff and trainers, as well as a tour of the training facility.

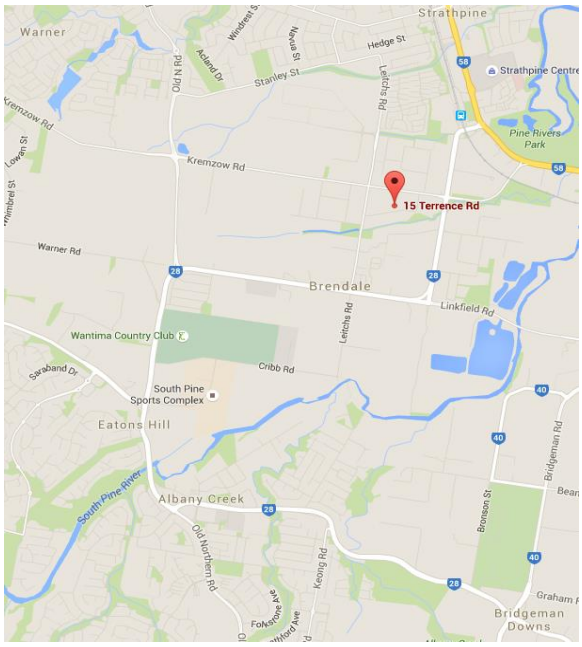
Student ID

As part of the Orientation program we will take your photograph for use on your Student Identification Card (ID). Your ID card includes your photograph, name, student number, commencement & completion dates. You are required to have your ID card with you at all times when at ASG. A card replacement fee of $15 is payable if your card is damaged, lost or stolen.

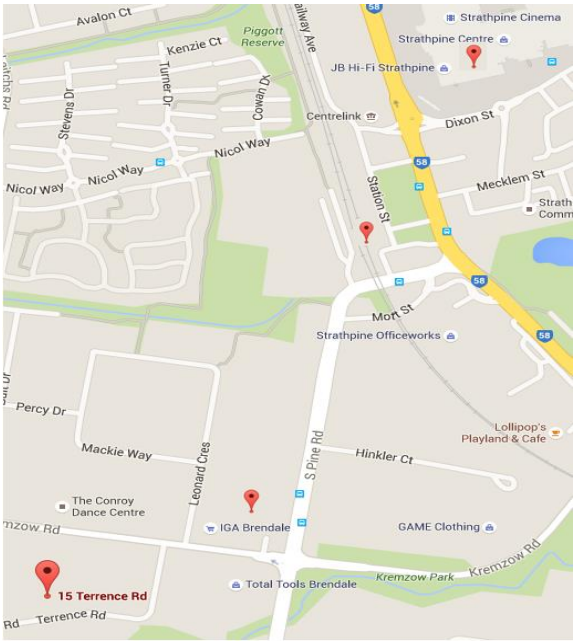
3.1 Studying at ASG

We chose Brendale as the location of our skills training campus as it is in the heart of a thriving commercial and industrial centre, surrounded by businesses and other trades. Approximately 30 minutes north from Brisbane CBD, Brendale is immediately south of Strathpine on the South Pine River.

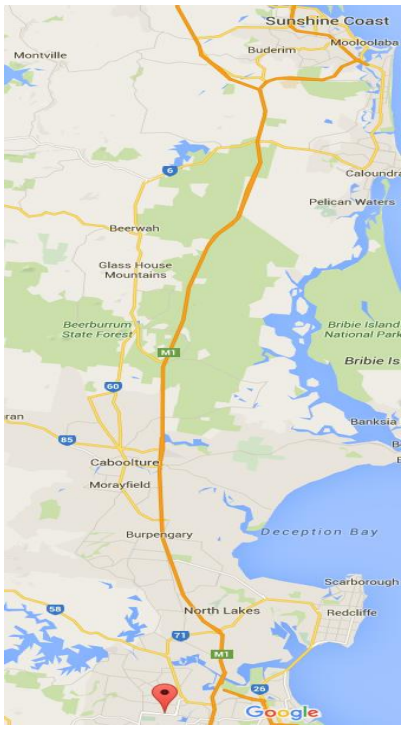
Brendale & Surrounds



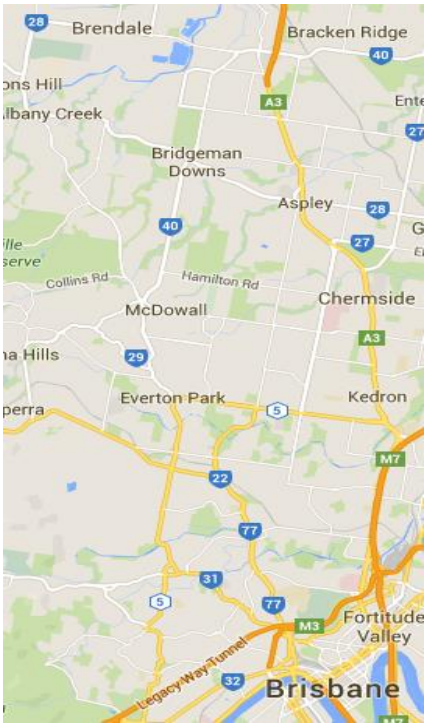
Brendale – Shops



Brendale & Sunshine Coast



Brendale & City



Brendale is very close to a comprehensive highway network taking you North to the Sunshine Coast (M3); south to the Gold Coast (M1); and into Brisbane CBD. There is also a conveniently located railway station at Strathpine which takes you north to Caboolture and south into Brisbane CBD.

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. There is rental accommodation in and around Brendale as well as the surrounding suburbs of Warner, Strathpine, Eatons Hill, Bridgeman Downs and Albany Creek. A reliable and frequent bus service operates from these areas to Brendale, and all are far more economic than living in and around Brisbane CBD.

Strathpine is a busy town with a Westfield mall, lots of shops, banks, library and services. ASG operates a daily shuttle to and from Strathpine railway station for those students wishing to take the train.

You can always log- onto the internet and search through the following web sites to find suitable accommodation.:

http://www.realestate.com.au and go to share accommodation section
http://www.domain.com.au
http://www.studenthomestay.com.au
http://au.easyroommate.com
http://www.share-accommodation.net/index.htm
http://www.homestaydirect.com.au

Sharing accommodation is very popular with international students. You should look for advertisements on notice boards and local newspapers. Expect that you will have to provide your own furniture when renting a house, apartment or bedsitter. Landlords require rent to be paid in advance, and will require a security bond usually equal to one months rent.
Although we do not offer an accommodation placement service, we are happy to assist in any way we can. Our Student Support Officer can assist you.

Within a 5 minute walk of the campus is Brendale Shopping Centre where you will find a Post Office, ATM, eateries, supermarket, bakery and a butchery. A pharmacy, medical centre and dentist are a 5 minute drive away at Strathpine.

Student Services Team

Our office hours are 7.30am – 4.30pm Monday to Friday.
All emails to Student Services should be sent to info@asg.edu.au where they will be directed to the relevant ASG team member.

Personal Safety

Your safety and wellbeing are our priority. You will make new friends and experience different learning, social, activity and travel opportunities. It is important to enjoy your time in Australia. These tips will assist in protecting you from unsafe situations.

Transportation:

- Plan your travel – use a timetable, services may not operate at the same times each day
- Wait in brightly lit, busy places – avoid quiet, dark areas
- Sit close to the guard or driver
- Be aware of who is around you, and who gets off with you
- Avoid listening to music if it will prevent you from hearing what's going on around you

In the Street:

- Be alert as awareness is our best defense
- Cross the street if you feel unsafe
- Be confident and aware of your surroundings
- Keep to brightly lit streets and paths, do not take shortcuts through parks and isolated areas at night
- If approached for money advise you have no cash, avoid eye contact and move towards other people
- If you are being followed, change direction and seek a safe place
- Keep personal items (phones, handbags, wallets etc) close to your body or out of sight
- Have your keys ready to quickly enter your home or car

General:

- Avoid areas where you see threatening or unsafe behaviours
- Do not leave valuables unattended
- Avoid isolated areas and ravel with other students where possible
- Take time to consider situations where you might be at risk and what steps you might take to make it safe
- Program the emergency number into your phone '000'
- Tell people where you are going and what time you expect to return
- Avoid carrying non-essential items such as passports, too much money
- Report any incident to police or Student Services

Medical Issues

The administration team and student support officer at ASG will always have an up to date list of medical professional accessible from the campus location. If you have medical concerns, please inform the student support officer who will assist you in finding an appropriate medical professional.

Referral Service Available	Name & Location	Contact Phone
Hospital (Emergency) - private	**The Prince Charles Hospital** Rode Road, Chermside, QLD 4032	07- 3139 4000
Hospital (Emergency) - private	Holy Spirit Northside 267 Rode Road, Chermside, QLD 4032	07-3326 3000
Hospital (Emergency) - public	Royal Brisbane and Women's Hospital Butterfield Street, Herston. QLD 4029	07-3646 8222
Dentist	Dentalplus Brendale Shopping Centre 1 Kremzow Road, Brendale	07-3889 8889
Doctor	Brendale Family Medical Practice Brendale Shopping Centre 1 Kremzow Road, Brendale	07- 3881 3668
Optometrist	Specsavers 295 Gympie Road, Strathpine	07-3889 7460
Pharmacy	Brendale Pharmacy 13a/14-16 Kremzow Road, Brendale	07-3205 5771
The emergency phone number for fire, police & ambulance in Australia is '000'		

OTHER USEFUL CONTACTS

Ambulance, Police, Fire Brigade	EMERGENCIES ONLY	000
State Emergency Services (SES)	For assistance in storms, fallen trees or buildings	132500
Poisons Information Centre	Ring for information 24 hours a day	131126
Lifeline Child, youth and family counselling	For couples, families & individuals suffering crisis and emotional distress 24 hour telephone counselling Face to face by appointment	131114 www.lccq.org.au
Relationships Australia	Relationship counselling, mediation, addiction & Gambling help Available to everyone	1300 364 277 www.relationships.com.au
Translation and Interpreting Service (TIS)	Department of Immigration & Border Protection (DIBP) provide this service for people who do not speak English; and for English speakers who need to communicate with them 24 hour a day, 7 days a week	131450

4. Working in Australia

Permission to Work

For International Students it is important to understand that you are not allowed to work until you have started your course. You can work up to 40 hours per fortnight while your course is in session. You can work unlimited hours during scheduled course breaks.

Note: Please ensure that any work you undertake does not affect your studies. Your work must not be during scheduled classes.

Department of Home Affairs

If you're on a visa as an international student, you may get a part-time or casual job while studying in Australia. The number of hours you can work each week may be limited by your visa. The Department of Home Affairs (DHA) can give you more information www.homeaffairs.gov.au.

Earning an Income

Migrant workers and visa holders, including international students, have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman provides advice and assistance to all workers to help them understand these rights.

There are **minimum pay rates** that employees must be paid, based on the work they do. Employees also have other minimum conditions at work. These are set out in an Award or Agreement or come from the National Employment Standards. A payslip needs to be provided each time an employee gets paid.

Further Information and support is available at www.fairwork.gov.au.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which means you will get less money in your wages each week.

You can apply for your TFN online at https://www.ato.gov.au/individduals/Tax-file-number/Apply-for-a-TFN/ or phone 13 28 61, 8am to 6pm Monday to Friday.

Tax Returns

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn. If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. Tax returns are lodged at the end of the Australian financial year (1July to 30June). Each person who has worked during a financial year is required to submit a tax return by 31st October.

Superannuation

If your monthly wage is more than AU$450 (before tax), your employer must contribute an additional sum equal to 10% of your before tax wage to a nominated superannuation (pension) fund. In most cases you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

Cost of Living Calculator

For information on calculating your estimated cost of living in Australia, refer to the 'Student Cost of Living Calculator' available at http://insiderguides.com.au/cost-of-living-calculator/

Setting up a Bank Account

To open a bank account you will need:

1. Your passport (with arrival date stamped by Australian Immigration)
2. Student ID card
3. Money to deposit into the account (this can be as little as $10)
4. Tax File Number

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a number of points. Usually, 100 points of identification is required to establish your identity as the person who will be named on the account. Often your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account within 6 weeks of arrival in Australia. After this time you will be required to provide additional documentation.

Banking Hours

Most bank branches are open Monday to Friday 9.00am to 4.00pm (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays. ATM's remain open 24 hours per day.

5. International Program Information

Australian Skills Group offer the following Nationally Recognised Training courses to International Students.

Course Code	Course Name	Duration	CRICOS Code
MEM50119	**Diploma of Engineering – Advanced Trade**	**2 years / 4 semesters**	**0100609**
AUR30620	**Certificate III in Light Vehicle Mechanical Technology**	**1 year / 2 semesters**	**109340H**
AUR40820*	**Certificate IV in Automotive Mechanical Overhauling**	**6 months / 1 semester**	**109339A**
CPC30220	**Certificate III in Carpentry**	**2 years / 4 semesters**	**110571E**

Automotive and Construction courses are also offered as packaged options.

* These courses have pre-requisite entry requirements

Please refer to our website for more detail: www.asg.edu.au/international

Entry requirements	Entry into all our international programs requires: • IELTS 5.5 or above (or equivalent) • A minimum age of 18 years • Completion of year 12 at school, including passes in mathematics We also administer a Language, Literacy & Numeracy test (LLN) during Orientation to ensure that you have the required skills to complete the course. This is marked by our trained LLN assessors and allows us to proactively assist you in reaching your academic goals.
Timetable:	All courses are scheduled 20 hours per week over 2.5 days • 8.30am to 5.00pm • 8.30am to 1.00pm You will be provided with your actual class days during Orientation.

5.1 USI-Unique Student Identifier

It is a government requirement that all students undertaking Nationally Recognised Training delivered by a Registered Training Organisation (RTO) obtain a Unique Student Identifier (USI) (unless you have an exemption issued by the USI Registrar).

The USI is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training they have completed in Australia.

We are unable to issue you any AQF certification documentation unless we have a valid USI, or a notice of exemption from the Registrar.

To create your own USI, please visit https://www.usi.gov.au/students/get-a-usi. Should you prefer we do this on your behalf, you can provide us the required permissions and ID during Orientation.

For information about exemptions please review the following webpage:

https://www.usi.gov.au/students/individual-exemptions

For other useful information on the USI please visit: https://www.usi.gov.au/students

5.2 Learning Environment

Each classroom is equipped with television, DVD player, overhead projector and white board. In addition, other resources are accessed on a needs basis. Computers are available for student use. The ASG library is also available and contains a range of technical and theoretcial resources to assist you in your studies, as well as a selection of informative, cultural and special interest readings and items. We also encourage you to access your community libraries for an array of resources – Strathpine Library is approximately a 5 minute drive away.

5.3 Mode of Delivery

All courses are based on the practical application of skills and knowledge. All CRICOS registered courses for international students are full time, with a minimum of 20 scheduled contact hours per week. All our courses are delivered face-to-face with theory being delivered in a classroom and practical in the relevant practical workshop bay. Each unit has a range of learning activities, group discussions, practical tasks and time to practice your newly learnt skills.

5.4 Programs, Fees and Charges

	PROGRAM FEES & CHARGES		
TUITION FEES			
All current course tuition fees are published on ASG's website		ASG reserve the right to amend tuition fees at any time without notice.	
Fee Periods: There is 1 Fee Period per semester unless a payment plan has been approved in advance. Fee Periods are identified on the Letter of Offer and Written Agreement.			
NON-TUITION FEES (all non-refundable)			
Materials/Resources Fees as published on ASG's website (Mandatory)		AQF Certification Reissue Fee	$25
Enrolment Application Fee (Mandatory)	$400	ID Card Replacement Fee	$10
Late Payment Fee	$100	Printing/photocopying	10c/copy
eCOE Revision Fee	$50	Airport Pick-up	$150
Replacement study guide or program learning material (each document)	$5	Supplementary Assessment Fee (once free of charge)	$50
Withdrawal/Cancellation Admin Fee (post-start)	$200	Repeating an entire module	$400
Cancellation Prior to Course Commencement Fee	$500	Homestay Placement Fee	$200
Course Variation Fee (eg, change course or commencement date)	$100	RPL Assessment Fee (available only prior to start date	Pro-rata
STUDENT RESPONSIBILITIES			
PPE – Personal Protective Equipment		Overseas Student Health Cover	
Stationery/pens/pencils/calculator			

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 4 weeks prior to each semester start date
Please note there is a late fee incurred if payment not received by the due date

Prices are indicative only, and are subject to change

Tuition Fee Schedule

All students will be sent a Tuition Fees Invoice 4 weeks prior to the due date of the next instalment. Students are required to make payment on or before the due date. Fees are due 2 weeks prior to the semester start date.

Failure to pay by the due date will incur a late fee of $100. Students will be excluded from class until they have paid their overdue fees.

Where fees remain unpaid, students shall be advised in writing of ASG's 'intention to report' them to the Department of Education via PRISMS for non-payment of fees. This could lead to cancellation of their student visa. Students will have the right to appeal in accordance with ASG's Complaints and Appeals Policy.

ASG reserve the right to suspend a student's progress in a course of study when fees remain unpaid; and to commence legal proceedings for monies outstanding. A student's enrolment may also be terminated if they default on payment.

Payment Methods

Tuition fees must be paid in advance.

BANK TRANSFER	Electronic Transfer	AUD Cheque / Cash Deposit	
Bank	ANZ	Bank	ANZ
Account Name	Australian Skills Group Pty Ltd		
SWIFT Code	ANZBAU3MXXX		
Branch No	014203183954519	BSB	014203
Account No		Account Number	183954519

You must quote your student number when transferring funds by EFT

Overdue Fees

All fees must be paid in advance of the period of study to which they apply. Students will not be permitted to commence the relevant study period until all fees for that study period (plus any outstanding fees) have been paid in full. ASG may charge a late payment fee of $100 if fees are not paid by the due date. Students will not be permitted to attend class until the overdue amount is paid in full.

ASG will not issue a Statement of Attainment or Award to any student who has overdue fees.

Protection of Student Funds

The safeguarding of overseas student tuition fees paid in advance is underpinned by the ESOS Act and the Tuition Protection Scheme.

Under this scheme, ASG is not permitted to collect more than 50% of course tuition fees in advance, unless you request to pay more.

In the unlikely event that ASG are no longer able to offer a course you are enrolled in and are unable to place you in a suitable alternative course, any fees paid in advance of study will be refunded to you by ASG. Should you not be satisfied with the outcome of this process you may lodge a complaint using ASG's internal complaints process. Should you not be satisfies with the outcome of your complaint you may lodge an appeal with the Overseas Student Ombudsman.

Should ASG default on their TPS obligations you may contact the TPS who will either place you in a suitable alternative course with another provider, or refund any unspent monies paid in advance to ASG. More information on the TPS can be found here: https://www.dese.gov.au/tps/international-students.

6. Academic Matters

6.1 Adult Learning Principles

ASG incorporates adult learning principles throughout the delivery of its training programs. As an adult you are encouraged to take responsibility for your learning and to be active in the learning and assessment process. Courses are designed to be flexible, interactive and involve all students in discussions and activities. Student's thoughts, contributions and experiences are vital to the success of the learning experience.

In order to ensure the best success, ASG encourages all students to:

- Prepare for each training session
- Complete any required reading and/or research
- Participate appropriately in all training sessions
- Undertake all work requirements in line with designated deadlines
- Relay to staff any problems being experienced
- Participate in evaluation activities and provide constructive feedback relevant to course delivery
- Expect that ASG staff will treat all students politely and with respect and reciprocally treat staff in the same manner
- Seek assistance with language, literacy, numeracy difficulties or with adjustments that need to be made for identified disabilities or medical conditions.

6.2 Language Literacy & Numeracy

ASG recognise the diverse learning experiences of students resulting in varying ability levels of language, literacy and numeracy. Although our Entry Requirements determine initial admission requirements, we also administer a Language, Literacy and Numeracy assessment during Orientation. This helps us to assess your individual learning needs and provide any assistance to help you achieve your academic goals. We support individual learning needs through specialised staff and other organisations where necessary for targeted support. The use of other organisations may incur a fee payable by you.

If at any time in the course you feel you would like further assistance, please speak to your trainer who can arrange the appropriate support.

6.3 Training and Assessment

All our programs are based on Competency Based Training where assessment occurs after delivery of the unit of competency. As such, assessment continues throughout the program until you either achieve competency in the assessment tasks or a further training need is identified and addressed.

The assessment process will include the gathering of evidence to demonstrate your competence. You will be advised of the assessment requirements at the beginning of each unit through an 'Assessment' document that will clearly outline all required tasks that must be completed to achieve Competency. This will include both theory and practical. Evidence will be gathered over time and may include clustered assessments in order to capture demonstration of a complete job task.

Each individual assessment item will be resulted either:

'S' – Satisfactory or 'NS' – Not Satisfactory

Each assessment item will need to be completed to a 'Satisfactory' standard to be deemed 'Competent' (CO) in the unit.

Any assessment items resulted 'NS' (Not Satisfactory) will result in a 'Not Yet Competent' (NYC) result for the unit.

You must be deemed 'Competent' in all units to be awarded a nationally recognised qualification. Where competency in all units is not achieved you will be issued a nationally recognised Statement of Attainment, listing the units in which you achieved a 'Competent' result.

As a Registered raining Organisation, ASG must ensure that ALL assessments conducted follow the principles of Assessment and Rules of Evidence.

Rules of Evidence

Validity	The Assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements
Sufficiency	The Assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency
Authenticity	The Assessor is assured that the evidence presented for assessment is the learner's own work
Currency	The Assessor is assured that he assessment evidence demonstrates current competency. This requires evidence to be from the present or the very recent past

Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process; Where appropriate, reasonable adjustments are applied by the RTO (ASG) to take into account the individual learner's needs; The RTO (ASG) informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: • Reflecting the learner's needs • Assessing competencies held by the learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual
Validity	Any assessment decisions made by the RTO (ASG) are justified, based on the evidence of performance of the individual learner. Validity requires: • Assessment against the unit of competency and the associated assessment requirements cover the broad range of skills and knowledge that are essential to competent performance • Assessment of knowledge and skills is integrated with their practical application; assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment

6.4 Re-Sits

As our training is 'Competency Based' you have the opportunity to re-sit an unsuccessful assessment. This is permitted once, at no cost. Subsequent re-sits will incur a $50 fee per assessment.

Should you be required to re-sit the entire unit you will be charged the module rate of $350. This will be scheduled where possible prior to commencement of the next semester/stage.

6.5 Recognition of Prior learning (RPL)

During your lifetime, you may have gained valuable knowledge and developed many skills. You may have previously worked either full or part time or in a voluntary capacity. This work may have involved some training (either formal or informal). You may also have attended other training courses.

Your current knowledge and skills may be relevant to the course you are wishing to enrol in. Each unit you study is made up of various elements and competency outcomes. Each one consists of a range of performance criteria.

If you can provide evidence that you have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course. This is known as recognition of prior learning (RPL).

When you apply for RPL, your knowledge and skills are measured against the equivalent unit(s) in the relevant course. If you are successful, you will be assessed as having already completed those units in your course. This may enable you to complete your studies in less time and at less cost. This may also impact your student visa duration.

6.6 Credit Transfer

Credit Transfer involves assessing previously awarded units/subject/modules against current units from within your qualification pathway.

The purpose of credit transfer is to make it easier for students to transfer between institutions within Australia. It is a requirement of the Standards for RTOs 2015 that providers of nationally recognised training recognise the same unit/s awarded from other nationally recognised training providers.

Where Credit Transfer is granted, it could mean that your course duration is shortened and fees are less. This may also impact the duration of your student visa.

You must apply for credit transfer at the time of enrolment in order that your Tuition Fees and CoE can be calculated/issued accurately.

If you would like to apply for Credit Transfer, request the Credit Transfer Application form from info@asg.edu au and send it in with your Enrolment Application form and supporting evidence. Supporting evidence would be a Statement of Attainment and/or Award with a list of units completed and/or an authenticated USI transcript.

What are the Implications for student visas and tuition fees?

Students who are successful in obtaining RPL or Credit Transfer will have their tuition fees adjusted on a nominal hour basis depending on the subject length. RPL attracts a charge (see Fees & Charges); awarded Credit Transfer are not charged.

Whether before a student visa has been granted or after, students may have the length of their course shortened due to RPL or credit transfer. Where the course is shortened a new CoE will be issued.

In some cases when RPL and Credit Transfer are awarded this may not result in shortening the duration of the course. While exemptions may have been awarded for some units of competency, students must still meet the requirements of their visa and fulltime hours must be maintained. In practice this means that even though students will not be required to attend these classes, they are still required to attend the training facility and undertake supervised study with scheduled contact hours during the period for which the RPL is granted.

Please note: It is a condition of your visa that you are enrolled in full-time study. Full time study is defined as 20 contact hours per week for 36 weeks of the year pro-rata (ESOS Act).

Assessment Decisions

Should you not be satisfied with the assessment decision you have the right to appeal. In the first instance you should talk to your trainer in an attempt to resolve the matter informally. Should you still not be satisfied you should follow the Assessment Appeal process. This is explained in the Complaints and Appeals Policy at the back of this document.

6.7 Academic Progress

Academic progress is dependent on your class attendance and timely submission of assessment material. ASG will monitor this in order to support you in the successful completion of your course. Progress Reports will be sent to you on the completion of each Semester.

You will receive feedback from you trainer on all assessment material completed and marked.

It is also a requirement of your student visa that course progression occurs in a timely manner, in order that you can complete in the stated course timeframe on your CoE and remain within the validity of your student visa.

In accordance with Standard 8 of the National Code, we systematically monitor academic progression and will identify you as a 'Student at Risk' and implement an **intervention strategy** if your progression is compromised. You will be required to meet with the Student Support Officer to try and identify any issues and find a resolution.

Your course progress will be deemed as Unsatisfactory progress if:

- You have not successfully completed or demonstrated competency in at least 75% of the competencies undertaken in that study period/semester; or failing the same unit twice;
- Your course load will prevent you from completing the course within the expected duration of the course as specified on your eCOE eg: you have missed too many classes due to poor attendance; or have not submitted outstanding assessment items
- The trainer identifies you as being at risk of making unsatisfactory course progress before the end of the study period eg: your attendance is not sufficient for you to be deemed competent in a number of units; or you do not have the necessary skills and knowledge to attempt the assessments.

Intervention Strategy

ASG will implement an intervention strategy for any student who is not making satisfactory course progress. This process is explained to you at Orientation. Early intervention is an important step in achieving a more successful outcome which also considers your class attendance as well as results.

At the end of each Stage/Semester, students are assessed for course progress. Failure of a unit of competency automatically triggers the intervention strategy where students will be required to repeat the failed unit before progressing to the next stage. A copy of the Intervention Strategy will be issued to the student and retained in their student file. If a student fails a unit of competency, they will be charged a fee for repeating the unit.

You will have the right to access the Complaints and Appeals process within 20 working days should you decide to appeal the decision. Where the student does not access the complaints and appeals process, withdraws from the process, or the process is completed and results in a decision supporting ASG, we are required to notify the Australian government.

Written Notice of Intention to Report a Student for Unsatisfactory Progress

Where you are identified as not making satisfactory course progress in a **second consecutive compulsory study period** in a course, ASG will provide you with written notification of its intention to report you for unsatisfactory progress. You will be advised you have the right to access the Complaints and Appeals process within 20 working days should you decide to appeal the decision. The Written Notice of Intention to Report officially advises you that you are in breach of your student visa requirements.

Reporting

Where you choose not to access the Complaints & Appeals procedure within 20 working days; or you withdraw from the process; or the process is completed and results in a decision whereby your appeal was unsuccessful ASG must report your unsatisfactory course to The Department of Home Affairs (DHA) and the Department of Education, Skills and Employment (DESE) via PRISMS. This can result in the cancellation of your student visa.

Reasonable Adjustment for learners with special needs

ASG recognises that not all students learn in the same manner, and that an amount of 'reasonable adjustment' may be required. ASG can make reasonable adjustments provided the integrity of the unit of competency is not compromised.

For students with a disability and/or medical condition, or those experiencing learning difficulties, ASG will make reasonable alternative arrangements to accommodate their learning and assessment needs. This may include assistance to resolve access issues, arrange alternative forms of assessment (e.g. having someone read assessment materials to students, or having someone record a student's spoken responses to assessment questions), access specialised equipment, and organise note-takers and sign-language interpreters.

Where we cannot assist a student we will refer them, where possible, to an agency that can assist. This may attract additional costs to the student.

6.8 Attendance

Attendance at all scheduled classes is compulsory in order that you progress satisfactorily through your course and successfully complete your studies within the duration of your student visa. Your trainer will record attendance daily on a Class Roll and report weekly to Student Administration. In order to achieve satisfactory attendance, students must attend at least 70% of scheduled classes during each stage/semester. Where student fails to attend for 2 consecutive days without prior approval, the student welfare officer will contact the student to explain their absence. Absence due to illness must be supported by a medical certificate.

If a student has been absent for more than 5 consecutive days without a supporting medical certificate, or their attendance falls below 70% they will be considered at risk and counselled by the Student Welfare Officer. This may result in a Misconduct record.

We encourage you to contact the Student Welfare Officer if you have any personal issues or concerns that are affecting your attendance in class.

6.9 Academic Misconduct

Academic misconduct means:

- Presentation of work that has been copied, falsified or in other ways obtained improperly
- Inclusion of material in individual work that has involved significant assistance from another person, where such assistance is not permitted
- Falsification or misrepresentation of academic records
- Plagiarism – 'the copying of sections of any published work without acknowledging the source'
- Not maintaining course progress
- Cheating
    - handing in someone's work as your own
    - allowing someone to hand in your work as their own
      copying another student's work during an assessment
    - using part of anyone else's work without proper acknowledgement

ASG does not condone academic misconduct and it will be addressed in accordance with the Misconduct Policy whereby all instances of alleged misconduct will be investigated; students will be given the opportunity to discuss the allegation at a meeting with the relevant parties. Students will be given the opportunity to have a support person present at the meeting.

6.10 Award/Qualification

Where you successfully achieve all of the units of competency in your course of study, you will be awarded your nationally recognised Award / Qualification.

Where you do not achieve all of the units of competency required, you will receive a nationally recognised Statement of Attainment which will be issued 'in partial completion'.

All fees must be paid in full to receive your Award/ Statement of Attainment.

6.11 Transferring Between Registered Providers

Transferring to another education provider

In accordance with Standard 7 of the National Code, students cannot generally transfer between registered providers prior to completing six calendar months of their principal course.

Should you wish to be released from your studies at ASG to transfer to another registered provider within the first 6 months of commencing your principal course, you must apply in writing using the Transfer Request Form which is available from Student Administration and submit this for review along with a Letter of Offer from the other training provider.

In accordance with ASG's Transfer Between Providers procedure, ASG will assess the request and grant a letter of release only in the following circumstances:

- The student will be reported because they are unable to achieve satisfactory course progress at the level which they are studying. The student must have engaged with ASG's Intervention Strategy (in accordance with Standard 8); or
- The student is not coping with their course and has sought academic assistance from ASG & their academic performance has not improved; or
- The student is required to move interstate; or
- ASG has failed to deliver the course as outlined in the student's application (& there is evidence to suggest that the student's reasonable expectations about their current course have not been met); or
- Evidence suggests that either ASG or the Education Agent has misled the student regarding the course of study; and as a result the course in which they have enrolled is unsuitable for their needs or objectives of study; or
- An appeal (internal or external) which has resulted in a decision/recommendation to release the student from ASG; or
- Compassionate or compelling circumstances which necessitate transfer to another provider; ***AND***
- A student has a valid enrolment offer from the receiving provider.

The outcome of the application to transfer will be provided in writing within 10 working days of receipt of the application.

If **the application is approved ASG** will:

- Issue a Letter of Release at no cost, but subject to the constraints of the Refund Policy;
- Record the details of release against your CoE via PRISMS; and
- Inform you that it is your responsibility to contact the Department of Home Affairs (DHA) to ascertain whether a new student visa is required.

If **the application is refused**, the reasons for this will be communicated, as well as the right to access the Complaints and Appeals process.

A copy of the Transfer Between Providers procedure can be requested from Student Administration or by emailing info@asg.edu.au

Circumstances where a transfer will not be granted include but are not limited to:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be advised to wait a further 4 weeks before applying for a transfer.
- The student is trying to avoid being reported to the Department of Home Affairs for failure to meet ASG's academic progress requirements.
- There are no legitimate compelling or compassionate circumstances
- Fees are not up to date.

Compassionate or compelling circumstances include general or personal circumstances that are adversely affecting a student's enrolment at ASG, and must:

- be beyond the control of the student; and

- occur subsequent to the student accepting an offer to study at ASG; and
- have an impact on the student's general well-being or their capacity and/or ability to progress through their course.

It will normally be expected that such circumstances were unexpected and beyond the control of the student. In order for a request for a Letter of Release to be considered, the student must provide relevant supporting documentary evidence.

Transferring from another Provider

ASG will not knowingly enrol a student who wishes to transfer from another provider prior to the student completing 6 months of their principal course of study.

Students wishing to transfer from another college prior to the completion of the first 6 months of their principal course must present ASG with a **Letter of Release** from their training provider.

Exceptions to the above are where:

- The releasing registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- The releasing 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.
- The releasing registered provider has agreed to the overseas students release and recorded the date of effect and reasons for release in PRISMS
- 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.

7. Student Matters

7.1 ESOS Framework

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. This legislation is known as the ESOS Framework and includes the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice 2018. Further information can be found at
https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
and
https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx

International students are required to obtain a visa to study in Australia. Current visa processing charges (payable to the Australian Government) can be found at
https://www.studyinaustralia.gov.au/english/apply-to-study/visas
https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool

As part of the visa process students may be required to have a medical check with an Australian Government authorised doctor. Visit https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health for all medical associated information for an Australian student visa.

7.2 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) at http://cricos.education.gov.au

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

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
- Your right to sign a written agreement with you provider before or as you pay your 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 teach your course.
- Your right to know:
    - how to use your provider's support services
    - who the contact officer or officers are for overseas students
    - if you can apply for course credit or RPL
    - when your enrolment can be deferred, suspended or cancelled~ what your provider's requirements are for satisfactory progress in the courses you study
    - if attendance will be monitored for those courses
    - what will happen if you want to change providers; and
    - how to use your provider's complaints and appeals process

https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx

7.3 Student Visa Obligations

Your permission to study in Australia is closely linked to the Australian Government Student Visa Program. It is essential for you to comply with the regulations of your student visa at all times. Below is an excerpt of DHA regulations relating to your work rights as published at: http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students

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
- Meet the terms of the written agreement with your provider
- Inform your provider if you change your address
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy

For more information regarding entry into Australia on a student visa refer to the following website:
https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study
https://www.studyinaustralia.gov.au/english/apply-to-study/visas

Students must uphold their visa conditions while studying and living in Australia or their visa may be cancelled and they may have to leave Australia. To remain enrolled in a full-time registered course at ASG, students must meet satisfactory progress. Minimum requirements are that students must maintain at least 50% of the course requirements. For further student visa obligations see https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions

Your Study Visa Conditions are:
You cannot work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course) Note: No work limits apply during recognised periods of vacation offered by your education provider. You cannot undertake work until you have commenced your course in Australia. *A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.
You must satisfy the requirements of course enrolment, course level, course progress and course attendance. You must maintain a minimum of 20 hours face-to-face scheduled course contact per week
You must remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). See: http://cricos.education.gov.au You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.
You **must maintain adequate arrangements for health insurance** during your stay in Australia. Note: Under policy, this means that you must maintain Overseas Student Health Cover **(OSHC).**
You must continue to satisfy the requirements for grant of your student visa. . This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.

You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application. Additional fees may be payable (source: Department of Home Affairs DHA). For more information on schooling options, please refer to: For the private schools in Queensland information can be obtained directly from: Catholic Education Office of Queensland: www.ceo.qld.edu.au; Anglican Schools of Queensland: www.asc.qld.edu.au Private Schools Directory: http://www.privateschoolsdirectory.com.au/brisbane-schools.php For more information, contact ASG at info@asg.edu.au
You must notify your education provider of your residential address in Australia **within 7 days** of arriving in Australia. You must notify your education provider of any change in your residential address within 7 days of the change. You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Accessing your visa information

Your visa information is held electronically and you can access it at any time using the Visa Entitlement Verification Online (VEVO) system. Note: Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so. For information on how to access VEVO see: http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online- (vevo)

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is **COMPULSORY** insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. At ASG our preferred provider for OSHC is BUPA.

How do I get OSHC?

You can elect for ASG to include OSHC as part of your Application for Enrolment. Alternatively, you may elect to organise your own Overseas Student Health Cover. Please note that only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider you are leaving. Further information on OSHC can be found at: https://oshcaustralia.com.au/e

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

For more information on your OSHC please refer to the Policy Information Booklet available directly from the OSHC provider.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. There are two components to the medical bill, those payable to the doctor and those which are covered by the government. The medical centre may process the government fee for you, and charge only the doctor's fee. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

Keeping Your Contact Details Up-to-Date

To inform ASG of changes to the contact details of you or your next of kin, log in to the Student Portal, or visit our Student Services Team. The Australian Government, via The Department of Home Affairs (DHA), may request Confirmation of Enrolment and details of your performance from ASG during your studies. ASG will provide the DHA with a true and accurate record of your participation (attendance) and course progress when requested.

7.4 Australian Skills Groups Responsibilities

Australian Skills Group are required to notify the Commonwealth via PRISMS under Section 19 of the ESOS Act 2000 if a student breaches any condition of their visa.

If a student is issued with a" Notice of Intention to Report", they are allowed 20 days in which to access the ASG complaints and appeals procedure (see Complaints and Appeals policy for more detail).

A student who receives non-compliance notice from DHA has 28 days to report to a DHA office to discuss the alleged breach.

ASG is also required to notify DHA of other changes in the student's academic status, for example, where enrolment is terminated by ASG or ceased by the student; where the student defers their studies, finishes their course early or fails to commence a course. These types of non-compliance notices do not lead to automatic cancellation but may lead to cancellation of the visa on other grounds.

Enrolment information will be provided to Commonwealth and State agencies or the Assurance Fund manager for the purposes of the ESOS Act and National Code, or promoting compliance with visa conditions and migration control. ASG is required by Australian law to advise the Secretary of the DOE (who will advise DHA) of changes to a student's enrolment or breach of visa conditions.

A copy of the National Code is available at
https://www.legislation.gov.au/Details/F2017L01182/Download

Australian Skills Group acknowledge their obligations towards students and take responsibility for:

➢ providing quality training and assessment services in accordance with the Standards for Registered Training Organisations (RTOs) 2015

➢ the issuance of all AQF certification and documentation within required timelines, where the student successfully completes or withdraws from their course unless fees are outstanding (– User Choice courses excepted);

➢ providing a safe and healthy learning environment where the learning experiences will be challenging and stimulating;

➢ employing highly skilled trainers that can deliver current industry skills and practices

➢ ensuring that students be treated with respect and courtesy by ASG staff and fellow students, in an environment free from harassment including that based on gender, ethnicity, age, disability or background

➢ ensuring that each learner is fully informed about what is expected of them in each area of study

➢ the provision of fair, timely and useful feedback on a student's performance and progress

➢ encouraging students to have a say about the value, relevance and effectiveness of their academic programs and the teaching they experience;

➢ informing students about how their views are taken into consideration in enhancing the teaching and content of programs

➢ the provision of effective support from both academic and administration staff when needed; ➢ providing the quality training facilities, equipment and resources necessary for the achievement of learning goals

➢ giving access to clear and direct administrative guidelines and procedures

➢ making available access to adequate procedures for dealing with grievances

➢ the provision of all legal entitlements, in terms of confidentiality, processing and access to personal files

➢ maintaining the rights of the student as a consumer

7.5 Access, Equity and Respect

ASG Management and staff provide assistance to all clients to identify and achieve their desired outcomes. ASG is commitment to providing training and assessment services to all clients regardless of race, religion, sex, socio-economics status, disability, language, literacy or numeracy.

If you have something that needs to be discussed regarding a special need make a time to meet with the Student Welfare Officer. ASG will address specific needs as they are identified. ASG will adapt assessment material and training where needed to address specific needs. Students need to inform ASG staff as soon as possible so that modifications can be made. Where a specific need is identified it will be dealt immediately.

Students are expected to:

- Treat all ASG staff, other students, and visitors to ASG with courtesy, tolerance and respect.
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment
- Respect the rights of others to express views and not engage in behaviour that is obscene, dangerous or could reasonably be considered to be offensive to others
- Not engage in behaviour that is unlawful, discriminatory, harassing, or bullying.
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being
- Not behave in a way that disrupts or interferes with any formal or training or any event conducted by ASG.

7.6 Discrimination

Discrimination can take many forms and includes:

- age discrimination
- gender issues
- impairment discrimination
- pregnancy and breastfeeding
- racial and religious discrimination
- sex discrimination
- sexual harassment
- sexuality discrimination

Discrimination is illegal and will not be tolerated at ASG. If you feel you have been the victim of discrimination contact the Harassment Officer – details will be provided at Orientation.

7.7 Legislation

Students and staff both have a responsibility to adhere to relevant legislation and conduct themseleves in appropriate manner. Legisaltion that affects students includes:

- ESOS Act 2000
  https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
- National Code of Practice 2018
  https://internatinaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx
- National Vet Regulator Act 2011
- Standards for RTOs 2015
- Student Identifiers Act 2014
- Work Health and Safety Act 2011

- Anti-Discrimination Act 1991
- Privacy Act 1988
- QLD Vocational, Education, Training and Employment Act (2000)
- Workplace Relations Act 2010
- Human Rights and Equal Opportunity Commission Act 1986
- Human Rights (Sexual Conduct) Act 1994
- Sex Discrimination Act 1994
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Copyright Act 1968
- Copyright Amendment (Digital Agenda) Act 2000
- Industrial Relations Act 1979

Your Responsibilities and rights under these acts are explained during the orientation program.

7.8 Work Health & Safety (WHS)

Australian Skills Group is committed to ensuring the health, safety and welfare of its staff, contractors, students and volunteers while working for or participating in activities and courses.

All students have the responsibility to:

- protect their own health and safety and to avoid adversely affecting the health and safety of any other person
- not willfully or recklessly interfere or misuse anything provided by Australian Skills Group in the interest of health, safety or welfare
- co-operate with health and safety directives given by staff
- ensure that they are not, by the consumption of drugs and alcohol, in such a state as to endanger their own health and safety or the health and safety of another person.

Should you be involved in any accident during training which results in personal injury and/or damage to equipment or facilities, please notify the educator immediately. ASG is committed to providing a healthy and safe workplace and to eliminating conditions and incidents that could result in personal injury or ill health. ASG requires its activities to conform to relevant state and federal legislation and good, established practices.

7.9 Overseas Student Ombudsman

The Overseas Student Ombudsman (OSO) investigates complaints about problems that overseas students have with private education & raining providers in Australia. The Ombudsman's services are free, independent and impartial. More information can be found at http://www.ombudsman.gov.au

Things you should know about external review process with the Overseas Students Ombudsman:

- In Australia you have the right to complain and appeal
- The Overseas Ombudsman's services are free

- In some cases the Ombudsman may decide not to investigate your complaint and appeal. This might happen where another organization can help you, or you have not spoken to your provider about your complaint.
- If the Ombudsman decides not to investigate, they will tell you why and refer you to another organization that can help.
- The Ombudsman is independent and impartial. If they do decide to investigate your complaint and appeal, they will contact ASG and ask us what happened.
- They will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

If they find that your education provider has made a mistake or acted unfairly, they may ask ASG to:

- Apologise to you
- Change or reconsider a decision
- Change their policies or procedures
- Take some other action

If the internal or any external complaint handling or appeal process results in a decision that supports the student, ASG must immediately implement and decision and/or corrective or preventative action required and advise the student of the outcome. The final outcome of the external appeals process must be bided by both parties. A complaint can be made by telephone Monday to Friday 9am to 5pm Australian eastern Standard time on 1300 362 072.

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade agency in your state or territory, if you:

- Would like information about your consumer rights
- Have a problem with a consumer good or service that you bought or are considering buying
- Would like to know how a business should behave under the law
- Would like to make a complaint about a business.

Visit www.australia.gov.au or www.consumerlaw.gov.au to find the relevant government agency for where you are living or studying.

7.10 Welfare & Support

ASG care about the needs of our students and we place great importance on assisting with the transition from life in your home country to studying and living in Australia. We have a dedicated Student Welfare Officer who's main function is to assist our international students in any way possible, whether offering advice, providing information or offering support. A problem or issue shared early on has less negative impact on a student's wellbeing and is less likely to impede on the successful completion of your studies.

Some of the services we provide include:

- Confidential counselling
- Day to day administration support
- Academic and language support
- Referral to outside specialist support where required

The Student Support Officer can be contacted by email support@asg.edu.au or by calling 07 3889 8233.

ASG provide this support service at no cost to the student; however there may be a fee charged by the external support service provider that the student will be responsible for paying.

You will be provided with the name and mobile number of this person at Orientation

Critical Incidents

A Critical Incident is any traumatic event or threat of an event within or outside Australia, which causes extreme stress, fear or injury but not necessarily causing death.

Critical incidents may include events such as:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Note: Non-life threatening events could still qualify as critical incidents.

If you as a student are involved in or witness a Critical Incident, see the below procedure:

- Please contact Operations Manager if you experience, witness or perceive a critical incident. The emergency telephone number available 24 hours a day 7 days per week is 0419 701 404, or alternatively you can email davide@asg.edu.au
- An appropriate staff member may ask you to provide more details whilst they complete a 'critical incident report'.
- The report and all information you have provided will be completed/verified by the Operations Manager and given to the CEO of ASG
- The 'critical incident report' is to contain as much information as possible and indicate the people directly involved in the incident
- ASG will notify The Department of Home Affairs (DHA) on your behalf as soon as practical after the incident. ASG will also report via the Provider Registration and International Student Management System (PRISMS).

- If necessary, following the incident, you may be required to attend a follow up meeting to assess any further risks or follow up actions.

Students and their families can access ASG's Student Support Officers at all times.

During a critical incident, ASG's Emergency Telephone Number becomes a Hot Line, where information can be received.

Where appropriate, ASG's website will be updated to keep students and families informed.

Student's privacy will be upheld at all times.

7.11 Privacy and Records Access

Your personal information is generally held in your Student File. Information is also held on our database. At all times your personal information is treated as confidential and any sensitive information is rated as highly confidential. Information collected will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements and/or to authenticate information provided to us as part of our application process.

Students are able to access the information contained within their student file upon request. More information on Privacy and record keeping can be found in the Privacy and Record Keeping policy at the back of this Student Handbook. ASG's Privacy and Record Keeping policy reflects the National Privacy Principles set out in the Privacy Act 1988.

Under the Data Provision Requirements 2012, ASG is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Personal Details

It is the student's responsibility to keep ASG informed of their contact details. If at any stage while you are enrolled, your contact details change, you are obliged to inform ASG within 7 days. A Contact Details Update Form is available for Student Services or by emailing info@asg.edu.au. You may also update us with your contact details via the student portal.

8. General House-Keeping

You are expected to comply with the following conditions:

- No smoking is permitted in the building, including toilets, lunch room, doorways
- Mobile phones must be switched off during class; if you need to be contacted in an emergency let your trainer know in advance
- No eating or drinking is permitted in any of the classrooms or practical areas. Water is permitted.
- The student lunch room is available for general use during breaks and lunchtimes. Snack machines, tea and coffee are also available. The refrigerator and microwave are for all to use, so please ensure you keep them clean.
- ASG is not responsible for food left in the fridge

- You are required to assume responsibility for you property eg bags, books, mobile phones etc. These items should be clearly marked for easy identification. ASG accepts no responsibility for lost, damaged or stolen items.

9. Student Code of Conduct

ASG is committed to the pursuit of excellence in training. This Code sets out the ASG expectations of students with respect to their training and personal conduct and outlines the ASG's responsibilities to students.

All students at Orientation must sign a Code of Conduct commitment document and accept their shared responsibility for maintaining a safe, harmonious and tolerant environment in which to study and learn.

The codes primary objectives are:

- An obligation to act with integrity in academic work, to ensure that all training work is conducted ethically and safely
- An obligation to observe standards of equity and respect in dealing with everyone at ASG
- An obligation to use and care for resources in a lawful and appropriate manner, and to not diminish ASG's reputation in the carrying out of training and other associated function activities and or related clients

Students Rights & Obligations

- Students have an obligation to inform themselves of ASG's rules and policies affecting them.
- Students are expected to treat others with courtesy, equity and respect at all times
- Students must ensure their contact details in are up to date
- Students are required to act in a manner that will not endanger others, following safe work practices at all times regardless of whether in a classroom or practical facility
- Not engage in plagiarism or other training misconduct
- Actively participate in the learning process including attending all scheduled classes and submitting assessment tasks on time
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student
- Be familiar with the programs and resources available to assist them in conducting their studies and research appropriately
- Not behave in any way which impairs the reasonable freedom of other persons to pursue their studies, work or research or to participate in the activities of the Institute
- Use and care for all ASG's resources, such as buildings, equipment and grounds, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all members of ASG
- Ensure their actions or inactions as a student do not harm, or bring into disrepute, ASG's reputation or good standing
- Not participate in any ASG activity, while under the influence of alcohol or other drugs
- Not use, possess or supply any prohibited drug, substance or weapon

- Not misuse computing or communications facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others

9.1 Breach of Conduct

A Breach of Conduct occurs when you behave in a manner described below:

- Assaults, attempts to assault or threatens a person
- Acts contrary to Equal Opportunity (anti-discrimination) practices of ASG
- Disobeys or disregards any lawful direction given by your teacher or staff member of ASG
- Acts dishonestly or unfairly in connection with an assessment conducted by ASG (or any other behaviour listed in the Academic Misconduct section)
- Deliberately obstructs any ASG teaching activity, assessment session, review session or meeting
- Engages in any conduct or activity prejudicial to the management and good governance of ASG
- Steals, wilfully damages or wrongfully deals with any ASG property
- Attends ASG whilst under the influence of alcohol or drugs
- Carries or uses such items as knives, firearms, syringes, or the like as a weapon
- Fails to pay any agreed fee or charge to ASG within the agreed period
- Fails to comply with WHS legislation regulations or wilfully places another person in a position of risk or danger
- Constantly interrupts class time through th epr4esence or use of mobile phones, ipads or any other technological devices
- Uses abusive language
- Serious breach of confidentiality

9.2 Disciplinary Action

If you are found to have breached the Code of Conduct it may result in disciplinary action. Ongoing and repeated behaviours that cause concern to ASG will have a cumulative effect on the level of consequence that will be given.

You will be required to meet with ASG Chief Operating Officer to discuss the alleged breach of conduct. You have the right to have a support person present. If there is sufficient ground you will receive a verbal warning and notification of any disciplinary action to be imposed should there be a future breach of conduct. Depending on the seriousness of the breach, it may result in termination of your enrolment. Refunds would not be provided.

ASG reserves the right to refuse entry to, ask to leave or reject any person that behaves in a manner that breaches policy. ASG will exercise it’s lawful right without prejudice to call authorities and peruse action should it be deemed necessary. For more information you may approach the Student Welfare Officer. Let’s work together to ensure that our environment is friendly and a safe place for all people to attend.

10. Policies and Procedures

10.1 Complaints and Appeals Procedure

Introduction

With this policy Australian Skills Group aims to:

- Develop a culture that views grievances as an opportunity for continuous improvement in order to prevent grievances from recurring
- Implement a grievance handling system that is positive outcome focused and responsive to individual cases of dissatisfaction
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and complete confidentiality
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimized
- Ensure that there is a consistent response to grievances
- Ensure that the grievance procedure is made available to all complainants regardless of location of campus, place of training, residence, workplace or mode of study

This policy applies to all complainants including ***current, prospective and existing students*** undertaking study or training in courses offered by Australian Skills Group including:

- Fee For Service students including Overseas Students
- Trainees under a contract of training. However, trainees under a contract of training will also need to seek advice from the relevant government department in their state about their rights and responsibilities.
- Individuals who are, or would be, entitled to VET STUDENT LOANS assistance (Australian citizens or permanent humanitarian visa holders Who are resident in Australia for the duration of a VET unit of study.
- Individuals who are not eligible for VET STUDENT LOANS assistance (permanent residents who are not humanitarian visa holders and New Zealand citizens).

This policy also applies to Industry representatives, employers, Australian Skills Group staff and any other stakeholder.

Staff are informed of the Grievance Procedure at Induction; they are provided a hard copy of it in their Staff Handbook and is available in soft copy on the Australian Skills Groups intranet. The Grievance Procedure is also an integral component of the internal professional development calendar of events.

Students are informed of the Grievance Procedure at Orientation as well as where to find it. It is also detailed in the Student Handbook and is accessible on the Australian Skills Group website.

Definitions

A grievance can be defined as an individual's expression of dissatisfaction with any aspect of the services and activities provided by Australian Skills Group, including both academic and non-academic matters such as, but not limited to:

Academic

- The quality of service/training provided
- Student progress, assessment, curriculum, awards in any VET course or unit of study
- Dissatisfaction with assessment process or result

Non-Academic

- issues such as the handling of personal information and access to personal records
- The enrolment, induction/orientation process;
  - Grievances resulting from decisions made by Australian Skills Group
  - The way someone has been treated such as harassment, vilification, discrimination
  - Issues with financial matters including fines, penalties, fees
  - Exclusion from events and facilities

Informal Grievance

A complaint is considered to be informal when it is made verbally. It is also considered to be informal when it is made in writing and addressed to the person against whom the complaint is being made unless a signed copy of that letter is also sent to the Operations Manager. An informal complaint will be referred to an appropriate person to assist the effective and rapid resolution. Resolution of a complaint is to be achieved as quickly as possible, at the local level and with a minimum number of people involved.

Formal Grievance

A formal complaint is made by forwarding a signed written complaint to the Operations Manager of Australian Skills Group within three months of the incident.

All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities and the complaint will be forwarded to the most appropriate person (as determined by the General Manager) to assist the effective and rapid resolution of any complaint.

At all times, parties to the complaint may be accompanied by an advocate of their choosing, except where that advocate is a legal practitioner. Each party will have opportunity to formally present their case should they wish to do so.

Complainants can choose to utilise resources outside Australian Skills Group to resolve their complaint. In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- Protect all parties involved in a complaint under the principles of natural justice
- Prevent the possibility of a defamation or other legal action
- Involve the minimum number of people possible

Assessments Appeals

Although the Grievance Procedure is available for this purpose, students are encouraged to do the following should they not be satisfied with an assessment decision:

- Approach your trainer /assessor informally to discuss your concerns

- If you are not satisfied or do not feel comfortable, a meeting can be arranged with the General Manager Operations
- The General Manager Operations will have the work re-assessed by a different qualified trainer/assessor
- You will be notified of the outcome in writing

Before an issue becomes a Formal Grievance

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the trainer or staff member involved in the action(s) in order that the issue may be resolved quickly and effectively. There are also staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting the Operations Manager if required either in person or by phoning (07) 3889 8233

Where the informal discussion has not found a suitable resolution or the circumstances do not allow this a formal complaint may be lodged.

Procedure

This procedure can be used by complainants to submit a grievance of an academic or non-academic nature and at all times Australian Skills Group will take steps to ensure that:

- The complainant and any respondent will not be victimised or discriminated against
- The complainant has an opportunity to formally present their case
- That each party to a grievance may be accompanied and assisted by a support person/third party at any relevant meeting
- The complainant will be provided with a written statement of the outcome of the complaint and of any appeals, including reasons for the outcome
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or respondent
- Where ASG considers more than 60 calendar days may be required to process and finalise the complaint or appeal the complainant or appellant will be informed in writing with reasons why and kept updated with progress
- The complainant is given appropriate access to records, whilst maintaining confidentiality
- Where the internal or external grievance handling or appeal process results in a decision that supports the complainant, Australian Skills Group will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome
- There is no cost to the complainant to access this grievance procedure
- Costs of external appeals are free or at reasonable cost
- The complainant has the right to withdraw the complaint at any stage

Stage 1 – Formal Grievance

Formal grievances must be submitted in writing using either the Academic Appeals or Complaints and Appeals Form; and should be marked to the attention of the Operations Manager as follows:

Operations Manager

Australian Skills Group

PO Box 7244

Brendale QLD 4500

These forms can be found on our website or requested from Student Administration. Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within 5 working days of receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

The operations manager, or their nominee, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask for a third party to accompany them.

The Operations Manager, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within 10 working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

Where the complainant is satisfied with the outcome the resolution will be implemented and the complaint/appeal closed

Australian Skills Group will review the complaint and a Continuous Improvement Notice raised for action where required.

Stage 2 – Internal Appeal

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the General Manager Quality and Compliance (who is senior to the original decision maker) within 14 working days of receiving notification of the outcome of their formal grievance. The General Manager Quality and Compliance will appoint an appropriate person or committee to consult with the complainant and other relevant parties within 10 working days.

Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the General Manager Quality and Compliance, or their nominee, will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within 14 working days. The report will further advise the complainant of their right to the external appeals process if they are not satisfied with the outcome of their internal appeal.

Where the complainant is satisfied with the outcome the internal appeal, any resolution will be implemented and the complaint/appeal closed

Australian Skills Group will review the complaint and a continuous improvement notice raised for action where required.

Stage 3 – External Appeal

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal with an independent party appointed to conduct such an appeal within 14 working days of receiving notice of the outcome of their appeal.

The independent party is the **Overseas Student Ombudsman** (OSO). This service is free of charge. ASG will provide advice to the student to contact this the OSO in the event they wish to lodge an external appeal. ASG will cooperate fully with the OSO in the prvision of any required information.

Australian Skills Group agrees to be bound by the Independent Arbitrator's recommendations and the General Manager Quality and Compliance will ensure that such recommendations are implemented within 28 days of receipt of the report from the Independent Arbitrator.

Where the complainant is satisfied with the outcome of the external appeal, the resolution will be implemented and the complaint/appeal closed

Australian Skills Group will review the complaint and a Continuous Improvement Notice raised for action where required.

Further Action

If a grievance still remains unresolved after the external appeal, the complainant may decide to refer the matter to the Australian Skills Group's registering and governing body:

- Australian Skills Quality Authority (ASQA) and completing their online complaints form. www.asqa.gov.au

At no time does this procedure replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this procedure limits the rights of individuals to take action under Australia's Consumer Protection Laws. Neither does this procedure circumscribe an individual's rights to pursue other legal remedies

Enrolment Status

Where a current student chooses to utilise this process Australian Skills Group their enrolment status must be maintained whilst the grievance handling and appeals process is ongoing.

Record Keeping

A written record of al grievances handled under this procedure and their outcomes shall be maintained for a period of at least 5 years to allow all parties to the grievance appropriate access to these records. These records will be maintained in accordance with VET Regulator requirements under the Australian Skills Group Record Keeping Policy.

Procedural Fairness

All Students and staff are to be protected from victimisation. Natural justice principles will be used to ensure procedural fairness.

Victimisation

All complaints will be handled with fairness in accordance with the principles of natural justice. Australian Skills Group is committed to ensuring that students do not experience any victimisation as a result of making either an informal or formal complaint.

Whether a complaint is formal or informal, steps will be taken to ensure that neither party is victimised or disadvantaged as a result of a complaint being made. The Nominee appointed to manage a formal complaint will be responsible for ensuring that no victimisation occurs.

Natural justice

The duty to act fairly includes two rules: the fair dealing rule and the no bias rule.

This means that all parties must be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person.

In addition, a decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. If the decision maker cannot meet these requirements they must immediately withdraw from the process.

10.2 Deferral, Suspension or Cancellation of Enrolment Policy

An overseas student's enrolment can be deferred, suspended or cancelled. This may be initiated by either the student for compassionate and compelling circumstances, or by ASG for an overseas student's breach of visa conditions, failure to pay fees, misconduct or other conditions listed in the ASG policies and procedures.

Definitions:

Deferral:	to delay the commencement of 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 state 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
- Serious illness or injury, where a medical certificate state 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;
- Inability to begin studying on the course commencement date due to delay in receiving a student visa

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 charged for the extended period. Students are advised to check with the nearest Department of Home Affairs 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 seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred, suspended or cancelled; or refer to https://www.homeaffairs.gov.au. Australian Skills Group are required to notify DHA via the PRISMS system of the deferral, suspension or cancellation and retail all corresponding documentation in the students file

Right of Appeal

You have the right to appeal any decision made by ASG to defer, suspend or cancel your studies. ASG will maintain your enrolment until the internal or external complaints and appeals process is completed.

Procedure for Student Initiated Deferral/Suspension:

1. Complete the required form, available for Student Administration
2. Discuss your application with the ASG Academic Manager
3. Discuss the changes to your training program
4. ASG confirms the outcome of the meeting in writing, and if granted, provides you a copy of the new training plan/schedule/intervention strategy
5. ASG advises you if the changes affects your visa
6. Your student file is updated accordingly
7. ASG send you a letter outlining the details of your suspension/deferral; and
8. ASG notifies the DHA via PRISMS that your enrolment has been deferred or suspended

Suspension, Deferral or Cancellation by Australian Skills Group

Deferral: ASG may defer the commencement of a course of a course is not offered. The student is provided the option to accept the change or receive a refund, where applicable.

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 & 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

If Australian Skills Group has been unsuccessful in contacting a 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 ASG has the right to cancel student's enrolment under ESOS Act 2000 Section 19(1), by notifying DHA via PRISMS for "student notified cessation of studies" within 14 days after the last day of scheduled attendance

If ASG decides to defer, suspend or cancel your enrolment under Standard 9.3 (National Code 2018) ASG will let you know about the decision in writing via a **Notice of Intention to Cancel/Suspend/Defer** letter. ASG will remind you that the change in enrolment status may affect your visa.

Right of Appeal

You have the right to appeal any decision made by ASG to defer, suspend or cancel your studies. ASG will maintain your enrolment until the internal or external complaints and appeals process is completed. You are 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 you do use the complaints and appeals process, the deferment/suspension/cancellation will not take effect until the process is completed.

11. Refund Policy

1. The Enrolment Fee and Airport Pick-Up Fees are non-refundable whether you complete your course or not.

2. A $150 fee is payable for administering course cancellation after course commencement; this will be deducted from the tuition fees refund

3. An administrative charge of $100 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 start date	100%	$400 enrolment fee $500 cancellation fee $100 airport pick up
On or after course start date	NIL	$400 enrolment fee $200 admin 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 calculated. This will also detail the reason for the refund, processing timelines, the student's right to pursue other legal action
    - 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
    - Fees for services paid to education agents by students are not covered by this refund policy

9. 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

10. 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

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

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

11. 1 Privacy and Records Policy

The purpose of this policy is to provide details on how Australian Skills Group complies in obtaining, recording and storing personal information obtained for the purposes of student enrolment; and to ensure that full and accurate record of all activities and decisions at ASG are created, managed and retained or disposed of appropriately, and in accordance with relevant legislation. This will enable ASG to achieve information accessibility and business enhancement while ensuring that it protects the rights and interests of stakeholders.

Obligation

Australian Skills Group has an obligation under the ***Privacy Act 1988*** and Privacy Amendment (Enhancing Privacy Protection) Act 2012 to comply with the Australian Privacy Principles from Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 when it handles personal information gathered from students.

Australian Skills Group and its officers, employees and those who perform services by or on behalf of Australian Skills Group, must ensure that:

- Personal information is collected only for the purpose directly related to the students course and enrolment;
- Suitable storage arrangements, including appropriate filing procedures, are in place;
- Suitable security arrangements exist for all records containing personal information;
- Access to a student's own personal information will be held by the provider is made available to the student at no charge;
- Records are accurate, up-to-date, complete and not misleading;
- Where a record is found to be inaccurate, the correction is made;
- Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment are noted on the record;
- The personal information is only to be used for the purposes for which it was collected;
- Personal information is only disclosed as below

The Australian Privacy Principles may be obtained from:

http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles

ASG Privacy Notice

Disclosure

Australian Skills Group will not disclose a student's personal information to a person, body or agency (other than the individual concerned) unless:

- The individual concerned is reasonably likely to have been aware that the information of that kind is usually passed to that person, body or agency;
- The individual concerned has consented to the disclosure;
- Australian Skills Group believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or law imposing a pecuniary penalty, or for the protection of the public revenue

Australian Skills Group may collect and hold personal information, such as, but not limited to, names of individuals, addresses, telephone numbers, facsimile numbers, e-mail addresses, titles, professional affiliations and academic records.

These details are collected for the purpose of Australian Skills Group providing services to customers and clients, and the selling and marketing of our products and extended range of services.

Where possible, Australian Skills Group will collect the information directly from the individual. Australian Skills Group acknowledges that there is no obligation for an individual to provide it with personal information. However, if an individual chooses not to provide Australian Skills Group with personal details, it may not be able to provide the individual with a full range of services.

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

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorized agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers

Under the **Data Provision requirements 2012**, Australian Skills Group is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating VET Transcripts
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of this survey at the time of being contacted.

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

Reference: https://www.education.gov.au/provacy-notice-and-student-declaration

For more information about NCVER's Privacy Policy go to https://www.ncver.edu.au/privacy.

Consent

Students must give informed consent to their information being provided to the Australian Government. Australian Skills Group is required to obtain the student's consent to provide personal information to the government departments; the international student written agreement asks for the student's consent to provide information which will satisfy this requirement.

The student is also required to complete a Release of Personal Information to a Third Party form for the release of results, Awards or Statement of Attainments to a nominated person other than themselves.

Review and Access

An individual may request access to or obtain a copy of their personal records/information or for their personal information to be amended so that it is accurate.

Individuals are able to access their own records by requesting it on the Personal Record Request Form available from Student Administration.

There is no charge for an individual to access personal information that Australian Skills Group holds about hem; however a fee may be charged to make copies.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is f, the details of the request for amendment will be noted on the record.

Storage and Security of Personal Information

Australian Skills Group will ensure that a student's personal information is protected by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure and against other misuse.

Australian Skills Group will ensure that is it is necessary for a student's personal information to be given to a person in connection with the provision of a service to Australian Skills group, everything reasonable within the power of Australian Skills Group will be done to prevent unauthorised use or disclosure of that personal information.

Australian Skills Group will not use a student's personal information without taking reasonable steps to ensure that. Having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete.

Australian Skills Group will not use a student's personal information except for a purpose to which the information is relevant and provided for on the enrolment application form.

Privacy Complaints and Advice

Privacy complaints about beaches of personal information by Australian Skills Group (including its officers, employees and those who perform services on or behalf of Australian Skills Group) will be addressed using the Australian Skills Group Grievance Procedure. Details of this procedure can be found on the Australian Skills Group website or in the International Student Handbook.

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